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

PE16-013

NISSAN

11-16-2016

ATTACHMENT B

Request TWO Supporting Documents

Dealer Field Reports Request Number Two

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	FULL	6	2/28/2012	12/2/15	3/16/14

Text-Incd Desc TL

ALLEGED CURTAIN/SIDE AIR BAGS DEPLY

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
104	Z - DONALD PERRYMAN	RANDY EARLY

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
N17	2012	VSD	3N1CN7AP7CL[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	5868	11212	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
HR16	775678	C	KH3
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
AGUASCALIENTES	10/26/2011	12/10/2011	USA

Installed Options

B92 SPLASH GUARDS
C03 50 STATE EMISSIONS
L93 CARPETED FLOOR AND TRUNK MATS
N92 ILLUMINATED KICK PLATES

Dlr Retl Last VC

Code	Region	Name	City	State
2000	34	SERRA NISSAN	BIRMINGHAM	Alabam

Serv Dlr TL

Code	Region	Name	City	State
2000	34	SERRA NISSAN	BIRMINGHAM	AL

Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc
AIR BAG (SRS)	GAUGES/WARNING LIT	CRUISE	NORMAL

Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL
DRY	33/60F=0/15C	INTERMITTENT	NOT PROVIDED	5/8/2012
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
14	N	N	2/29/2012	

Code-Reason For Call TL Desc: NOT PROVIDED *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: ZERO POINT RESET

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Followup Comment TL:

Created by System Account NNAINT at 2012-05-14 18:00:00

** CUSTOMER COMMENT:-AIR BAGS DEPLOYED WHEN CLOSING THE DOOR.-** DEALER ACTION/OBSERVATION

AIR BAGS DEPLOYED WHEN CLOSING THE DOOR.-REPLACED PASSENGER SIDE,CURTAIN AIR BAGS,SEAT BEL

HT IS FLASHING,-NO CODES.-NO CODES IN TROUBLE DIAGNOSIS RECORD.-FOUND AIR BAG FUSE IN THE JUNC

TECH LINE INCIDENT REPORT - CONFIDENTIAL

S LIGHT IS STILL FLASHING.-NO ACCESSORIES OR MODIFICATIONS.** TSS RECOMMENDATION/RESULT:-PERF D REPORT TO FULL DUE TO DAYS DOWN.**FLAGGED REPORT FOR HEADS UP DUE TO DAYS DOWN.** UPDATE RESOLVE.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	MINI	1	12/9/2013	12/8/15	3/10/14

Text-Incd Desc TL

ALLEGED A/BAG DEPLOYMENT W.DOOR SHU

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
195	Z - BRIAN TERK	RYAN DAHLIN

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
N17	2012	VSD	3N1CN7AP5CL[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	36552	11212	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
HR16	711273	C	K23
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
AGUASCALIENTES	6/27/2011	8/31/2011	USA

Installed Options

C03 50 STATE EMISSIONS
K01 CONVENIENCE PACKAGE
L93 CARPETED FLOOR AND TRUNK MATS

Dlr Retl Last VC

Code	Region	Name	City	State
2081	24	KRENZEN NISSAN	DULUTH	Minnes

Serv Dlr TL

Code	Region	Name	City	State
2081	24	KRENZEN NISSAN	DULUTH	MN

Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc
AIR BAG (SRS)	LIGHT RELATED (IMPRC	NOT IDENTIFIED	NOT IDENTIFIED

Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL
NOT IDENTIFIED	NOT IDENTIFIED		NOT IDENTIFIED	1/1/0001
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
14	N	N	12/10/2013	B86

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: CLOSED DURING SFDC MIGRATION

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Followup Comment TL:

Created by Bruce Tankersley at 2014-02-02 17:00:00

**** CUSTOMER COMMENT:-DRIVERS SIDE AIRBAG DEPLOYED WHEN SHUTTING DOOR-** DEALER ACTION/OBSE LIGHT IS ON-AIRBAGB1086 PRE-TEN FRONT LH (OPEN) (B86)B1134 SIDE MODULE LH (OPEN) (BC4)B1150 COLLISION DETECTED (BL0)-NO REPAIRS DONE-** TSS RECOMMENDATION/RESULT:-CONTACT NISSAN C.A**

TECH LINE INCIDENT REPORT - CONFIDENTIAL

NG FOLLOWING DRIVER SIDE COMPONENTS: SIDE CURTAIN AIR BAG, SIDEAIR BAG, SIDE IMPACT SENSOR, DC

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	MINI	1	2/26/2014	4/10/14	3/10/14

Text-Incd Desc TL

SIDE AIR BAGS DEPLOYED W/ DOOR SHUT

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
177	Z - PHILLIP PAGE	MIKE PYLE

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
N17	2012	VSD	3N1CN7AP2CL[redacted]
Mileage-Initial TL	*Mileage-Current TL*	*Code-NNA Model VC*	*Code-Body Type TL*
0	71343	11112	
Code-Engine Prefix VC	*Number-Engine Serial VC*	*Code-Trans Type VC*	*Code-Vehicle Color VC*
HR16	741076	C	K23
Name-Plant VC	*Date-Manufacture VC*	*Date-In Service TL*	*Code-Distributor TL*
AGUASCALIENTES	8/31/2011	9/24/2011	USA

Installed Options

C03 50 STATE EMISSIONS
L92 CARPETED FLOOR AND TRUNK MATS

Dlr Retl Last VC

Code	Region	Name	City	State
3711	42	SID DILLON NISSAN	LINCOLN	Nebras

Serv Dlr TL

Code	Region	Name	City	State
5004	42	NISSAN OF OMAHA, LLC	OMAHA	NE

Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc
AIR BAG (SRS)	IMPROPER OPERATION	NOT IDENTIFIED	NOT IDENTIFIED

Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL
NOT IDENTIFIED	NOT IDENTIFIED		NOT IDENTIFIED	1/1/0001
Code-TREAD TL	*Flag-FSSS TL*	*Flag-NNA Inspection TL*	*Date-NNA Inspection Flag*	*Number-Project TL*
14	N	N	2/26/2014	

Code-Reason For Call TL Desc: NOT IDENTIFIED *Flag-Attachment TL:* N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: CLOSED DURING SFDC MIGRATION

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Followup Comment TL:

Created by Phillip Page at 2014-03-07 18:00:00

** CUSTOMER COMMENT:- C/S AIRBAGS RANDOMLY DEPLOYED-** DEALER ACTION/OBSERVATION:** VERIFIED AIRBAG DEPLOYED- SIDE AIRBAG DEPLOYED- ENGINE RUNNING AND PASSANGER DOOR WAS CLOSED WHEN ACED THE AIRBAGS PREVIOUSLY- INSTALLED SIDE IMPACT SENSOR K8820-3AA0A, REPLACED AT ANOTHER D

TECH LINE INCIDENT REPORT - CONFIDENTIAL

FACTORY- NO SIGNS OF IMPACT ON THE BODY- B1081 PRE-TEN FRONT RH (OPEN) (B81)- B1129 SIDE MOD

<<<<<<<<NEXT>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>- B1145 CURTAIN MODULE RH (OPEN) (BD5)- B1:

OMMENDATION/RESULT:- TSS TO DISCUSS AND FOLLOW UP- SENT FRONT PAGE TO STSS T.T. AND J.H.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	MINI		12/9/2014	12/9/14	12/9/14

Text-Incd Desc TL

- Alleged curtain airbags on pass side went off by closing pass side door hard.- Has code B1129 SIDE MODULE RH

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		Daniel Cruz

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
C11	2011	VER	3N1BC1CP2BL[redacted]

Installed Options

C03 50 STATE EMISSIONS
L93 FLOOR AND TRUNK MATS

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	53720	11411	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MR18	580228	A	K36

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
AGUASCALIENTES	7/6/2010	2/20/2011	

Dlr Retl Last VC

Code	Region	Name	City	State
2452	44	ALHAMBRA NISSAN	ALHAMBRA	Californ

Serv Dlr TL

Code	Region	Name	City	State
5424	44	ALHAMBRA NISSAN	ALHAMBRA	CA

Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc
AIR BAG (SRS)	SERVICE DATA SPECS	NOT IDENTIFIED	NOT IDENTIFIED

Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL
NOT IDENTIFIED	NOT IDENTIFIED		NOT IDENTIFIED	1/1/0001

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
14	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED

Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Followup Comment TL:

Cust states that her daughter slammed pass door and both pass side curtain air bags blew out.

Created by Robert Aponte at 2014-12-09 14:39:59

***** [Added after the case is closed.] *****

Problem Analysis: What? Alleged curtain airbags on pass side went off by closing pass side door hard.

Where?nmd

TECH LINE INCIDENT REPORT - CONFIDENTIAL

When? after exiting vehicle and closing pass side door

Extent? constant.

Description: - Alleged curtain airbags on pass side went off by closing pass side door hard.

- Has code B1129 SIDE MODULE RH (OPEN) (BB9)

B1145 CURTAIN MODULE RH (OPEN) (BD5)

B1210 SIDE COLLISION DETECTED (BL0)

- No one was in vehicle.

Initial Recommendation: - Have Service manager contact C.A.

DTC 1: -

DTC 2: -

DTC 3: -

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	MINI		7/7/2015	7/7/15	7/7/15

Text-Incd Desc TL

Unintended deployment of passenger air bag, right side curtain, right side air bag and right seat belt tensionerT/S v

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
NI		Alfredo Alvarez

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
N17	2012	VSD	3N1CN7AP6CL[redacted]
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	31235	11212	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
HR16	832400	C	NAC
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
AGUASCALIENTES	2/29/2012	3/23/2012	

Installed Options

B92 SPLASH GUARDS
C03 50 STATE EMISSIONS
K01 CONVENIENCE PACKAGE
L93 CARPETED FLOOR AND TRUNK MATS

Dlr Retl Last VC

Code	Region	Name	City	State
3585	24	WESTERN AVENUE NISSAN	CHICAGO	Illinois

Serv Dlr TL

Code	Region	Name	City	State
NP	2	NP	NP	NP

Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc
AIR BAG (SRS)	SERVICE DATA SPECS	NOT IDENTIFIED	NOT IDENTIFIED

Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL
NOT IDENTIFIED	NOT IDENTIFIED		NOT IDENTIFIED	1/1/0001
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
14	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED

Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: Pending dealer follow up

Code-Status TL Desc: F- CLOSED (RESOLVED)

Text-Dealer Followup Comment TL:

Passenger air bag deployed when closing passenger door

Created by Paul Legnon at 2015-07-07 14:12:49

***** [Added after the case is closed.] *****

Problem Analysis: What?

Where?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

When?

Extent?

Description: Unintended deployment of passenger air bag, right side curtain, right side air bag and right seat belt t

T/S vehicle has had collision repair on left side and front of vehicle

Initial Recommendation: Advised to contact CA

DTC 1: -

DTC 2: -

DTC 3: -

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	MINI		8/20/2015	8/20/15	8/20/15

Text-Incd Desc TL

Passenger Side Curtain and RH Seat airbag deployed when passenger door closedService Manager requesting Tecl

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	Kyle Oestreich

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
C11	2012	VER	3N1BC1CP1CK[redacted]

Installed Options

C03 50 STATE EMISSIONS
L92 CARPETED FLOOR AND TRUNK MATS

Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL
0	97421	11412	

Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC
MR18	861347	A	QM1

Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL
CIVAC (NMX)	2/3/2012	3/28/2012	

Dlr Retl Last VC

Code	Region	Name	City	State
3944	34	BOB RICHARDS NISSAN	BEECH ISLAND	South C

Serv Dlr TL

Code	Region	Name	City	State
NP	2	NP	NP	NP

Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc
AIR BAG (SRS)	SERVICE DATA SPECS	NOT IDENTIFIED	NOT IDENTIFIED

Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL
NOT IDENTIFIED	NOT IDENTIFIED		NOT IDENTIFIED	1/1/0001

Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL
14	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED

Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Followup Comment TL:

Passenger Airbag deployed when passenger door was closed

Created by Kenneth Walker at 2015-08-20 08:14:08

***** [Added after the case is closed.] *****

Problem Analysis: What?

Where?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

When?

Extent?

Description: Passenger Side Curtain and RH Seat airbag deployed when passenger door closed

Service Manager requesting Techline to be contacted

Allegedly occurred when Passenger door was slammed closed

Airbag setting code

B1131 SIDE MODULE RH (GND-SHORT) (BC1)

B1145 CURTAIN MODULE RH (OPEN) (BD5)

B1210 SIDE COLLISION DETECTED (BL0)

Vehicle exhibits signs of previous collisions and repairs

LF fender, fender liner and headlight do not appear OE

RF fender appears to have traumatized

RF headlight has been modified to fit

Hood latch mounting appears to have been modified

Calling to start case and ask how to proceed

Initial Recommendation: Contact CA On behalf of customer

DTC 1: -

DTC 2: -

DTC 3: -

Created by Kenneth Walker at 2015-08-20 08:14:31

***** [Added after the case is closed.] *****

Heads up sent on 2015-08-20 09:14:31 to david.mackay@nissan-usa.com, gary.torgerson@nissan-usa.com, lawren

usa.com, michael.farrell@nissan-usa.com, oconnoc@nissan-usa.com, mitl.montoya@nissan-usa.com, techlinesfdc

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	[redacted]

ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
[redacted]	MINI		8/24/2015	8/24/15	8/24/15

Text-Incd Desc TL

Left side curtain and left seat airbag are deployedAllegedly deployed when door was closedAirbag setting codesB1(

Code-TSS1 TL	Code-TSS1 TL Name	Name-Caller TL
143	Z - CRAIG WATSON	Leonel Gonzales

Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL
N17	2012	VSD	3N1CN7AP6CL[redacted]
Mileage-Initial TL	**Mileage-Current TL**	**Code-NNA Model VC**	**Code-Body Type TL**
0	56201	11212	
Code-Engine Prefix VC	**Number-Engine Serial VC**	**Code-Trans Type VC**	**Code-Vehicle Color VC**
HR16	758704	C	QM1
Name-Plant VC	**Date-Manufacture VC**	**Date-In Service TL**	**Code-Distributor TL**
AGUASCALIENTES	10/1/2011	11/3/2011	

Installed Options

B92 SPLASH GUARDS
C03 50 STATE EMISSIONS
L93 CARPETED FLOOR AND TRUNK MATS

Dlr Retl Last VC

Code	Region	Name	City	State
3788	44	SAN LEANDRO NISSAN	SAN LEANDRO	Californ

Serv Dlr TL

Code	Region	Name	City	State
NP	2	NP	NP	NP

Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc
AIR BAG (SRS)	SERVICE DATA SPECS	NOT IDENTIFIED	NOT IDENTIFIED

Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL
NOT IDENTIFIED	NOT IDENTIFIED		NOT IDENTIFIED	1/1/0001
Code-TREAD TL	**Flag-FSSS TL**	**Flag-NNA Inspection TL**	**Date-NNA Inspection Flag**	**Number-Project TL**
14	N	N	1/1/0001	

Code-Reason For Call TL Desc: NOT IDENTIFIED — Flag-Attachment TL: N

Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL
N	1/1/01		1/1/01	1/1/01

Text-Solution TL: **Pending dealer follow up**

Code-Status TL Desc: **F- CLOSED (RESOLVED)**

Text-Dealer Followup Comment TL:

Airbag deployed on left side when door was closed

Created by Kenneth Walker at 2015-08-24 07:43:37

***** [Added after the case is closed.] *****

Problem Analysis: What?

Where?

TECH LINE INCIDENT REPORT - CONFIDENTIAL

When?

Extent?

Description: Left side curtain and left seat airbag are deployed

Allegedly deployed when door was closed

Airbag setting codes

B1086 PRE-TEN FRONT LH (OPEN) (B86)

B1134 SIDE MODULE LH (OPEN) (BC4)

B1150 CURTAIN MODULE LH (OPEN) (BE0)

B1210 SIDE COLLISION DETECTED (BL0)

Vehicle has been in a previous collision

Left Front fender and Front Bumper have been repainted

Unsure how to diagnose

Initial Recommendation: Refer to ESM for related diagnosis and inspection procedures

If customer believes that the airbags deployed for no reason, refer customer to CA

DTC 1: -

DTC 2: -

DTC 3: -

PE16-013

NISSAN

11-16-2016

ATTACHMENT B

Request TWO Supporting Documents

Consumer Complaints Request Number Two

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 [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]		
Executive Referral		Case Owner	Trish Page [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	HOST
Letter Received Date		Case Origin	Phone
Follow Up Date	11/15/2011	Date/Time Opened	9/26/2011 1:00 AM
Supporting Documents		Date/Time Closed	11/15/2011 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]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	INDEPENDANT
# Vehicles Owned	0	Previous Repair Date	
Vehicle Purchased	N	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	24,723		

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	3N1BC1CP0B[redacted]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	35
Model Line	VERSA	Beyond PT Warranty Miles	0
Model Code	11511	Beyond PT Warranty Months	11

Dealer Access

Case Servicing Dealer	MIDDLETOWN NISSAN	Data Net	
Case Servicing Dealer Region	Northeast 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	
		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, 9/26/2011 1:00 AM	Root Cause Code	SCSD
Last Modified By	Bharath Tadipatri, 4/3/2015 8:02 PM	Root Cause Code (2)	
Days Closed	1,820	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

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 12:44 PM)** ARBS-TP CALLED SM GINO ON 10/26/11 AT 8:14AM CST AND LEFT VMX WITH CONTCT INFO AND ADVISED CLM HAS NOT BEEN SUBMITTED. - @10/26-VPP049N ARBS-CLOSING FILE. @11/15-VPP049N FILE OPENED-ZJF176N 09/26/2011 MR. G STATED THAT C AIRBAGS DEPLOYED WITHOUT VEHICLE BEING IN A ACCIDENT. MR. G STA THAT C'S SON SLAMMED PASSENGER DOOR AND THE AIRBAGS DEPLOYED. C TOOK VEHICLE TO A NISSAN DEALERSHIP TO GET A DIAGNOSTIC. THE DEALERSHIP C THAT BECAUSE A CODE B1210 CAME UP AIRBAGS WILL NOT BE COVERED UNDER WARRANTY. C AND THE INSURANCE COMPANY WANT TO KNOW HOW MUCH FORCED DO THE VEHICLE NEEDS TO HAVE FOR THE AIRBAGS TO DEPLOYED. CRR GAVE MR. G THE FILE #. @09/26-ZJF176N * @09/26-ZJF176N P-1) APPROXIMATE MILEAGE ON VEHICLE AT TIME OF ACCIDENT OR INCIDENT: C STATES 24,000 MILES P-2) DESCRIPTION OF THE ACCIDENT OR INCIDENT: A. WHO WAS INVOLVED? C STATES: CUSTOMER AND GRANDSON B. WHAT HAPPENED? C STATES: C'S AIRBAG DEPLOYED C. WHAT AREAS OF THE VEHICLE ARE AFFECTED? C STATES: THAT H D. WHEN DID IT HAPPEN? C STATES: AROUND 10AM ON 9/13/11 E. WHERE DID IT HAPPEN? C STATES: OFF MAIN ST. AND CROMWELL F. HOW DID IT HAPPEN? C ST C'S GRANDSON SLAMMED PASSANGER DOOR AND AND AIRBAGS DEPLOYED FROM HEADLINER AND SEAT P-3) WHAT THE CUSTOMER IS REQUESTING OF NISSAN NORTH AMERICA: C STATES: C WOULD LIKE FOR HEADLINER, SEAT, AND AIRBAG TO BE REPLACE. @09/26-ZJF176N CRR-JF OFFERED FURTHER ASSISTANCE C DECLINED. CRR PROVIDED NAME, EXT, AND FILE #. CRR THANKED C FOR DRIVING A NISSA. CRR SUBMITTING IIR. @09/26-ZJF176N @09/26-ZJF176N ***TL-AH SNEIDI TO ARBS-PP FOR REVIEW. @09/27-ZAH022N - ARBS-TP REC'D AND WILL REVIEW. - @09/27-VPP049N ARBS-TP CALLED C. C STATES WHEN DOOR SLAMMED THE PASSENGER SIDE SEAT AND CURTAIN AIR BAGS DEPLOYED. C STATES NO ONE WAS INJURED. C STATES SEAT BELTS STILL WORK. C STATES LAST NIGHT C HIT RACOON WITH VEHICLE AND BUMPER IS DAMAGED. C STATES C'S INSURANCE WILL REPAIR BUMPER DAMAGE. ADVISED C HITTING RACOON WOULD NOT SET OFF AIR BAGS. ADVISED C C WILL BE CONTACTED BY DLR, DLR WILL INSPECT VEHICLE FOR SIDE IMPACT AND UNDER CARRIAGE DAMAGE. ADVISED C IF NO SIDE IMPA OR UNDERCARRIAGE DAMAGE C WILL BE PROVIDED RENTAL AND VEHICLE WILL BE REPAIRED UNDER WARRANTY. C STATES C WOULD LIKE TO GO TO MIDDLETO NISSAN. ADVISED C TO CONTACT ARBS IF C HAS NOT BEEN CONTACTED BY DLR. ARBS PROVIDED NAME AND DIRECT PHONE NUMBER. - @09/27-VPP049N ARBS-TI CALLED SM GINO. ASKED SM TO CONTACT C TO MAKE APPT TO BRING VEHICLE IN FOR INSPECTION. ARBS ASKED SM TO INSPECT VEHICLE FOR SIDE IMPACT AND UNDER CARRIAGE DAMAGE, IF NOT DAMAGE SM TO PROVIDE C RENTAL AND REPAIR VEHICLE UNDER WARRANTY. SM PROVIDED EMAIL ADDRESS GINOG@MIDDLETOWNNISSAN.COM. ARBS TO EMAIL VCAN APPR'L FORM. - @09/27-VPP049N ARBS-TP REC'D VMX FROM SM GINO. ARBS-TP CALL SM GINO AND LEF MSG WITH RECEPTIONIST FOR SM TO CALL ARBS AND PROVIDED DIRECT PHONE NUMBER. - @09/30-VPP049N ARBS-TP REC'D VMX FROM SM GINO PROVIDING EX ARBS-TP CALLED SM GINO ON 10/06/11 AT 9:32AM CST AND LEFT VMX WITH CONTACT INFO, ARBS RETURNING CALL AND REQUESTED RETURN CALL. - @10/06-VPP ARBS-TP REC'D VMX FROM SM GINO. @10/10-VPP049N ARBS-TP CALLED SM GINO ON 10/10/11 AT 10:26AM CST AND LEFT VMX WITH CONTACT INFO AND ARBS RETURNING SM'S CALL. - @10/10-VPP049N ARBS-TP CALLED SM GINO ON 10/20/11 AT 10:20AM CST AND LEFT VMX WITH CONTACT INFO, RE
Make Public	☐	**Created By: CONVERSION (3/10/2012 12:39 PM)** QUEST FOR CLAIM TO BE SUBMITTED AND RETURN CALL. - @10/20-VPP049N
Make Public	☐	**Created By: CONVERSION (3/10/2012 12:32 PM)** CRR-JF CHECKED FOR PREVIOUS RELATED FILES: NONE CRR-JF CHECKED FOR PREVIOUS UNRELATED FILES: NONE CRR-JF VERIFIED C'S VIN, NAME, ADDRESS, DAY/EVENING PHONE NO., MILEAGE, EMAIL, AND SERVICE DEALER. CRR-JF CHECKED FOR OPEN CAMPAIGNS/RECALLS: NONE CRR-JF RECEIVED INBOUND CALL F C INSURANCE COMPANY CRR SPOKE TO JIM G.

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-6547942	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	BROKEN/CRACKED	14	9/26/2011	ZB	BK	233500	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 **Trish Page**.
3/11/2012 6:11 PM	CONVERSION	Changed **Case Owner** from Trish Page to **Managed Services**.
3/10/2012 9:21 AM	CONVERSION	Changed **Case Owner** from Managed Services to **Trish Page**.
3/9/2012 2:53 AM	CONVERSION	Changed **Contact Name** to [redacted]
3/1/2012 4:20 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 [25] | Case Categorizations [2] | Open Activities [0] | Activity History [1] | Emails [0] | Customer Support Tools [0] | Check Activity [0] | Forms [0] | Attachments [1] | Case History [5+] | Surveys [0]

Case Detail

[redacted] Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Trish Page [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	HOST
Letter Received Date		Case Origin	Phone
Follow Up Date	5/21/2012	Date/Time Opened	2/29/2012 1:00 AM
Supporting Documents		Date/Time Closed	5/21/2012 9:03 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]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Dealer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	N	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	5,868		

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	3N1CN7AP7C[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	23
Model Line	VERSA SEDAN	Beyond PT Warranty Miles	0
Model Code	11212	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	SERRA NISSAN	Data Net	
Case Servicing Dealer Region	Southeast 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	CONVERSION, 2/29/2012 1:00 AM	Root Cause Code	SCSD
Last Modified By	System Account NNAINT, 5/21/2012 7:17 PM	Root Cause Code (2)	
Days Closed	1,632	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public		**Created By: Trish Page (5/21/2012 8:57 AM)** ARBS-TP closing file pending c follow up.
Make Public		**Created By: Trish Page (5/21/2012 8:57 AM)** ARBS-TP called c. C states c picked up vehicle and air bag light is flashing. C states c will be bringing vehicle to dlr on Saturday to have vehicle diagnosed. Advised c to contact ARB any questions.
Make Public		**Created By: Trish Page (5/16/2012 9:49 AM)** ARBS-TP called SM Randy. SM states vehicle repairs were completed last week and c has not picked up c's vehicle or returned the rental. SM states will go and pick up rental. Advis SM to call ARBS with update.
Make Public		**Created By: Trish Page (5/9/2012 11:13 AM)** ARBS-TP rec'd vmx from SA Callie advising c's vehicle repairs are complete and c has been contacted to pick up vehicle.
Make Public		**Created By: Trish Page (5/7/2012 1:53 PM)** ARBS-TP rec'd vmx from SM Randy who advised vehicle repairs should be completed today or tomorrow and provided [redacted] ARBS-TP called SM and was not able to leave vmx as vmx was full.
Make Public		**Created By: Trish Page (5/7/2012 9:50 AM)** ARBS-TP called SA Callie to get update on vehicle repair. SA transferred ARBS to parts and call was not picked up. ARBS-TP called SM Randy. ARBS explained parts/stp issue with SM and requested status of vehicle repair. SM states will call ARBS back. ARBS provided contact info.
Make Public		**Created By: Trish Page (5/3/2012 3:48 PM)** ARBS-TP called SA Callie. SA states dlr is still waiting on part and transferred ARBS to parts department. Parts advised dlr didn't know part # 985p03ba5a was on parts restriction ar needed to send email. Parts advised email sent and dlr should be receiving part in the next couple days.
Make Public		**Created By: Trish Page (5/1/2012 3:40 PM)** ARBS-TP rec'd update from PC-JP advising part was shipped on 04/20 and should have been at dlr on 04/21. ARBS-TP call SA Callie. SA transferred ARBS to PM who advised doesn't have part. ARBS provided part# and advised of delivery date. PM states will look for part and call ARBS ba ARBS provided contact info.
Make Public		**Created By: Trish Page (4/26/2012 9:08 AM)** ARBS-TP rec'd call from SA Callie who advised part is not at dlr. Advised SA ARBS will look into part location.
Make Public		**Created By: Trish Page (4/25/2012 10:43 AM)** ARBS-TP called SA Callie, advised SA dlr should have part. SA states will check and call ARBS back.
Make Public		**Created By: Trish Page (4/19/2012 8:47 AM)** ARBS-TP rec'd update from PC-JP est release date is 05/12/12. PC investigating timing.
Make Public		**Created By: Trish Page (4/13/2012 8:23 AM)** ARBS-TP reviewed part request with PC-JP who advised will request new ETA.
Make Public		**Created By: Trish Page (4/12/2012 10:50 AM)** ARBS-TP rec'd call from SA Callie. SA states a new bulletin came out that advised new part number for cancelled part order is 870003an1a. SA advised part delivery is May. SA advi has been in rental since 02/28. Advised SA ARBS will look into part issue. ARBS-TP reviewed part issue with PC-JP. ARBS to follow up with PC tomorrow.
Make Public		**Created By: Trish Page (4/5/2012 9:07 AM)** ARBS-TP rec'd update part tentative ETA 04/20/12.

Make Public	**Created By: Trish Page (4/3/2012 2:35 PM)** ARBS-TP was advised by PC-JP part 985p03ba5a order was cancelled by dlr. ARBS-TP called SA Callie. Advised SA part 985p03ba5a order was cancelled and the other part is on back order. SA states will look into issue.
Make Public	**Created By: Trish Page (4/3/2012 2:21 PM)** ARBS-TP rec'd update from PL-LO who advised NNA should take care of vehicle repair. ARBS-TP called dlr and spoke with SA Callie. SA advised c is in rental and parts were ordered on 03/13 and have not come in yet. SA advised part # 870003an1a and 985p03ba5a. Advised SA ARBS will look into parts concern. ARBS-TP reviewed b/o parts with PC-JP.
Make Public	**Created By: Jim Land (3/19/2012 12:09 PM)** IIR data processed & a copy sent to Product Liability for review.
Make Public	**Created By: Trish Page (3/13/2012 9:03 AM)** ARBS called c on [redacted] and left vmx with contact info, arbs called dlr to have vehicle repaired and requested return call if c needs rental.
Make Public	**Created By: Trish Page (3/13/2012 8:57 AM)** ARBS called SA Callie. Advised SA to repair vehicle and contact ARBS for VCAN approval. ARBS provided name and phone number. Advised SA ARBS will contact C.
Make Public	**Created By: Trish Page (3/13/2012 8:38 AM)** ARBS called DTS-SJ. DTS states there is no vehicle damage. Advised dts arbs will call dlr to have vehicle repaired.
Make Public	**Created By: Trish Page (3/13/2012 8:37 AM)** ARBS called PL-LO to review air bag deployment. Reviewed with pl that if there is no vehicle damage, dlr can repair vehicle.
Make Public	**Created By: Trish Page (3/12/2012 5:16 PM)** ARBS called c to conduct probe. ARBS completed probe. Advised c may be contact by inspector. Informed c arbs will review incident and call c back with update. ARBS verified contact info.
Make Public	**Created By: CONVERSION (3/10/2012 7:55 PM)** FILE OPENED-ZJG000N 02/29/2012 CRR-JG RECEIVED CALL FROM THE DLR, SA-CHAPELL. SA MENTIONED THAT THE DLR WANTED TO OPEN A CASE FOR C BECAUS VEHS RIGHT SIDE AIRBAG DEPLOYED EVEN WITHOUT IMPACT. CRR-JG DID THE INITIAL PROBE: P-1) APPROXIMATE MILEAGE ON VEHICLE AT TIME OF ACCIDENT O INCIDENT: SA-CHAPPEL STATES 5800. P-2) DESCRIPTION OF THE ACCIDENT OR INCIDENT: A. WHO WAS INVOLVED? @02/29-ZJG000N SA STATES ONLY C. B. WHAT HAPPENED. SA STATES THAT C STATED WHILE C WAS DRIVING, C HEARD A NOISE AND THE AIR BAG SUDDENLY DEPLOYED, EVEN WITHOUT IMPACT. C. WHAT ARE OF THE VEHICLE ARE AFFECTED? SA STATES THERE ARE NO OTHER PARTS AFFECTED. D. WHEN DID IT HAPPEN? DOCUMENT DATE AND TIME. SA STATES THE 28 FEBRUARY AROUND 4:30 TO 5:00 PM. E. WHERE DID IT HAPPEN? DOCUMENT DETAILED DESCRIPTION OF LOCATION OF INCIDENT SA STATES SA DOES NOT HAVE INFORMATION. BUT C WENT TO THE DLR RIGHT AWAY. F. HOW DID IT HAPPEN? SA STATES, C WAS JUST DRIVING AND HEARD A WEIRD NOISE AND THE RIGHT SIDE BAGS DEPLOYED. P-3) WHAT THE CUSTOMER IS REQUESTING OF NISSAN NORTH AMERICA: SA STATES, THE C WAS CONCERNED OF WHAT HAPPENED AND WANT NNA TO LOOK INTO THE ISSUE. CRR-JG INFORMED SA TO INFORM C TO CALL NNAC CA AS WELL FOR MORE INFORMATION AND ALSO THAT THE CONCERN WILL BE FORWARDED TO ARBS AND WILL RECEIVE A CALL BACK WITHIN 2 BUSINESS DAYS. SA UNDERSTOOD. CRR-JG ASKED FOR OTHER CONCERNS, SA SAID NONE. CRF PROVIDED CRR'S NAME, EXTENSION NUMBER AND FILE NUMBER. CRR-JG LEAVING THE FILE OPEN. @02/29-ZJG000N @02/29-ZFM999N ========== @02/29-ZFM999N CRR-FM REVIEWED THE FILE AND FORWARDED TO NNA DRT IIR. @02/29-ZFM999N CRR-FM EXITING FILE. @02 ZFM999N ==========: @02/29-ZFM999N @02/29-ZFM999N ***TL-AH SENDING IIR TO ARBS-PP FOR REVIEW. @02/29-ZAH022N ARBS-TP REC'D AI WILL REVIEW. - @02/29-VPP049N ARBS-TP CALLED DLR AND SPOKE WITH SA CALLIE. SA STATES C STATES C WENT TO VEHICLE AT LUNCH TO GET SOMETHING OU VEHICLE. SA STATES VEHICLE WASN'T RUNNING. SA STATES C STATES C GOT ITEM OUT OF VEHICLE, SHUT DOOR THEN HEARD NOISE. SA STATES RIGHT SIDE CURTAIN AIR BAG AND RIGHT SIDE SEAT AIR BAG DEPLOYED. ADVISED SA NNA WILL INSPECTION VEHICLE. - @02/29-VPP049N ARBS-TP SUBMITTED DTS INSPECTI REQUEST TO CSM-RD FOR REVIEW. - @02/29-VPP049N ARBS-TP CALLED C ON 03/01/12 AT 11:04AM CST ON DAY# AND LEFT VMX WITH CONTACT INFO AND REQUES FOR RETURN CALL. ARBS-TP CALLED C ON 03/01/12 AT 11:05AM CST ON EVE# AND LEFT VMX WITH CONTACT INFO, HANDLING FILE AND REQUEST FOR RETURN CA @03/01-VPP049N ARBS-TP REC'D UPDATE FROM DTS-JS SUBMITTING INSPECTION DATE OF 03/12/12 AT 10:00AM. - @03/01-VPP049N ARBS-TP CALLED C. ARBS LEFT WITH CONTACT INFO, WORK HOURS AND REQUEST FOR RETURN CALL WITH RECEPTIONIST. - @03/02-VPP049N ARBS-TP DOCUMENTING CALL TO DLR ON 03/06/12 ADVISED DLR ARBS REC'D VMX FROM C ADVISING C WAS READY TO PICK UP VEHICLE. DLR STATES INSPECTION IS ON THE 12TH. ARBS CONFIRMED WITH DLR INSPECTION IN 03/12/12 AT 10:00AM. DLR STATES WILL CALL C AND ADVISE OF INSPECTION AND VEHICLE HAS NOT BEEN REPAIRED. ARBS ALSO CONTACTED C AN LEFT VMX. - @03/09-VPP049N ARBS-TP CALLED C ON 03/09/12 AT 11:25AM CST ON DAY# AND LEFT MSG WITH RECEPTIONIST WITH CONTACT INFO AND REQUEST F RETURN CALL. - @03/09-VPP0
Make Public	**Created By: CONVERSION (3/10/2012 7:55 PM)** 49N
Make Public	**Created By: CONVERSION (3/10/2012 7:51 PM)** CRR-JG CHECKED FOR PREVIOUS RELATED FILES FOUND: NONE CRR-JG CHECKED FOR PREVIOUS UNRELATED FILES FOUND: NONE CRR-JG VERIFIED C'S VIN, NA PHONE NUMBER, CURRENT MILEAGE OF THE VEH, HOW THE VEH WAS AQUIRED AND SVC DLR. CRR-JG CHECKED FOR OPEN RECALLS AND CAMPAIGNS FOUND: C PM253 VERSA AT SHIFTER NTB12-008 01/26/12

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-6768551	RESTRAINT SYSTEM	RIGHT SIDE AIRBAG	UNEXPECTED DEPLOYMENT	14	2/29/2012	WU	BK	264000	OA
Edit | Del	CC-6768552	RESTRAINT SYSTEM	RIGHT SIDE AIRBAG	POOR OR IMPROPER OPERATION	14	2/29/2012	YX	BK	264000	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		✓	3/15/2012	CONVERSION	5/21/2012 9:02 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]	24KB	3/15/2012 5:22 PM	Trish Page

Case History

Case History He

Date	User	Action
5/21/2012 9:03 AM	Trish Page	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
5/21/2012 9:03 AM	Trish Page	Closed.
5/16/2012 9:49 AM	Trish Page	Changed **Follow Up Date** from 5/16/2012 to **5/21/2012**.
5/14/2012 8:12 AM	Trish Page	Changed **Follow Up Date** from 5/14/2012 to **5/16/2012**.

Show more » | Go to list »

Surveys

Surveys He

No records to display

^ Back To Top

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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+] | Sun

Case Detail

Reopen Case | Clone Closed Case

Account Name	[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	9/7/2012	Date/Time Opened	8/23/2012 12:05 PM
Supporting Documents	☐	Date/Time Closed	9/7/2012 8:19 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]
Middle Initial	
Last Name	

Call Script

Who contacted us?	In-Field Comment	Vehicle Maintained Location	
# Vehicles Owned	0	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	3N1CN7AP8C[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	24
Model Line	VERSA SEDAN	Beyond PT Warranty Miles	0
Model Code	11212	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	AUTONATION NISSAN IRVING	Data Net	☐
Case Servicing Dealer Region	Central 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	
		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: 3N1CN7AP8C[redacted]		
Created By	Joey Ruff, 8/23/2012 12:05 PM	Root Cause Code	SC
Last Modified By	Bharath Tadipatri, 4/3/2015 8:03 PM	Root Cause Code (2)	
Days Closed	1,523	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: Joey Ruff (9/7/2012 8:19 AM)** Called and left vmx for SM-Tom. Closing case as repairs to be completed under warranty and no further assistance to be provided by ARBS
Make Public	☐	**Created By: Joey Ruff (9/5/2012 9:56 AM)** Called and left vmx for SM-Tom. Requested callback w/ update on veh. provided contact#
Make Public	☐	**Created By: Joey Ruff (8/28/2012 1:57 PM)** Called and left vmx for SM-Tom. Advised that per SM's previous statement that no indication of damage or prev repairs to veh, NNA authorizing repair to be performed and submitted through warranty claims. Invited callback with any questions.
Make Public	☐	**Created By: Joey Ruff (8/28/2012 1:54 PM)** Received call from Avis-[redacted] Harvey advised had tracked down incident report and driver claims that while driver was getting into veh, a large wind came and blew the door shut very hard and set off the airbags. Reviewed w/ PL-LO and PL-LO advised that if no damage to veh, authorize repairs.
Make Public	☐	**Created By: Joey Ruff (8/27/2012 9:21 AM)** Called Avis @ # provided and left vmx for [redacted] Provided name, hours, and contact#. requested callback.
Make Public	☐	**Created By: Joey Ruff (8/27/2012 9:20 AM)** Spoke w/ SM-Tom. SM unclear about events surrounding airbag deployment. SM states no indication of impact or prev repairs. 12k miles on veh. SM provided contact# for Avis @ 972-453-4070. SM advised veh license plate is DD2T088
Make Public	☐	**Created By: Joey Ruff (8/23/2012 12:08 PM)** Received infield file from Techline alleging side airbag deployment. Called and left vmx for SM-Tom requesting more information. Provided name and contact# and requested callback.

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-7082523	RESTRAINT SYSTEM	RIGHT CURTAIN AIRBAG	UNEXPECTED DEPLOYMENT	14	9/5/2012	WU	BK	261500	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
9/7/2012 8:19 AM	Joey Ruff	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/5/2012 9:56 AM	Joey Ruff	Changed **Follow Up Date** from 9/5/2012 to **9/7/2012**.
8/28/2012 2:15 PM	Joey Ruff	Changed **Follow Up Date** from 8/27/2012 to **9/5/2012**.

Show more » | Go to list »

Surveys Surveys He

No records to display

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Case [redacted]

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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]		
Executive Referral		Case Owner	Cristina Borbe [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	9/20/2012	Date/Time Opened	9/19/2012 4:24 PM
Supporting Documents		Date/Time Closed	10/5/2012 6:04 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]
Middle Initial	
Last Name	

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	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	3N1BC1CP0BL[redacted]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	38
Model Line	VERSA	Beyond PT Warranty Miles	0
Model Code	11411	Beyond PT Warranty Months	14

Dealer Access

Case Servicing Dealer	HENDERSON NISSAN	Data Net	
Case Servicing Dealer Region	West 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] VIN: 3N1BC1CP0B[redacted]		
Created By	Cristina Borbe, 9/19/2012 4:24 PM	Root Cause Code	SCIN
Last Modified By	Bharath Tadipatri, 4/3/2015 7:54 PM	Root Cause Code (2)	
Days Closed	1,495	Action Code	NT4C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments He

Action	Public	Comment
Make Public	☐	Created By: Cristina Borbe (10/5/2012 6:03 PM) calle[redacted] - 06:40 AM - left voice message : advising c that NNA needs additional information regarding the issue for airbag deployment. Advised c to call back about case nur[redacted] In case c calls back, please ask the initial prove for IIR. ccr-cb closing the case 3 callback attempts.
Make Public	☐	Created By: Cristina Borbe (10/3/2012 10:23 AM) ccr-cb called c and left voice message. advising c that NNA needs additional information regarding the issue for airbag deployment. Advised c to call back about case number[redacted] Note to any agent: In case c calls back, please ask the initial prove for IIR- thanks.
Make Public	☐	Created By: Cherielyn Ceiano (9/20/2012 6:50 PM) CRR-CNC confirmed that no contact info has changed. CRR-CNC received call from C stated that c want to be transferred to CRR-CB but line got disconnected crr-cnc exiting case
Make Public	☐	Created By: Cristina Borbe (9/20/2012 5:47 PM) called jean obara - 06:40 AM - left voice message : advising c that NNA needs additional information regarding the issue for airbag deployment. Advised c to call back about case nur[redacted] In case c calls back, please ask the initial prove for IIR.
Make Public	☐	Created By: Cristina Borbe (9/19/2012 4:43 PM) ccr-cb recieved a call from[redacted] the granddaughter of[redacted] which will be reffered to as c. c stated that is not sure if c called the correct dept. crr-cb verified c's name, vin, address, mileage, phone number, email address & responsible dlr. c stated that the airbag has been repaired a few months ago because of accident, however, last week, during a windy day, and the veh. was parked, the door slammed and the air ba deployed. c stated that as per dlr., the repair is not covered. c have paper work and also the diagnosis info from dlr. ccr-cb verified how c wants assistance with. c stated that c does not want to pay for the repair cost because it is a company defect. crr-cb advised c that file will be transferred to rcas for review. crr-cb advised c to expect a call within the next business day. c understood. crr-cb offered further assistance, c declined. crr-cb provided name, ext and file number. crr-cb 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-7100489	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	9/19/2012	YX	BK	233500	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
10/5/2012 6:04 PM	Cristina Borbe	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/20/2012 10:08 AM	Danielle Spurling	Changed **Case Owner** from Danielle Spurling to **Cristina Borbe**.
9/19/2012 4:45 PM	Cristina Borbe	Changed **Transferred to RCAS** from false to **true**.

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No records to display

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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]		
Executive Referral		Case Owner	Stephanie Gordon [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	10/25/2012	Date/Time Opened	10/24/2012 12:38 PM
Supporting Documents		Date/Time Closed	10/24/2012 2:38 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	IIR report NEEDED		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	[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	14,386		

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	3N1CN7AP7C[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	23
Model Line	VERSA SEDAN	Beyond PT Warranty Miles	0
Model Code	11152	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	MIDDLETOWN NISSAN	Data Net	
Case Servicing Dealer Region	Northeast 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	
		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: 3N1CN7AP7CL[redacted]		
Created By	William Miller, 10/24/2012 12:38 PM	Root Cause Code	SC
Last Modified By	Bharath Tadipatri, 4/3/2015 7:53 PM	Root Cause Code (2)	
Days Closed	1,476	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments He

Action	Public	Comment
Make Public	☐	Created By: Joey Ruff (10/24/2012 2:37 PM) | Last Modified By: Joey Ruff (10/24/2012 2:38 PM) ARBS noting duplicate case. Closing case. Please refer to case# 9741785
Make Public	☐	Created By: Stephanie Gordon (10/24/2012 1:17 PM) CRR-SNG transferring case to CRR-SNG. CRR-SNG called C at [redacted] and advised that was brought to CA attention that C's airbags deployed while driving down highway. CRR-SNG would like to gather more informat with C. CRR-SNG advised C of #8003436913, ext, name, and case #. CRR-SNG called C at [redacted] and advised that was brought to CA attention that C's airbags deployed while driving down highway. CRR-SNG would like to gather more informat with C. CRR-SNG advised C of #8003436913, ext, name, and case #. CRR-SNG changing follow up date to 10/25/12.
Make Public	☐	Created By: William Miller (10/24/2012 12:55 PM) RCAS-WM received call from dlr3355 SM-GG SM-GG advised that c brought veh into dlr for airbag deployment. c had advised dlr that c was driving down the highway at highway speed and the passenger door was ajar, the pass opened the door, slammed the door shut, and the airbag deployed. SM advised that dlr spoke with the DTS which recommended opening an infield case. RCAS-WM verified VIN and contact information. RCAS-WM advised that RCAS would open case and forward to appropriate dept for handling. SM thanked 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-7140343	RESTRAINT SYSTEM	RIGHT CURTAIN AIRBAG	UNEXPECTED DEPLOYMENT	14	10/24/2012	WU	BK	261500	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 2:38 PM	Joey Ruff	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
10/24/2012 1:18 PM	Stephanie Gordon	Changed **Case Owner** from William Miler to **Stephanie Gordon**.
10/24/2012 1:18 PM	Stephanie Gordon	Changed **Follow Up Date** from 10/24/2012 to **10/25/2012**.

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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+] | Sun

Case Detail

Reopen Case | Clone Closed Case

Account Name	[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	11/30/2012	Date/Time Opened	11/30/2012 10:43 AM
Supporting Documents	☐	Date/Time Closed	11/30/2012 10:47 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]
Middle Initial	
Last Name	

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	3N1CN7AP7C[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	23
Model Line	VERSA SEDAN	Beyond PT Warranty Miles	0
Model Code	11212	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	JEFF WYLER NISSAN	Data Net	☐
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	10	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] VIN: 3N1CN7AP7CL[redacted]		
Created By	Joey Ruff, 11/30/2012 10:43 AM	Root Cause Code	SC
Last Modified By	Bharath Tadipatri, 4/3/2015 8:04 PM	Root Cause Code (2)	
Days Closed	1,439	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments He

Action	Public	Comment
Make Public	☐	Created By: Joey Ruff (11/30/2012 10:47 AM) ARBS closing case pending SM/dlr callback as no further action needed at this time.
Make Public	☐	Created By: Joey Ruff (11/30/2012 10:46 AM) Received in-field file from Techline advising side/curtain airbags deployed from door slam. **** ARBS called and spoke w/ SM-Jim. Provided case# and ARBS's contact information. Verified no damage to veh, nothing to suggest impact/accident. SM advised no damage. ARBS authorized repairs to veh for tensioners/airbags/headliner, etc to be performed under warranty as veh is a 2012 w/ 22k miles SM understood and thanked.

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-7180532	RESTRAINT SYSTEM	RIGHT CURTAIN AIRBAG	UNEXPECTED DEPLOYMENT	14	11/30/2012	WU	BK	261500	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
11/30/2012 10:47 AM	Joey Ruff	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/30/2012 10:43 AM	Joey Ruff	Changed **Subject** to **CUSTOMER: [redacted] VIN: 3N1CN7AP7CL[redacted]**
		Changed **Home Phone** to [redacted]

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Surveys

Surveys He

No records to display

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Case [redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	☐	Case Owner	Brian Lee [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	2/7/2013	Date/Time Opened	12/5/2012 4:07 PM
Supporting Documents	☐	Date/Time Closed	2/7/2013 10:25 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	Unwarranted Air Bag Deployment		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

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	1		

Vehicle Information

Vehicle	3N1CN7AP7CL[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	23
Model Line	VERSA SEDAN	Beyond PT Warranty Miles	0
Model Code	11212	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	JEFF WYLER NISSAN	Data Net	☐
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	10	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR	F06300	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] /IN: 3N1CN7AP7CL[redacted]		
Created By	Joy Acebedo, 12/5/2012 4:07 PM	Root Cause Code	SCIN
Last Modified By	System Account NNAINT, 2/7/2013 7:41 PM	Root Cause Code (2)	
Days Closed	1,370	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: Brian Lee (2/7/2013 10:24 AM)** Vehicle Concern
Make Public	☐	**Created By: Brian Lee (2/7/2013 10:24 AM)** closing case.
Make Public	☐	**Created By: Brian Lee (2/7/2013 10:23 AM)** ARBS-BL received email from CCC-DC asking of parts match in claim compared to case. ARBS-BL replied back to CCC-DC that they match and okay to pay.
Make Public	☐	**Created By: Brian Lee (2/6/2013 10:04 AM)** ARBS-BL received email back from ARBS-RD advising VCAN has been added. ARBS-BL called back to SM-Jim and advised VCAN has been added warr. dept. will need to be contacted to fix errors and push for payment. ARBS-BL will also emailed CCC-DC advising VCAN has been added to claim.
Make Public	☐	**Created By: Brian Lee (2/1/2013 3:42 PM)** ARBS-BL received fax form SM-Jim advising warr. told SA-JIM a VCAN needs to be added. ARBS-BL called back to SM-Jim and advised ARBS-BL waiting on VCAN and will call back to SA-JIM when VCAN added. SA-Jim understands.
Make Public	☐	**Created By: Brian Lee (2/1/2013 1:17 PM)** ARBS-BL still waiting on VCAN to be added by ARBS-RD
Make Public	☐	**Created By: Brian Lee (1/29/2013 3:32 PM)** ARBS-BL called back to c and advised paint peeling was determined not to be factory defect and that there were signs of outside influence causing the paint to peel. C stated still sharp metal in seat belt buckle area of rf seat on seat back near buckle. C stated c has picture of metal c is talking about. ARBS-BL advised DTS unable to find sharp me c described but encouraged c to go back to dlr and show SA and take picture also and see if dealer can duplicate and address concern. C stated c picked vehicle up from dealer for repairs just prior to holidays but is unsure when that was. C advised ARBS-BL that c called c's lien holder (GM Financial) and was advised these repairs to c's vehicle will depreciate the value of c's vehicle. C asking NNA for $7k to cover the depreciation of the value of the vehicle and another $4k for customer's pain/suffering/lost wages, etc. ARBS-BL advised c that NNA doesn't assist with depreciation. ARBS-BL offerec cover one month's payment to c's lien holder but c declined advising c will continue to pursue settlement with the $7k c is requesting. Call ended mutually.
Make Public	☐	**Created By: Brian Lee (1/29/2013 2:46 PM)** ARBS-BL received vm from c asking NNA to pay $7k in depreciation. C also stated bumper has not been repainted and seat has not been fixed where c is claiming a sharp object is f C asking for call back from ARBS-BL.
Make Public	☐	**Created By: Brian Lee (1/24/2013 7:49 PM)** ARBS-BL sent email to ARBS-RD asking for VCAN to be added to case.
Make Public	☐	**Created By: Brian Lee (1/21/2013 3:43 PM)** ARBS-BL called back to SA-Tammy and was advised repairs already completed for air bag deployment. Tammy transferred ARBS-BL to SM-Jim and ARBS-BL left vm for SM-Jim to ARBS-BI or to fax estimate/final inv. to ARBS-BL.

Make Public

Created By: Brian Lee (1/16/2013 4:05 PM)
ARBS-BL tried several times to call c to advise NNA will assist with airbag repair but phone rings and then goes dead and no way to leave message for c.

Make Public

Created By: Brian Lee (1/16/2013 4:02 PM)
ARBS-BL called back to SA-Tammy @ Jeff Wyler Nissan who advised SM-Jim will be back tomorrow and SA-Tammy will work with SM-Jim to complete and fax estimate for repairs t
ARBS-BL tomorrow.

Make Public

Created By: Brian Lee (1/15/2013 12:35 PM)
ARBS-BL received email from PL-TB on 01/14/13 advising NNA will assist with air bag deployment repair.

ARBS-BL called SA-Tammy @ Jeff Wyler Nissan and left vm requesting estimate for repair of airbag be faxed to ARBS-BL and also for SA-Tammy to c/b to ARBS-BL to advise if veh
still at dlr and if repairs have been done/started yet.

Make Public

Created By: Brian Lee (1/7/2013 9:56 AM)
Inspection uploaded this morning per email from DTS-JS

Make Public

Created By: Brian Lee (12/13/2012 8:27 AM)
ARBS-BL received vm from c advising inspection date ok with c.

ARBS-BL called SA-Tammy to advise of date and also replied to DTS-JS advising all parties okay with inspection date.

Make Public

Created By: Brian Lee (12/12/2012 4:56 PM)
ARBS-BL received email from DTS-JS advising inspection can been done at Jeff Wyler Nissan on 12/21/12 and report will be uploaded approx. 1/4/13.

ARBS-BL called c and left vm advising of this and if this date/time will work for c.

ARBS-BL waiting for c to call back and advise.

Make Public

Created By: Brian Lee (12/11/2012 2:49 PM)
ARBS-BL called sa-Tammy and advised inspection has been ordered and ARBS-BL will call back to SA-Tammy when inspection date known. SA-Tammy understands.

Make Public

Created By: Brian Lee (12/10/2012 3:00 PM)
ARBS-BL called c and advised of inspection and date will be known in 24-48 hours. c understands.

ARBS-BL advised c that ARBS-BL will check back with SA-Tammy tomorrow or Wed. and see how dlr is gong to handle c's other concerns. C understands.

Make Public

Created By: Brian Lee (12/10/2012 2:53 PM)
IIR Requested via DTS

Make Public

Created By: Brian Lee (12/10/2012 1:23 PM)
SA-Tammy from Jeff Wyler Nissan called back to ARBS-BL and advised SA-Tammy is waiting for SM-Jim to come in tomorrow to review customer's additional concerns.

ARBS-BL advised inspection will be ordered and ARBS-BL will c/b to SA-Tammy to advise when inspection will take place.

Make Public

Created By: Brian Lee (12/10/2012 12:20 PM)
C called back to ARBS-BL and advised that veh. is still at Jeff Wyler Nissan but that c has several concerns with veh. and Nissan dlr is supposed to be checking all of them out for c.

C Concerns:
* Air bag deployment for no reason
* Paint popping off back bumper
* Gas pedal stuck on veh. doing 65 mph on hwy
* C applied brake and engine died

ARBS-BL advised waiting on c/b from SA-Tammy and will then call back to c after SA-Tammy calls and talks with ARBS-BL. C understands.

Make Public

Created By: Brian Lee (12/10/2012 11:44 AM)
ARBS-BL called back to Jeff Wyler Nissan and talked to SA-Dave who advised ARBS-BL needs to talk to SA-Tammy but at lunch right now. ARBS-BL left msg. for SA-Tammy to c/b
ARBS-BL to discuss air bag repair.

SA-DAVE did advise veh. appears to be repaired and is waiting for pick up from c.

Make Public

Created By: Brian Lee (12/10/2012 11:34 AM)
IIR Request Received

No Recalls

1 Previous Related Case: [redacted]

Make Public

Created By: Brian Lee (12/6/2012 4:14 PM)
ARBS-BL received email on 12/06/12 - 2 day follow up will be 12/10/12.

Make Public

Created By: Joy Acebedo (12/5/2012 4:21 PM)
C called saying that dlr told c to call nissan regarding an incident. The airbag deployed and the veh is not moving at all. CRR-JA said that a representative will call c back within 2 day
the representative will ask detailed questions. The questions might take upto 20 mins. C said that c is going to be busy for tomorrow until friday but C preferred to be called back befo
4:00pm at number [redacted]

Approximate mileage on vehicle at time of accident or incident:
C STATES the mileage is aroung 20000

P-2) Description of the accident or incident:
The veh is not moving and the airbag deployed at the driver side, curtain bag, and most of the left side of the seat of the veh that has airbag.

a. Who was involved?
C STATES C's son is inside the veh when the airbag deployed.

b.What happened?
C STATES that it was early morning and when c closed the door,
the airbags just deployed and smoke came out.

c. What areas of the vehicle are affected?
C STATES the roof was broken. The seat was reap off.
Dlr tried to do paint job on the veh but the paint job is not good.

d. When did it happen? DOCUMENT date and time.
C STATES early morning but c forgot the exact date.

e. Where did it happen? DOCUMENT detailed description of location of incident (please be as precise as possible).
C STATES that the address is 29 Biehl St Newport Kentucky . Veh is at the first parking space.

f. How did it happen?
C STATES c is visiting a friend. and one morning the airbag just deployed while the veh is at the parking space and not in motion.

P-3) What the customer is requesting of Nissan North America:
C STATES that c would like the veh to be fixed without c's
expense. Also, for the veh to have repainted because the
veh is not looking good when dlr repainted the veh.

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-7186610	RESTRAINT SYSTEM	LEFT SIDE AIRBAG	UNEXPECTED DEPLOYMENT	14	12/5/2012	WU	BK	263500	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]	✓	12/6/2012	Brian Lee	12/6/2012 11:07 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	F06391	DTS Request	Brian Lee, 12/10/2012 2:48 PM	12/10/2012
Edit | Del	F06300	IIR	Joy Acebedo, 12/5/2012 4:47 PM	12/5/2012

Attachments

Attach File View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	Beneker-Misc Docs.pdf	207KB	8/7/2014 7:48 AM	Tammy Knotts

Case History

Case History He

Date	User	Action
2/7/2013 10:25 AM	Brian Lee	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
2/7/2013 10:24 AM	Brian Lee	Changed **Description**.
2/1/2013 1:17 PM	Brian Lee	Changed **Follow Up Date** from 2/1/2013 to **2/7/2013**.

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Surveys

Surveys He

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Case [redacted]

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Case Comments [25] | Case Categorizations [2] | 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	Dollar Rent - a - Car	Case Number	[redacted]
Executive Referral		Case Owner	Brian Lee [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	7/8/2013	Date/Time Opened	12/10/2012 5:20 PM
Supporting Documents		Date/Time Closed	7/8/2013 3:22 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			
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	Unwarranted Air Bag deployment		

Customer Detail

First Name	Dollar	Home Phone	
Middle Initial		Work Phone	(303) 317-0598 209
Last Name	Rent - a - Car	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			

Incident Codes - IIR REQUIRED

Incident Date	11/28/2012	Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag	✓	Number Injured	0
Fire			
IIR Indicator	1		

Vehicle Information

Vehicle	3N1CN7AP6CL[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	21
Model Line	VERSA SEDAN	Beyond PT Warranty Miles	0
Model Code	11212	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	TYNAN'S NISSAN	Data Net	✓
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	12/10/2012
Responsible District	03	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR	F06450	Goodwill Processed	0
IIR Date		VCAN	
RHR Started		Vehicle Service Contract	
RHR Completed		VSC Reprint Request	

Contact Name	Dollar Rent - a - Car

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: Dollar Rent - a - Car PHONE: VIN: 3N1CN7AP6CL[redacted]		
Created By	Eric Brooks, 12/10/2012 5:20 PM	Root Cause Code	SCIN
Last Modified By	Managed Services, 7/12/2015 12:51 PM	Root Cause Code (2)	
Days Closed	1,219	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public		Created By: Brian Lee (7/8/2013 3:20 PM) Closing case due to no communication from employee [redacted].
Make Public		Created By: Brian Lee (4/17/2013 3:32 PM) Still no communication from [redacted]
Make Public		Created By: Brian Lee (3/11/2013 12:02 PM) still no communication from employee [redacted].
Make Public		Created By: Brian Lee (2/28/2013 5:00 PM) Still no communication from employee [redacted] about injuries.
Make Public		Created By: Brian Lee (2/28/2013 4:58 PM) ARBS-BL received message back from CCC-DC that claim had error removed and submitted for payment to dlr tonight.
Make Public		Created By: Brian Lee (2/28/2013 4:30 PM) ARBS-BL sent email to CCC-DC to review claim since VCAN added.
Make Public		Created By: Brian Lee (2/28/2013 4:10 PM) ARBS-BL received email back from ARBS-RD advising VCAN has been issued.
Make Public		Created By: Brian Lee (2/26/2013 3:08 PM) ARBS-BL sent email to ARBS-RD requesting VCAN be added to claim.
Make Public		Created By: Brian Lee (2/26/2013 1:41 PM) ARBS-BL received vm from SM-Jason @ Tynan Nissan asking for VCAN to get claim paid.
Make Public		Created By: Brian Lee (2/15/2013 2:32 PM) [redacted] called ARBS-BL advising that c went to another doctor for a second opinion. The first doctor c went to was a doctor for the employer of c and c advised ARBS-BL tha first doctor won't release c's medical records to c without filling out a form and NNA requesting the records. ARBS-BL advised c that NNA won't fill out forms requesting c's medical ir and c will need to contact c's employer's Human Resource or Benefits dept. for assistance. ARBS-BL advised c once c has all info. to send to ARBS-BL at fax # given to c previously. C understands.
Make Public		Created By: Brian Lee (2/5/2013 2:21 PM) ARBS-BL still has not received letter from c (Jennifer Valdez).
Make Public		Created By: Brian Lee (1/29/2013 2:34 PM) ARBS-BL called back to Dollar-Rent-A-Car employee Jennifer Valdez now referred to as c. C asking what NNA will do for c since c has been to doctor and is on medication and ear better and will possibly have to have a procedure done on c's ear. C mentioned worker's compensation will also be filed. C states c sent home from work yesterday because c's ear v swollen and c went to doctor again. C asking what NNA will do for c. ARBS-BL advised c to write a letter stating c's concerns and requests of NNA and fax to ARBS-BL along with medical records of injury from c's doctor, any financial compensation c asking for needs to be supported with documentation and included in fax. C understands. ARBS-BL gave fax # to c to send documents to ARBS-BL.
Make Public		Created By: Brian Lee (1/29/2013 2:04 PM) ARBS-BL received a vm from employee of Dollar rent a car (Jennifer Valdez) requesting a call back from ARBS-BL.
Make Public		Created By: Brian Lee (1/22/2013 10:03 AM) ARBS-BL called back to SM-JS and advised okay to add additional parts/labor if unable to repair harness but instead need to replace it.

Make Public		**Created By: Brian Lee (1/22/2013 9:29 AM)** ARBS-BL received vm on 1/21/13 from SM-JS requesting auth for wire harness failure and additional labor to replace harness for a total of $1296 (approx.) Total repairs on this veh. estimated to be $3732.55.
Make Public		**Created By: Brian Lee (1/14/2013 3:56 PM)** received fax from SM-JS this morning @ 8:47 am. ARBS-BL just called back to SM-JS and left vm advising of verbal auth for repair and to claim as warranty.
Make Public		**Created By: Brian Lee (1/14/2013 3:01 PM)** ARBS-BL received vm from Jennifer Valdez requesting ARBS-BL call back. ARBS-BL called back and [redacted] is employee that was vacuuming rf pass floorboard when driver's air bag deployed. Caller states some hearing loss for about 30-60 mins. then ear began ringing. Caller states can hear okay now but when weather is cold caller's ear hurts. Jennifer advised trying to get doctor's appointment to have ear checked out. ARE advised if caller seeking assistance from NNA with medical to have doctor note diagnosis and fax all medical docs. to ARBS-BL - caller understands.
Make Public		**Created By: Brian Lee (1/7/2013 11:39 AM)** In order to continue with this case ARBS-BL called back to SM-JS and advised to fax estimate for repairs to ARBS-BL with warr. pricing on parts/labor for review. SM-JS understand Gave SM-JS fax # for ARBS-BL.
Make Public		**Created By: Brian Lee (1/7/2013 11:26 AM)** ARBS-Bl received vm from SM-JS from Tynnan Nissan asking status on case. ARBS-BL called back to Terri @ Dollar Rent-A-Car and was advised employee's employer (employee contract worker) was supposed to call ARBS-BL to provide additional informati ARBS-BL advised Terri ARBS-BL never received call. Terri will check back with employee and call back to ARBS-BL to advise.
Make Public		**Created By: Brian Lee (12/17/2012 2:39 PM)** VM from Terri was prior to last phone conversation with Terri. No call back was necessary.
Make Public		**Created By: Brian Lee (12/17/2012 2:38 PM)** ARBS-BL received vm from Terri @ Dollar requesting a call back.
Make Public		**Created By: Brian Lee (12/17/2012 11:49 AM)** ARBS-Bl called Tynan's Nissan and talked to SM-JS who advised veh. still at dealer, no repairs done and no sign of impact. SM-JS provided contact phone # for Dollar Rent-A-Car employee who contacted dealer. ARBS-BL called Dollar employee and got some more info. for probe. Employee at Dollar will contact hiring agency who employs the two employees who experienced the air bag deployment to get status of injuries and employees names and have employment agency call ARBS-BL with that info.
Make Public		**Created By: Brian Lee (12/17/2012 11:18 AM)** ARBS-BL received case on 12/12/12. ARBS-BL called c and got vm. ARBS-BL left requesting a call back to ARBS-BL to try and complete probe as much as possible.
Make Public		**Created By: Eric Brooks (12/12/2012 10:59 AM)** RCAS-EBK rec'd VMX from Terry Borbin, referred to as C, from Dollar Rent-A-Car. RCAS called C a[redacted]t 11:50A EST. RCAS asked C that initial CRR probing questions: 1. Approx Mileage at Time of Incident 20055 2. Description of Accident or Incident: 2. Description of accident or incident Airbags Deployed while VEH was sitting and not running 2a. Who was involved? Two of Dollar Rentemployees 2b. What Happened? C stated the airbags deployed when shutting the driver's door. 2c. What areas of vehicle affected? Left Side interior 2d. When did it happen? November 28th, 2012 mid-morning 2e. Where did it happen? 23520 E 78 AVE Denver, CO 2f. How did it happen? C stated that the VEH had been taken over to the facility's car wash. C stated that a female employee was vacuuming out the passenger side of the VEH and a male employee shut the driver's side door and all of the airbags on the driver's side of the deployed. 3. What customer requesting of NNA? For the VEH to be inspected for defects. RCAS advised that A Nissan representative will call C within two business days from receipt of the Case to ask C a series of detailed questions. The call should only take about 20 minutes. Is the [redacted]number the best number to reach C? C stated yes. RCAS thanked C and ended call. RCAS created IIR form and filled out initial probing questions. RCAS setting follow-up for 12/13/12.
Make Private	✓	**Created By: Eric Brooks (12/10/2012 5:22 PM) | Last Modified By: Eric Brooks (12/12/2012 10:38 AM)** RCAS-EBK rec'd an e-mail from FOM asking RCAS to create cae and IIR for C as airbags had deployed for no reason. RCAS-EBK called C at ([redacted]t 6:21P EST. RCAS left VMX for C requesting a call back regarding case #[redacted] at 1-800-343-6913 at extension 457290. RCAS advised follow-up would be made on 12/12/12, pending C's call back. RCAS thanked and ended call.

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-7421501	RESTRAINT SYSTEM	LEFT SIDE AIRBAG	UNEXPECTED DEPLOYMENT	14	12/10/2012	WU	BK	263500	OA
Edit | Del	CC-7421503	RESTRAINT SYSTEM	LEFT CURTAIN AIRBAG	UNEXPECTED DEPLOYMENT	14	12/10/2012	WU	BK	262000	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	Dollar Rent - a - Car	✓	12/12/2012	Brian Lee	12/12/2012 1:48 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	F06450	IIR	Eric Brooks, 12/12/2012 10:53 AM	12/12/2012

Attachments Attach File Attachments He

No records to display

Case History Case History He

Date	User	Action
7/8/2013 3:22 PM	Brian Lee	Changed **Case Record Type** from **CA** to **CA Closed Case**.
		Changed **Status** from **Open** to **Closed**.
		Closed.
7/8/2013 3:21 PM	Brian Lee	Changed **Follow Up Date** from **5/8/2013** to **7/8/2013**.
7/8/2013 3:20 PM	Brian Lee	Changed **Description**.

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Surveys Surveys He

No records to display

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Case [redacted]

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Case Comments [25] | 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]		
Executive Referral	☐	Case Owner	Brian Lee [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	7/10/2013	Date/Time Opened	5/20/2013 1:04 PM
Supporting Documents	☐	Date/Time Closed	7/10/2013 10:03 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	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	5/12/2013	Rollover	☐
Sent to Legal	☐	Property Damage	☐
Accident	☐	Injury Letter	☐
Airbag	✓	Number Injured	0
Fire	☐		
IIR Indicator	1		

Vehicle Information

Vehicle	3N1BC1CP5CK[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	14
Model Line	VERSA	Beyond PT Warranty Miles	0
Model Code	11412	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	PENCE NISSAN	Data Net	☐
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	20	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR	F11445	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: 3N1BC1CP5C[redacted]		
Created By	Joy Acebedo, 5/20/2013 1:04 PM	Root Cause Code	SCIN
Last Modified By	Veronica Moody, 4/12/2015 9:35 PM	Root Cause Code (2)	
Days Closed	1,217	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: Brian Lee (7/10/2013 10:01 AM)** ARBS-BL closing case. This was handled by DTS prior to reaching ARBS-BL.
Make Public	☐	**Created By: Brian Lee (6/28/2013 10:57 AM)** ARBS-BL received vm just now from SM-Cullen advising old parts are avail. for inspection if needed.
Make Public	☐	**Created By: Brian Lee (6/28/2013 10:26 AM)** ARBS-BL sent email to EAA advising to cancel inspection request since c's veh. was already inspected several weeks ago by DTS-RG.
Make Public	☐	**Created By: Brian Lee (6/28/2013 10:25 AM)** ARBS-BL called c @ (8[redacted]nd c didn't answer and message saying voice mailbox not set up yet so no way to leave message for c.
Make Public	☐	**Created By: Brian Lee (6/28/2013 10:23 AM)** ARBS-BL received reply from PL-LO on 6/27/13 advising if veh. repairs have been done under warr. then it is not necessary to perform an IIR on this veh. ARBS-BL called SM-Cullen at Pence Nissan and left vm asking to c/b to ARBS-BL and advise if old parts are still avail.
Make Public	☐	**Created By: Brian Lee (6/26/2013 4:32 PM)** ARBS-BL called DTS-RG and was advised PL-LO also was aware of this. ARBS-BL sent email to DTS-RG and PL-LO asking how to handle this one since DTS-RG has already been out to veh. and repairs have already been authorized and completed.
Make Public	☐	**Created By: Brian Lee (6/26/2013 3:46 PM)** ARBS-BL received email from EAA on 6/21/13 advising SM-Cullen advised inspector that c's veh. had already been inspected by DTS-Roger Getler.
Make Public	☐	**Created By: Brian Lee (6/21/2013 1:47 PM)** ARBS-BL received email from EAA advising inspection set for 7/1/13.
Make Public	☐	**Created By: Brian Lee (6/20/2013 2:39 PM)** ARBS-BL requested IIR via EAA
Make Public	☐	**Created By: Brian Lee (6/20/2013 2:10 PM)** ARBS-BL called back to c and completed probe. ARBS-BL advised c vehicle will need to be inspected. C understands. ARBS-BL advised of time frame for inspection. C understands
Make Public	☐	**Created By: Brian Lee (6/20/2013 1:37 PM)** ARBS-BL received vm from c on 6/19/13 asking for call back @[redacted]
Make Public	☐	**Created By: Michael Lucas (6/12/2013 9:42 AM)** ARBS ML - Contacted C at [redacted]and left VMX with contact information including case#. Requested 20-30 mins of C's time to complete probe. Also informed C that ARBS M closing C's case due to lack of contact pending any follow up from C. Probe Incomplete, 3rd Call Back ********** CLOSING CASE **********
Make Public	☐	**Created By: Michael Lucas (6/11/2013 7:30 AM)** ARBS ML - Contacted C at [redacted]nd left VMX with contact information including case#. Requested 20-30 mins of C's time to complete probe. Probe Incomplete, 2nd Call Back **********
Make Public		

		Created By: Michael Lucas (6/11/2013 6:35 AM) ARBS ML - Received Case, Under Review
Make Public		**Created By: Raquel Ocampo (6/10/2013 12:30 PM)** crr-ro rcvd a call from c and wants to know about the update of the case and what's taking it too long for the result. crr-ro told c that crr-ro will send an internal message to Brian Lee. c agreed. C provided a phone numbe[redacted]c said that if c cannot answer the phone at the first call, c said her again and c will pick up the phone. crr-ro exiting the case.
Make Public		**Created By: Brian Lee (6/7/2013 2:36 PM)** ARBS-BL called back to c @[redacted] and left vm to c/b to ARBS-BL to complete probe. ARBS-BL also advised ARBS-BL will be out of office next week and can call 1.800.Niss and ask for Michael Lucas who can also assist in completing the probe and processing the case.
Make Public		**Created By: Brian Lee (6/7/2013 2:31 PM)** ARBS-BL received vm from c on 6/4 and 6/5/13 requesting c/b from ARBS-BL
Make Public		**Created By: Brian Lee (6/3/2013 2:06 PM)** ARBS-BL received vm from c on 5/30 & 6/3/13 requesting ARBS-BL c/b to c @ [redacted] ARBS-BL called back to c and left vm asking c to c/b to ARBS-BL to complete probe.
Make Public		**Created By: Brian Lee (5/29/2013 12:56 PM)** ARBS-BL called c @[redacted] and recording was for a general voice mail box. ARBS-BL didn't leave a vm at this phone #.
Make Public		**Created By: Brian Lee (5/29/2013 12:54 PM)** ARBS-BL called c @[redacted] and left vm asking c to call back to ARBS-BL to complete probe.
Make Public		**Created By: Brian Lee (5/29/2013 12:52 PM)** ARBS-BL tried to call c @[redacted] and phone # was not in service.
Make Public		**Created By: Brian Lee (5/23/2013 9:10 AM)** IIR Request Received No Open Campaigns Previous Related Case: * [redacted]- Tech Line
Make Public		**Created By: Florante Martinez (5/21/2013 10:15 AM)** case moved
Make Public		**Created By: Florante Martinez (5/21/2013 10:15 AM)** IIR-SME/CRR-FM reviewed the case and advised crr- ja to proceed creating IIR. IIR-SME/CRR-FM exiting case.
Make Public		**Created By: Joy Acebedo (5/20/2013 1:35 PM)** C called saying that the airbag of the veh deployed. The dlr don't know what to do anymore. Even the Nissan Technicain checked on the veh but no information yet from now. CRR-J/ an initial interview : Approximate mileage on vehicle at time of accident or incident: C STATES about 5000 miles Description of the accident or incident: a. Who was involved? C STATES that it was c and c's child. b. What happened? C STATES that c's child is seating at the front passenger seat. C told c's child to shut the door. The child shut the door then they heard a sound like a shut gun and all of the sudden, side passenger airbag deployed. c. What areas of the vehicle are affected? C STATES that the veh had no damaged except for the airbag. d. When did it happen? DOCUMENT date and time. C STATES on 05/12/2013 about 1:00pm e. Where did it happen? DOCUMENT detailed description of location of incident (please be as precise as possible). C STATES it is at Richmond VA f. How did it happen? C STATES that c asked c's son to shut the door and the airbag just deployed. What the customer is requesting of Nissan North America: C STATES c just wanted the airbag to be placed back to the veh. C also wanted to know why the airbag just deployed like that. CRR-JA explain to C that a representative is going to give c a callback within 2 business days from now. 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-7393731	RESTRAINT SYSTEM	RIGHT CURTAIN AIRBAG	UNEXPECTED DEPLOYMENT	14	6/12/2013	WU	BK	261500	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]	✓	5/20/2013	Brian Lee	5/20/2013 4:19 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	F11445	IIR	Joy Acebedo, 5/20/2013 3:56 PM	5/20/2013

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
7/10/2013 10:03 AM	Brian Lee	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
7/10/2013 10:02 AM	Brian Lee	Changed **Follow Up Date** from 6/28/2013 to **7/10/2013**.
6/26/2013 4:33 PM	Brian Lee	Changed **Follow Up Date** from 7/8/2013 to **6/28/2013**.

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Surveys

Surveys He

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Case [redacted]

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Case Comments [22] | Case Categorizations [2] | 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]		
Executive Referral		Case Owner	Brian Lee [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	7/17/2013	Date/Time Opened	5/28/2013 3:12 PM
Supporting Documents		Date/Time Closed	7/16/2013 9:50 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			
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 has an issue with the airbag on the passenger side of the veh		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	JOHN ROBERTS NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	23,000		

Incident Codes - IIR REQUIRED

Incident Date	5/23/2013	Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag	✓	Number Injured	0
Fire			
IIR Indicator	1		

Vehicle Information

Vehicle	3N1BC1CP8CK[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	16
Model Line	VERSA	Beyond PT Warranty Miles	0
Model Code	11462	Beyond PT Warranty Months	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	F11722	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: 3N1BC1CP8CK[redacted]		
Created By	April Advincula, 5/28/2013 3:12 PM	Root Cause Code	SCIN
Last Modified By	Managed Services, 7/12/2015 12:50 PM	Root Cause Code (2)	
Days Closed	1,211	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: Brian Lee (7/16/2013 9:49 AM)** ARBS-BL forwarded email to CCC-DC for review and payment to dlr. Closing case.
Make Public	☐	**Created By: Brian Lee (7/16/2013 9:44 AM)** ARBS-BL received email from ARBS-RD advising VCAN has been added to claim.
Make Public	☐	**Created By: Brian Lee (7/10/2013 10:17 AM)** ARBS-BL checked CPIA and found claim needing VCAN added so dlr can be paid for repair. ARBS-BL emailed ARBS-RD asking to add VCAN.
Make Public	☐	**Created By: Brian Lee (6/24/2013 8:48 AM)** ARBS-BL called John Roberts Nissan and advised SA-Jason Skipper that NNA will assist with repairs and rental from the time c dropped veh. at dlr for diagnosis/repair. SA-Jason understands. ARBS-BL also advised to file claim and then advise ARBS-BL claim filed so VCAN can be added to claim. SA-Jason understands.
Make Public	☐	**Created By: Brian Lee (6/24/2013 8:41 AM)** ARBS-BL received email from PL-LO on 6/20/13 advising NNA should assist c with repairs to air bags on c's vehicle.
Make Public	☐	**Created By: Brian Lee (6/21/2013 11:59 AM)** ARBS-BL received email from EAA on 6/19/13 advising inspection uploaded to Nissan FTP for review. ARBS-BL forwarded email to ARBS-JL as FYI.
Make Public	☐	**Created By: Brian Lee (6/18/2013 12:48 PM)** ARBS-BL received email from EAA on 6/11/13 advising inspection will take place on 6/13/13.
Make Public	☐	**Created By: Brian Lee (6/7/2013 12:33 PM)** ARBS-BL received email from Matt Burkley in Trophy Nissan Collision Center including estimate for repairs to c's vehicle. Email also asked how collision center will get paid for repair ARBS-BL replied back to Matt advising NNA will have to pay Nissan dlr through claims process which is probably only something that can be done through Trophy Nissan SERVICE so vehicle will need to go to the service dept. and then SD- Dean Davis will need to send email with estimate to ARBS-BL.
Make Public	☐	**Created By: Brian Lee (6/5/2013 1:17 PM)** ARBS ML - Called C[redacted]o advised that an Inspection has been requested and explained the timeline before a decision has been made.
Make Public	☐	**Created By: Brian Lee (6/5/2013 1:14 PM)** ARBS ML - IIR requested via EAA
Make Public	☐	**Created By: Brian Lee (6/5/2013 10:55 AM)** ARBS ML - Contacted John Roberts Nissan 931-728-2212 and spoke with Service Manager (Jason) and confirmed that the vehicle is there and is untouched. Advised SM that ARBS will be scheduling an inspection and to leave the vehicle untouched.
Make Public	☐	**Created By: Brian Lee (6/5/2013 10:54 AM)** ARBS ML - Contacted C at [redacted] to complete probe. Completed probe Advised C that ARBS ML will be contacting John Roberts Nissan 931-728-2212 to confirm vehicle location and condition. Gave C ARBS ML contact information and case number for reference.
Make Public	☐	

	Created By: Brian Lee (6/5/2013 10:52 AM) ARBS ML - Received IIR Request NO Open Campaigns NO previous cases
Make Public	Created By: Raquel Ocampo (6/4/2013 4:50 PM) crr-ro rcvd a call from c asking for an update regarding the case. c stated that c never received any feedback after c called on 5/28/2013. crr-ro told c that crr-ro will send an internal message to the Executive Specialists who handles the case. c agreed. But c is expecting a callback immediately bec c has been calling several times, and somone promised c that somebody will call c on 6/03/2013. crr-ro leaving the case open.
Make Public	Created By: Christine Gegajo (5/31/2013 11:58 AM) crr-cg received a call from c following up on c case crr-cg verified c's name, vin, address, mileage, phone number, crr-cg checked notes , crr-cg advised c that c case was already forwarded at IIR dept , crr-cg informed c that c will expect a call on 06/03 c understood crr-cg offered further assistance, c declined. crr-cg provided name, ext and file number. crr-cg exiting case
Make Public	Created By: April Advincula (5/30/2013 9:35 AM) crr-aa created an IIR for c
Make Public	Created By: Florante Martinez (5/29/2013 4:39 PM) case moved
Make Public	Created By: Florante Martinez (5/29/2013 4:38 PM) IIR-SME/CRR-FM reviewed the case and advised crr-rc to proceed creating IIR. IIR-SME/CRR-FM exiting case.
Make Public	Created By: Ronald Cabatbat (5/29/2013 2:50 PM) Crr-rc received a call from c Crr-rc c states c wants to follow up on the case crr-rc advised c that crr-rc needs to ask some information regarding the incedent Crr-rc ask approximate mileage on the vehicle at the time of incident? C states – 23000miles Crr-rc ask who was involved? C states – c and c's son Crr-rc ask what happened? C states – the passeger air bag deployed when c's 5 year old son closed the door while the veh is on park mode Crr-rc ask what areas of the vehicle are affected? C states – the passeger side front seat, the roof panel above the passenger side and rear seats Crr-rc ask when did it happen? C states – date – MAY 23 2013 time – 2:00 PM EST Crr-rc ask [redacted]? C states – [redacted] Woodbury, TN [redacted] USA Crr-rc ask how did it happen? C states – the vehicle is on part mode at c's home garage when c's son closed the passenger side door of the veh and then suddenly the passeger side air bag deployed created a deamage on the passeger side front seat, the roof panel above the passenger side and rear seats Crr-rc ask what the customer is requesting of NNA? C states – c wants nissan to investigate further why did this happened since this is a safety issue and c wants Nissan to fix the veh's dameges with no cost crr-rc advised c that one of our especialist from IRR team will give c a call back within 1 to 2 business days and ask some detailed information about the case verified contact no 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 Public	Created By: Leslee Koleszar (5/29/2013 7:36 AM) TL reviewing case and transferring back to CRR April to complete IIR
Make Public	Created By: Demi Lee (5/28/2013 4:00 PM) RCAS assisting RCAS Mellisa Gosnell with case. SA Ron was speaking with RCAS on another case and mentioned the following case to RCAS. SA stated that the passenger air bag came out when c's [redacted] closed the door. SA stated the veh is at dlrshp and c has been in rental since 5/23. SA stated no work has bee done to veh since SM wanted a DTS to look at veh. SM [redacted] to DTS and wanted RCAS MG to make an official DTS inspection request.
Make Public	Created By: April Advincula (5/28/2013 3:13 PM) crr-aa received a call from c. c stated that c has an issue with the airbag on the passenger side of the veh crr-aa verified c's information, no changes c stated that the airbag on the passenger side came out and the airbag up above on the head on the passenger side also deployed but there was no damages in the exterior of the ve c stated that c took veh to nissan dlr for diagnosis and dlr advised c that dlr will replaced the airbag c stated that c was advised by the dlr to call nna ca c stated that there is a defect on the airbag of the veh Crr-aa advised will escalate the file to RCAS for review and c will be receiving a call by the end of next buss day. C understood. Crr-aa asked for further assistance. C declined. Crr-aa provided to c name, ext # and file number Leave file open-transferred file to RCAS

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-7430385	RESTRAINT SYSTEM	RIGHT CURTAIN AIRBAG	UNEXPECTED DEPLOYMENT	14	5/28/2013	WU	BK	261500	OA
Edit | Del	CC-7430386	RESTRAINT SYSTEM	RIGHT SIDE AIRBAG	UNEXPECTED DEPLOYMENT	14	5/28/2013	WU	BK	264000	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]	✓	5/30/2013	Brian Lee	5/30/2013 10:03 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	E11722	IIR	April Advincula, 5/30/2013 6:57 AM	5/30/2013

Attachments Attach File Attachments He

No records to display

Case History Case History He

Date	User	Action
7/16/2013 9:50 AM	Brian Lee	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
7/10/2013 10:17 AM	Brian Lee	Changed **Follow Up Date** from 7/8/2013 to **7/17/2013**.
6/24/2013 8:48 AM	Brian Lee	Changed **Follow Up Date** from 6/26/2013 to **7/8/2013**.

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Surveys Surveys He

No records to display

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Case Comments [29] | Case Categorizations [1] | Open Activities [2] | Activity History [2] | 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]		
Executive Referral	☐	Case Owner	Michael Lucas [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	8/5/2013	Date/Time Opened	6/3/2013 12:32 PM
Supporting Documents	☐	Date/Time Closed	7/26/2013 11:28 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	IIR - Driver side Airbag went off when c closed the veh door.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

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	1		

Vehicle Information

Vehicle	3N1CN7AP1C[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	27
Model Line	VERSA SEDAN	Beyond PT Warranty Miles	0
Model Code	11212	Beyond PT Warranty Months	3

Dealer Access

Case Servicing Dealer	TACOMA 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	F11980	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: 3N1CN7AP1CL[redacted]		
Created By	Grace Marie Yu, 6/3/2013 12:32 PM	Root Cause Code	SCIN
Last Modified By	Bryan Fry, 7/31/2013 8:01 PM	Root Cause Code (2)	
Days Closed	1,201	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: Michael Lucas (7/29/2013 10:54 AM)** *** [Added after the case is closed.] *** Received Call from C on Friday, 07-26-2013 requesting Rental coverage through Budget Rental. Rental vehicle is approx. $40.00 per day. Contacted C at [redacted] and informed C that coverage is possible upon receipt of final bill once the vehicle is returned and the repairs to C's vehicle are complete. C understoo thanked ARBS ML for time.
Make Public	☐	**Created By: Michael Lucas (7/26/2013 11:27 AM)** SENT EMAIL TO SERVICE MANAGER (ERIC FROST) AND CC'S DTS, SDTS AND FOM.
Make Public	☐	**Created By: Michael Lucas (7/26/2013 11:08 AM)** Contacted C and informed C that Nissan will cover the replacement of the affected airbag system components and the parts considered as consequential of the airbags and the renta associated. C thanked ARBS ML for the assistance. Contacted Deanne SA at Tacoma Nissan and explained what was being covered and that ARBS ML will generate an email that the SM Eric Frost will need to respond to once the cla suspends, stating that the claim suspended. CLOSING CASE AS RESOLUTION IS PROVIDED AND EMAIL HAS BEEN SENT AS WELL AS ATTACHED TO CASE. **********
Make Public	☐	**Created By: Michael Lucas (7/23/2013 2:26 PM)** Contacted C and informed C that Nissan has received the inspection report from the inspector and it is currently under review and should be another week to two weeks until a resolu provided. Mentioned that the follow up date is 08-05-2013 and ARBS ML may be giving C a call however will look into the progress of C's case. REPORT UNDER REVIEW AND WAITING FOR RESOLUTION TO BE GIVEN. **********
Make Public	☐	**Created By: Michael Lucas (7/19/2013 7:04 AM)** Received Email from DTS stating that the IIR is complete. REPORT UNDER REVIEW AND WAITING FOR RESOLUTION TO BE GIVEN. **********
Make Public	☐	**Created By: Michael Lucas (7/11/2013 10:40 AM)** Received Email from DTS stating: I will be performing this inspection on Wednesday 7/17 @ 10:00am. Contacted C and informed C where and when the inspection will be performed. C understood and thanked ARBS ML. Contacted Tacoma Nissan and informed SM Eric Frost of what is going to happen on 07-17-2013 at 10am. WAITING ON INSPECTION TO BE PERFORMED AND REPORT TO BE UPLOADED TO THE FTP SITE. **********
Make Public	☐	**Created By: Michael Lucas (7/9/2013 3:16 PM)** SUBMITTED DTS REQUEST WAITING ON SOONEST AVAILABLE TIME TO INSPECT **********
Make Public	☐	**Created By: Michael Lucas (7/9/2013 3:09 PM)** Contacted C and completed probe. ARBS ML will submit for a DTS request. PERFORM / SUBMIT DTS REQUEST **********
Make Public	☐	

Created By: Michael Lucas (7/9/2013 6:34 AM)
Case Received, Under Review, Call to complete probe

Make Public

Created By: Jov Acebedo (7/8/2013 5:36 PM)
Dlr called saying that c keeps on calling the dlr. Dlr gave the contact number of c which is : [redacted] CRR-JA will send an internal message to the specialist and will ask the spec to give c a callback as soon as possible. CRR-JA is leaving the case.

Make Public

Created By: Michael Lucas (7/3/2013 2:16 PM)
Contacted C at [redacted] and was unable to leave VMX. Calling to complete probe as final attempt. ARBS ML - assembled the "Unable to Contact" Letter and mailed letter to a listed in C's case file.

CLOSING CASE DUE TO EXCESSIVE ATTEMPTS TO CONTACT C WITH NO FOLLOW UP. UNABLE TO CONTACT LETTER SENT **********

Make Public

Created By: April Advincula (7/2/2013 3:26 PM)
crr-aa received a call from c.
c stated that c is [redacted] (mother) follow up on the case

crr-aa verified and updated c's information
[redacted]
crr-aa advised c that ARBS-ML tried to reach c a[redacted]nd and left a VMX with follow up information and case number for reference
c understood

crr-aa advised c that crr-aa will send an internal message to ARBS-ML to provide c's best #s to reach
c understood

crr-aa offered further assistance, c declined.
crr-aa gave name, extension and case number.

Crr-aa exiting the case

Make Public

Created By: Michael Lucas (7/2/2013 10:09 AM)
Contacted C at [redacted] and and left a VMX with follow up information and case number for reference. Advised C that ARBS ML will need 15-30 mins of C's ti complete the probe.

PROBE INCOMPLETE, 3rd TIME CALLING **********

Make Public

Created By: Arvin Jan Cruz (6/28/2013 3:37 PM)
dlrshp rep - dianne stinson would like to get updates on the case. dlrshp rep - dianne stinson provided a better number for arbs to call .

crr-ac verified case and informed dlrshp rep - dianne stinson that arbs has been to get in touch w/ the twice cause there are probing questions that the c needs to answer.

dlrshp rep - dianne stinson stating that c is waiting for a call back.

crr-ac informed dlrshp rep - dianne stinson that crr-ac will send internal message to arbs so that c can receive call back.

dlrshp rep - dianne stinson understood.

crr-asked for futher assistance, c declined
crr-ac ended call

Make Public

Created By: Michael Lucas (6/28/2013 2:22 PM)
Contacted C at [redacted] and and left a VMX with follow up information and case number for reference. Advised C that ARBS ML will need 15-30 mins of C's time to complete t probe.

PROBE INCOMPLETE, 2ND TIME CALLING **********

Make Public

Created By: Michael Lucas (6/27/2013 3:18 PM)
Contacted C at [redacted] and was unable to leave a VMX since C's mailbox was full and currently not accepting any further messages.

PROBE INCOMPLETE **********

Make Public

Created By: Michael Lucas (6/27/2013 3:06 PM)
Received Case, Under Review, Call to complete probe

Make Public

Created By: Madeline Kelsay (6/11/2013 5:08 PM)
CRR-Madeline- received call from c wanting to follow up on case. c wanted to know about the veh being looked at and the case owner contacting the Nissan dlrshp.

CRR advised c task is set for Agent to call dlrshp.

CRR-exiting case

Make Public

Created By: Thomas Elton (6/10/2013 5:28 PM)
Crr te c is calling following up on this case and c adv dlr has adv c nobody has shown up at dlr to look at vehicle.
Crr te adv c this case is pending follow up today via end of business with drt ml and adv c will send internal e-mail for follow up on this case.
Crr te c understood.
Crr te exiting case.

Make Public

Created By: Mikiel Baring (6/10/2013 1:10 PM)
crr-mb received a call from a dlr TACOMA NISSAN stating that c wants an update on the case.
crr-mb informed SA that this case was already forwarded to another dept.
crr-mb informed c that crr will send an internal msg to the one whos handling this case, c understood.
crr-mb offered further assistance, sa declined.
crr-mb provided sa with name, case number, and ext number.
crr-mb exiting case

Make Public

Created By: Dennis Martinez (6/7/2013 12:04 PM)
CRR-DM received a call from a dlr TACOMA NISSAN/Diane-SA statingn that sa wnats an upadet on the case.
CRR-DM told sa that an iir has already been processed and forwarded to the dept who handles this kind of concern. SA understood.
CRR-DM told sa that previous crr has already informed c that c will receive a call from a nissan representative within 1-2 business days coming form 06.06.13. SA understood.
SA said that c received a not from c stating to proceed on the repair.
CRR-DM told c that there's no information in the system that c was contacted by the nissan representative who handles iir. SA understood.
CRR-DM offered further assistance, sa declined.
CRR-DM provided sa with name, case number, and ext number.
CRR-DM exiting case

Make Public

Created By: Grace Marie Yu (6/6/2013 11:16 AM)
crr-gy called c a[redacted]@ 12:07 EST and reached c.
crr-gy informed c that call may be recorded for training and quality assurance purposes, c agreed.
crr-gy informed c that crr-gy will be needing some preliminary information regarding the incident to further forward case to the proper dept, c agreed.
crr-gy gather the information from c and informed c that that C will be contacted by a nissan representative in 1-2business days and c will be asked some detailed questions and the c should only take about 20 minutes, c agreed.
crr-gy asked for the best number to reach c, c provide[redacted]
crr-gy offered further assistance to C. C declined.
crr-gy gave name, extension and case number to c.
crr-gy leaving case open and set follow-up date to 06/10/13.

Make Public

Created By: Grace Marie Yu (6/5/2013 7:24 PM)
crr-gy called c at [redacted]@ 8:22 EST and reached voice prompt that mailbox is full.
crr-gy wasn't able to leave message.
crr-gy exiting case, setting follow up date to 06/07/13

Make Public

Created By: Grace Marie Yu (6/4/2013 7:16 PM)
crr-gy called c a[redacted]@ 8:13 EST and reached c's vm.
crr-gy left vm for c informing c that crr-gy would need some preliminary information for c's case so that case will be forwarded to the proper dept for investigation.

crr-gy advised c to call NNA CA back and provided phone number to c.
crr-gy gave name, extension and case number
crr-gy exiting case, setting follow up date to 06/06/13

Make Public

Created By: Joy Acebedo (6/4/2013 6:48 PM)
C called asking to be transferred to CRR-GY. CRR-JA explain to c that CRR-GY is on a call. C provided c's phone number: [redacted] CRR-JA explain to c that CRR-GY needs to more information about the airbag incident. C understand. CRR-JA will send an internal message to CRR-GY. CRR-JA is exiting the case.

Make Public

Created By: Grace Marie Yu (6/4/2013 6:38 PM)
crr-gy called c at [redacted] @ 7:36 EST and reached c's vm.
crr-gy reached a voice prompt stating that mailbox is full.
crr-gy wasn't able to leave vm for c.
crr-gy exiting case, setting follow up date to 06/06/13

Make Public

Created By: Grace Marie Yu (6/4/2013 5:46 PM)
crr-gy received a transferred call from CRR
crr-gy spoke with c's mom [redacted] who will be referred to as c.
c stated that c would like to provide information to help veh owner on case.
crr-gy informed c that crr-gy will be needing some preliminary information regarding case so that case will be forwarded to the proper dept for investigation why the airbag deployed.
c stated that veh owner can best provide information and stated that veh owner just got phone back from the dlr and can be contacted at phone number [redacted]
crr-gy informed c that crr-gy will contact veh owner, c acknowledged.
c also provided best number to reach c, [redacted]
c also requested crr-gy to try and call veh owner until crr-gy gets hold of veh owner because the issue on veh have been going on for almost 2 months and no resolution was made ye
crr-gy informed c that crr-gy will do best to get hold of veh owner to forward case to proper dept, c agreed.
crr-gy offered further assistance, C declined.
crr-gy gave name, extension and case number.
crr-gy exiting case.

Make Public

Created By: Grace Marie Yu (6/3/2013 7:10 PM)
crr-gy called c at [redacted] @ 7:54 EST and reached c's vm.
crr-gy left vm for c informing c that crr-gy would be needing to gather information regarding c's veh incident so that case can be forwarded to the proper dept for investigation.
crr-gy advised c to call NNA CA and provided phone number and advised c to refer to c's case number when c calls in.
crr-gy gave name, extension adn case number.
crr-gy exiting case.

****

crr-gy called c at [redacted] @ 7:53 EST and reached c's vm.
crr-gy left vm for c informing c that crr-gy would be needing to gather information regarding c's veh incident so that case can be forwarded to the proper dept for investigation.
crr-gy advised c to call NNA CA and provided phone number and advised c to refer to c's case number when c calls in.
crr-gy gave name, extension adn case number.
crr-gy exiting case.

****

crr-gy called c at [redacted] @ 7:56 EST and reached c's grandfather [redacted] who will be referred to as c at this point.
crr-gy informed [redacted] calling to gather information regarding c's veh incident so that case can be forwarded to the proper dept for investigation.
c stated that c's grandson just stepped out of the veh and closed the door, then the airbag suddenly deployed.
c also stated that c will inform grandson that crr-gy called in so that c's grandson can provide full information on the incident.
crr-gy offered further assistance, C declined.
crr-gy gave name, extension and case number.
crr-gy exiting case, setting follow up date 06/05/13.

Make Public

Created By: Grace Marie Yu (6/3/2013 6:36 PM)
crr-gy received a call from C's dlr Diane who is calling in behalf of c. SA stated that SA making a follow up on c's case. as per SA, the airbag went out when c closed veh and the incic happened 1 month ago. c would like to check on the status of case.
crr-gy verified and updated C's contact information and informed SA that there was no case found under c's VIN and provided case number to c to refer incase of disconnection, c acknowledged.
crr-gy told SA that C will be contacted by a nissan representative in 1-2business days and c will be asked some detailed questions and the call should only take about 20 minutes, SA understood.
crr-gy asked for the best number to reach c, SA provided different phone numbers where c can be reached [redacted] crr-gy noting numbers on case
crr-gy offered further assistance to C, SA declined.
crr-gy gave name, extension and case number to SA.
crr-gy leaving case open and set follow-up call to c to gather more information.

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-7382781	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	GENERAL INQUIRY	QA	6/3/2013	ZR	BK	233500	OA

Open Activities

Open Activities He

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned To
Edit | Cls	Call	Not Started		✓	[redacted]	6/12/2013	N/A	Michael Lucas
Edit | Cls	Call	Not Started		✓		6/28/2013	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	Call	[redacted]	✓	6/10/2013	Michael Lucas	6/10/2013 5:25 PM
Edit | Del	IIR		✓	6/7/2013	Michael Lucas	6/7/2013 8:10 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 F13042	DTS Request	Michael Lucas, 7/9/2013 3:12 PM	7/9/2013
Edit | Del F11980	IIR	Grace Marie Yu, 6/6/2013 3:37 PM	6/6/2013

Attachments Attach File | View All Attachments He

Action	File Name	Size	Last Modified	Created E
Edit | View | Del	[redacted]	41KB	7/26/2013 11:27 AM	Michael L
Edit | View | Del		3KB	7/19/2013 7:06 AM	Michael L
Edit | View | Del		2KB	7/10/2013 6:56 AM	Michael L
Edit | View | Del		67KB	7/10/2013 6:52 AM	Michael L
Edit | View | Del		1445 bytes	7/9/2013 3:15 PM	Michael L

Show more » | Go to list »

Case History Case History He

Date	User	Action
7/26/2013 11:28 AM	Michael Lucas	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
7/23/2013 9:13 AM	Michael Lucas	Changed **Follow Up Date** from 7/23/2013 to **8/5/2013**.
7/19/2013 7:04 AM	Michael Lucas	Changed **Follow Up Date** from 7/11/2013 to **7/23/2013**.

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Surveys Surveys He

No records to display

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	☐	Case Owner	Pat Reynolds [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	3/13/2014	Date/Time Opened	12/10/2013 4:05 PM
Supporting Documents	☐	Date/Time Closed	3/13/2014 3:07 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	airbag deployed		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

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	36,500		

Incident Codes - IIR REQUIRED

Incident Date	12/3/2013	Rollover	☐
Sent to Legal	☐	Property Damage	☐
Accident	☐	Injury Letter	☐
Airbag	✓	Number Injured	0
Fire	☐		
IIR Indicator	1		

Vehicle Information

Vehicle	3N1BC1CP3CK[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles	500
Make	NISSAN	Beyond Basic Warranty Months	7
Model Line	VERSA	Beyond PT Warranty Miles	0
Model Code	11412	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	KRENZEN NISSAN	Data Net	☐
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR	F19045	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: 3N1BC1CP3CK[redacted]		
Created By	Raquel Ocampo, 12/10/2013 4:05 PM	Root Cause Code	DR800
Last Modified By	Managed Services, 7/12/2015 12:51 PM	Root Cause Code (2)	
Days Closed	971	Action Code	[redacted]
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: Pat Reynolds (2/26/2014 6:35 AM)** ~~~~waiting for claim to pay~~~~ ARBS-PR - received email from Shari Cloutier claim has suspended. - forwarded to ARBS-RD for VCAN approval
Make Public	☐	**Created By: Pat Reynolds (2/24/2014 10:42 AM)** ~~~~waiting on claim to suspend~~~~ ARBS-PR received email from warranty administrator with: DEALER CODE 2081 RO #369676 LINE A.
Make Public	☐	**Created By: Pat Reynolds (2/7/2014 7:06 AM)** ~~~~waiting on response from SM~~~~ ARBS-PR sent email to SM requesting update
Make Public	☐	**Created By: Pat Reynolds (1/20/2014 3:11 PM)** ARBS-PR - received email from SM Gary that total is now up to $8142.97 and asked permission to complete. KBB value for "good" trade-in is $8,498. - Replied with: That will put us at more than I like, but go ahead. Pray there are no additions…This is at warranty, correct? *-*-*-*-*-*-*-* Waiting for email from Gary and claim to suspend to provide VCAN *-*-*-*-*-*-*-*
Make Public	☐	**Created By: Pat Reynolds (1/6/2014 2:58 PM)** ARBS-PR - received VMX from DLR SM Gary with total amount for repairs of $6214.11 - called Gary and authorized repairs.
Make Public	☐	**Created By: Pat Reynolds (12/20/2013 2:43 PM)** ARBS-PR - called dealership, spoke to SM Joe Malley and informed him NNA will repair under warranty. - sent email to SM with instructions - called C And let him know, C asked for a rental, informed him to go to dealer for it.
Make Public	☐	**Created By: Pat Reynolds (12/20/2013 12:17 PM)** ARBS-PR received email from PL recommending assist C
Make Public	☐	**Created By: Pat Reynolds (12/18/2013 10:51 AM)** ARBS-PR received email report uploaded
Make Public	☐	**Created By: Pat Reynolds (12/12/2013 4:00 PM)** ARBS-PR - received VMX from C returning call - called C and completed probe - CDR required, requesting EAA complete IIR

Make Public	**Created By: Pat Reynolds (12/12/2013 10:52 AM)** ARBS-PR called C at [redacted] and left VMX with case and phone number
Make Public	**Created By: Pat Reynolds (12/12/2013 8:45 AM)** ARBS-PR - received and reviewed case - NO related cases - NO campaigns
Make Public	**Created By: Florante Martinez (12/10/2013 4:26 PM)** case moved
Make Public	**Created By: Florante Martinez (12/10/2013 4:26 PM)** IIR-SME/TLI-FM reviewed the case and advised crr- to proceed creating the IIR form. IIR-SME/TLI-FM exiting case.
Make Public	**Created By: Raquel Ocampo (12/10/2013 4:22 PM)** crr-ro received a call from c crr-ro verified and updated c's info. c stated that on 12/03/13 at around 5pm when c got out of the veh and closed the door the airbag in the driverseat suddenly deployed and it damaged the driver seat, the seatbelt and headliners. C wants to know why did it happened and wants Nissan to fix the damages in the veh. crr-ro sent an email to TL-FM for review of the case. crr-ro advised c that the incident will be reported and a speacialist will contact c on the second business day. c understood. crr-ro provided c the case number and name ext# crr-ro leaving 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-7719852	RESTRAINT SYSTEM	LEFT FRONT AIRBAG	UNEXPECTED DEPLOYMENT	14	12/10/2013	WU	BK	262500	OA
Edit | Del	CC-7719853	RESTRAINT SYSTEM	LEFT CURTAIN AIRBAG	UNEXPECTED DEPLOYMENT	14	12/10/2013	WU	BK	262000	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]	✓	12/10/2013	Pat Reynolds	12/10/2013 5:43 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

Action	Form	Request Type	Created By	Created Date
Edit | Del	F19045	IIR	Raquel Ocampo, 12/10/2013 4:31 PM	12/10/2013

Attachments

Attach File View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	152KB	3/13/2014 3:05 PM	Pat Reynolds
Edit | View | Del		55KB	3/13/2014 3:05 PM	Pat Reynolds
Edit | View | Del		433KB	3/13/2014 3:05 PM	Pat Reynolds
Edit | View | Del		33KB	3/13/2014 3:05 PM	Pat Reynolds
Edit | View | Del		36KB	3/13/2014 3:05 PM	Pat Reynolds

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Case History

Case History He

Date	User	Action
3/13/2014 3:07 PM	Pat Reynolds	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
3/13/2014 3:06 PM	Pat Reynolds	Changed **Follow Up Date** from 2/28/2014 to **3/13/2014**.
2/24/2014 10:42 AM	Pat Reynolds	Changed **Follow Up Date** from 2/14/2014 to **2/28/2014**.

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Surveys

Surveys He

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	☐	Case Owner	Pat Reynolds [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	5/5/2014	Date/Time Opened	2/26/2014 3:45 PM
Supporting Documents	☐	Date/Time Closed	5/2/2014 11:16 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]
Middle Initial	
Last Name	

Call Script

Who contacted us?	In-Field Comment	Vehicle Maintained Location	Nissan of Omaha
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	71,343		

Incident Codes - IIR REQUIRED

Incident Date	12/3/2013	Rollover	☐
Sent to Legal	☐	Property Damage	☐
Accident	☐	Injury Letter	☐
Airbag	✓	Number Injured	0
Fire	☐		
IIR Indicator	1		

Vehicle Information

Vehicle	3N1CN7AP2C[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles	35,343
Make	NISSAN	Beyond Basic Warranty Months	26
Model Line	VERSA SEDAN	Beyond PT Warranty Miles	11,343
Model Code	11112	Beyond PT Warranty Months	2

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	$0.00	Goodwill Offered	☐
IIR	F22165	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: 3N1CN7AP2CL[redacted]		
Created By	Jennifer Lanning, 2/26/2014 3:45 PM	Root Cause Code	DR800
Last Modified By	NNAETL, 10/31/2016 9:57 PM	Root Cause Code (2)	
Days Closed	921	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: Pat Reynolds (5/7/2014 7:28 AM)** *** [Added after the case is closed.] *** C called about missed call - informed her extended warranty does not cover air bags and to turn the claim into insurance. C understood and call ended mutually.
Make Public	☐	**Created By: Pat Reynolds (5/7/2014 7:25 AM)** *** [Added after the case is closed.] *** Called C and C inquired about her extended warranty - checked with warranty, and called C back. Left VMX that the extended warranty does not cover air bags. Recommended C tu INS and they should cover the vehicle.
Make Public	☐	**Created By: Pat Reynolds (5/7/2014 6:36 AM)** *** [Added after the case is closed.] *** C called 5/6 and requested call at 7am EST 5/7, unable to comply. Phone call was at 12:52 pm, will call back at that time 5/7
Make Public	☐	**Created By: Pat Reynolds (5/6/2014 8:04 AM)** *** [Added after the case is closed.] *** Called C at [redacted] t 8am as requested, left VMX with phone number
Make Public	☐	**Created By: Pat Reynolds (5/5/2014 4:04 PM)** *** [Added after the case is closed.] *** Received VMX from C requesting call back at 8am 5/6
Make Public	☐	**Created By: Pat Reynolds (5/2/2014 11:17 AM)** *** [Added after the case is closed.] *** - Received 2 VMX from C, 5/1 and 5/2 requesting call back to discuss letter. - Called C and left VMX with phone number
Make Public	☐	**Created By: April Advincula (5/2/2014 8:35 AM)** crr-aa received a call from c. c stated that c received a notification letter from nna that nna will not cover the repair on c's veh with the side curtain airbag crr-aa verified c's information mobile – [redacted] c stated that c didn't accept the decision and nna should cover the repair because it is a malfunction crr-aa advised c that ARBS already provided the decision about c's concern and advised c that arbs specialist has tried to reach c last 4/29/2014 however arbs reached vmx c stated that c wants to speak with arbs-pat who sent c the letter crr-aa advised c that crr-aa will send a message to arbs-pat and c will receive a call by the end of the next business day c understood crr-aa offered further assistance, c declined. crr-aa gave name, extension #457248 and case number. crr-aa exiting case
Make Public	☐	**Created By: Pat Reynolds (4/29/2014 7:21 AM)** ~~~~ CLOSING CASE, ACTION MATTER COMPLETE ~~~~ - Printed, signed, scanned, and emailed copy of NPE letter to PL - Mailed original to C via FEDEX 2 day ([redacted]

- Called C left VMX with case and phone number that results are in, letter in FEDEX for THUR delivery
- attached documents

Make Public

Created By: Pat Reynolds (4/29/2014 7:10 AM)
~~~~ call customer with denial ~~~~

ARBS consulted with others and decision not to assist due to mileage.

Make Public

Created By: Pat Reynolds (4/25/2014 8:47 AM)
~~~~ waiting on estimate ~~~~

Requested Update

Make Public

Created By: Pat Reynolds (4/3/2014 9:13 AM)
~~~~ waiting on estimate ~~~~

Called dealership, spoke to SM and requested estimate. Got his email address and emailed the request to: rjocheim@nissanofomaha.com

Make Public

Created By: Pat Reynolds (3/31/2014 3:03 PM)
~~~~ call C a[redacted] ~~~~

- Received email, report uploaded
- Received email from PL leaving decision up to DRT

Make Public

Created By: Pat Reynolds (3/13/2014 8:25 AM)
~~~~ waiting for report upload ~~~~

ARBS-PR
- received email, DTS inspector DAVIS, inspection 3/20 at 8am.
- called DLR, spoke to SM who approved date
- replied to DTS inspection set up.

Make Public

Created By: Pat Reynolds (3/11/2014 11:48 AM)
~~~waiting for DTS inspection date~~~~

ARBS-PR
- called C and completed probe, vehicle under extended warranty
- called DLR and spoke to Ron (SM) who indicated vehicle is there waiting for inspection.

Make Public

Created By: Pat Reynolds (3/5/2014 10:38 AM)
~~~~call C A[redacted] ~~~~

ARBS-PR called C and left VMX with case and phone number, requesting call back

Make Public

Created By: Pat Reynolds (3/3/2014 9:32 AM)
~~~~call C At [redacted] ~~~~

ARBS-PR received VMX from C with good number and requesting call back.

Make Public

Created By: Pat Reynolds (2/28/2014 11:23 AM)
~~~~waiting on response from C~~~~

ARBS-PR
- called C, mailbox full, unable to leave message
- emailed C requesting good number and best time to call

Make Public

Created By: Pat Reynolds (2/28/2014 11:19 AM)
~~~~call C at[redacted] ~~

ARBS-PR
- received and reviewed case
- NO OPEN campaigns
- RELATED CASE: TECHLINE [redacted]
- called SA Matt and verified not repaired

Make Public

Created By: Jennifer Lanning (2/26/2014 4:07 PM)
Rcas placed call to c #[redacted] Rcas noting VMX full and could not leave VMX. Call ended

Make Private ✓

Created By: Jennifer Lanning (2/26/2014 4:05 PM)
Rcas received email from Techline to open case for processing of IIR
complaint of side and side curtain airbag deployment when the door was closed
Rcas placed call to dlr and spoke with SA-Matt as is point of contact on concern.
Rcas was advised concern happened while in c possession. SA not sure of specific details
C did claim is the 2nd time c has had issue occur and Nissan did not help c first time
Rcas obtained c contact info to go over IIR questions

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-769911Z	RESTRAINT SYSTEM	RIGHT CURTAIN AIRBAG	POOR OR IMPROPER OPERATION	14	2/26/2014	YX	BK	261500	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]	✓	2/26/2014	Pat Reynolds	2/26/2014 4:56 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	F22766	DTS Request	Pat Reynolds, 3/11/2014 11:57 AM	3/11/2014
Edit | Del	F22165	IIR	Jennifer Lanning, 2/26/2014 4:10 PM	2/26/2014

Attachments

Attach File | View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	61KB	4/29/2014 7:26 AM	Pat Reynolds
Edit | View | Del		23KB	4/29/2014 7:25 AM	Pat Reynolds
Edit | View | Del		59KB	4/29/2014 7:25 AM	Pat Reynolds
Edit | View | Del		62KB	4/29/2014 7:25 AM	Pat Reynolds
Edit | View | Del		156KB	4/29/2014 7:25 AM	Pat Reynolds

Show more » | Go to list »

Case History

Case History He

Date	User	Action
5/2/2014 11:16 AM	Pat Reynolds	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
5/2/2014 8:32 AM	April Advincula	Changed **Follow Up Date** from 5/2/2014 to **5/5/2014**.
5/2/2014 8:32 AM	April Advincula	Changed **Status** from Closed 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 [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+] | Sun

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	☐	Case Owner	Natalie Silva [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	3/18/2014 9:08 AM
Supporting Documents	☐	Date/Time Closed	3/25/2014 10:21 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	c seeking repair assistance		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

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	16,000	Related Vehicle Make	Nissan
Current Mileage	58,528		

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	3N1CN7AP8CL[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles	22,528
Make	NISSAN	Beyond Basic Warranty Months	23
Model Line	VERSA SEDAN	Beyond PT Warranty Miles	0
Model Code	11312	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	CROSBY NISSAN SALES	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	3/19/2014
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: 3N1CN7AP8CL[redacted]		
Created By	Roselle Beconia, 3/18/2014 9:08 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 10/31/2016 10:09 PM	Root Cause Code (2)	
Days Closed	959	Action Code	NT4B
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
		Created By: Natalie Silva (3/25/2014 10:20 AM) RCAS made outbound call to C at [redacted]at 11:05 AM EST RCAS reached message stating voicemail box not yet set up RCAS made outbound call to C at [redacted]at 11:06 AM EST RCAS reached voicemail. Left voicemail with contact info and case number. Advised was following up on case
Make Public	☐	RCAS noting 3rd contact attempt RCAS sending post card RCAS closing case Summary** C called regarding airbag concern. RCAS contacted C 3 times and unable to reach C
		Created By: Natalie Silva (3/20/2014 9:23 AM) RCAS made outbound call to C at [redacted]at 10:20 AM EST RCAS reached message stating voicemail box not yet set up
Make Public	☐	RCAS made outbound call to C at [redacted]at 10:21 AM EST RCAS reached voicemail. Left voicemail with contact info and case number. Advised was following up on case RCAS resetting follow up for 03/25/14
		Created By: Natalie Silva (3/19/2014 2:12 PM) RCAS made outbound call to C a[redacted]at 3:09 PM EST RCAS reached message stating voicemail box not yet set up.
Make Public	☐	RCAS made outbound call to C at [redacted]at 3:10 PM EST RCAS reached voicemail. Left voicemail with contact info and case number. Advised was following up on case. RCAS resetting follow up for 03/20/14
		Created By: Natalie Silva (3/19/2014 7:55 AM) RCAS made outbound call to Dealership RCAS reached SM Keith
Make Private	✓	SM stated that SM was advised door was slammed and air bag went off. SM stated that DTS Tony looked at vehicle. SM stated that vehicle is not in good shade. SM stated that C h taken vehicle. RCAS thanked for info. Call ended mutually.
Make Private	✓	Created By: Roselle Beconia (3/18/2014 9:30 AM) | Last Modified By: Natalie Silva (3/19/2014 7:50 AM) CRR-RB received call from [redacted] now referred as c c states that veh airbag deployed when when veh door was slammed c states that c had veh dignosed by nna dlr however dlr denies repair assistance c seeking repair assistance from nna regarding $5000 estimate cost of repair c states january 10 was the last diagnosis on veh

c states c spoke with SA Keith Ambross

crr-rb asked mileage on veh
c states veh has 58,528 miles
crr-rb informed c that airbag is OOW so nna cannot guarantee repair assistance
c still wanted to get some repair assistance from nna

CRR-RB advised c that file will be transferred to RCAS and C will be contacted before the end of the next business day for possible assistance
CRR-RB offered further assistance. c declined
CRR-RB provided c with file number, name and extension number
CRR-RB transferring file 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-7724583	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	OOW GOODWILL ASSISTANCE REQUEST	14	3/18/2014	YI	BK	233500	OA
Edit | Del	CC-7733897	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	3/25/2014	YX	BK	233500	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
3/25/2014 10:21 AM	Natalie Silva	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
3/20/2014 9:23 AM	Natalie Silva	Changed **Follow Up Date** from 3/20/2014 to **3/25/2014**.
3/19/2014 2:12 PM	Natalie Silva	Changed **Follow Up Date** from 3/19/2014 to **3/20/2014**.

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Surveys

Surveys He

No records to display

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Case [redacted]

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Case Comments [50] | Case Categorizations [1] | Open Activities [0] | Activity History [4] | Emails [0] | Customer Support Tools [1] | Check Activity [2] | Forms [2] | Attachments [5+] | Case History [5+] Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Michael Lucas [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	5/13/2014 3:13 PM
Supporting Documents		Date/Time Closed	8/22/2014 4:22 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	CST00047856
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	NNA is offering to buy back the vehicle due to 1 repair visit for a driver's side airbag concern with 164 days out of service.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

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	19,311		

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	3N1CN7AP1CL8[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	27
Model Line	VERSA SEDAN	Beyond PT Warranty Miles	0
Model Code	11212	Beyond PT Warranty Months	3

Dealer Access

Case Servicing Dealer	TACOMA NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Northwest Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$16,487.72	Goodwill Offered	
IIR	F25700	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: 3N1CN7AP1C[redacted]		
Created By	Carrie Buckley, 5/13/2014 3:13 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 10/14/2015 2:11 AM	Root Cause Code (2)	
Days Closed	809	Action Code	NT5F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: Michael Lucas (8/22/2014 4:20 PM)** ARBS contacted C Phone # : ([redacted] and left a VMX stating that ARBS would like to discuss the expense documents that were previously requested and that ARBS has not back from C. ARBS stated tha[redacted]e closed pending follow up from C with the requested information. Gave direct follow up information and case number for reference. CLOSING CASE AS C HAS NOT SUBMITTED EXPENSE DOCUMENTS FOR REIMBURSEMENT CONSIDERATION **********
Make Public	☐	**Created By: Ricardo Garcia (8/15/2014 2:27 PM)** ARBS-RG submitted Morley Packet #[redacted]a FEDEX # [redacted]on 8/15/14
Make Public	☐	**Created By: Michael Lucas (8/14/2014 3:26 PM)** ARBS received VMX from C requesting a follow up call to discuss other expenses incurred as a result to the event that happened with C's vehicle. ARBS contacted C and C stated that C is worried about the long term effects that C's daughter may have incurred from the event. ARBS understood and stated that currently we car reimburse for expenses that C has paid out of pocket. C understood and ARBS gave direct email as for C to send the expenses to ARBS directly for review. C thanked for time and disconnected the call. ARBS WAITING FOR FOLLOW UP FROM C WITH MEDICAL EXPENDITURES PAID OUT OF POCKET BY C **********
Make Public	☐	**Created By: Ricardo Garcia (8/13/2014 7:18 AM)** IIR-Airbag-PST
Make Public	☐	**Created By: Ricardo Garcia (8/13/2014 7:06 AM)** ARBS-RG received signed repurchase agreement letter from customer on 8/12/14. ARBS-RG submitted check request for approval on 8/13/14 check to customer : $13,684.74 check to Navy Federal Credit Union : $2,802.98 30 day payoff good till 9/12/14: $2,802.98 Per Diem .27
Make Public	☐	**Created By: Michael Lucas (8/11/2014 4:59 PM)** ARBS received VMX from C requesting follow up and to discuss expenses of which C would like reimbursed. ARBS contacted C and left a VMX stating that ARBS is following to a previous VMX and would like to discuss the expenses that C is interested in recovering. Informed C that additic information will be needed however a follow up discussion is needed as so ARBS may fully understand C's request and how best to accommodate C. Gave direct phone number, ca number and requested that C leave best follow up number and time during the business day for ARBS to follow up. WAITING FOR C TO FOLLOW UP FOR DISCUSSION OVER EXPENSES COVERED BY C DIRECTLY **********
Make Public	☐	**Created By: Ricardo Garcia (8/11/2014 2:37 PM)** ARBS-RG notes the following Call Made : 8/11/14 Phone # : ([redacted] Spoke with Customer Reason : To discuss repurchase agreement letter. Customer stated customer would send over signed letter today (8/11/14) for repurchase process to move forward. ARBS-RG understood.

Make Public

Created By: Flor de Luisa Ann Sisno (8/8/2014 6:17 PM)
crr-fs received a call from c TACOMA NISSAN name SA-Lisa who is checking on updates on this case.
crr-fs advised SA that this case is being handle by arbs department.
crr-fs advised that the case has follow up schedule today.

CRR-FS offered further assistance, SA declined.
CRR-FS provided name and ext.
crr-fs exiting the case.

Make Public

Created By: Ricardo Garcia (8/6/2014 1:40 PM)
ARBS-RG notes the following

Call Made : 8/6/14
Phone # : [redacted]
Spoke with Customer
Reason : To notify customer that ARBS-RG will be new point of contact. ARBS-RG verified email address and resent revised repurchase offer and extended VPP offer to customer a provided link for additional information.

Make Public

Created By: Ricardo Garcia (8/4/2014 2:38 PM)
ARBS-RG sent repurchase agreement letter to customer via email on 8/4/14

Make Public

Created By: Ricardo Garcia (8/4/2014 2:28 PM)
ARBS-RG notes the following repairs

Base Price $14,541.00
Vehicle Excise Tax , License, Title, and Registration $131.25
Sales Tax $1,395.94
Doc Fee $150.00
Interest Paid to Date $246.29

Subtotal of Credits $16,464.48

Payoff to Navy Federal Credit Union good till 8/31/14 $2,799.74

*Total refund to customer from NNA at surrender $13,684.74

Make Public

Created By: Ricardo Garcia (8/4/2014 2:26 PM)
ARBS-RG notes the following

Call Made : 8/4/14
Phone # : [redacted]
Left Message with Customer
Reason : To notify customer that ARBS-RG will be new point of contact and to expect a letter via FEDEX and email. Waiting on call back.

Make Public

Created By: Janice Arellano (8/1/2014 11:56 AM)
c's mother [redacted] called, referred as c
crr-ja verified no information changed

c stated that c never received a call about the case
crr-ja advised that follow up is 8/1/14 and will document that c called today
c understood and thanked

crr-ja asked for further assistance. c declined.
crr-ja provided to c, name , extension, case #.
Exiting the file –

Make Public

Created By: Ricardo Garcia (8/1/2014 11:00 AM)
ARBS-RG notes the following

Call Made : 8/1/14
Phone # : (888) 842-6328
Spoke with Gene of Navy Federal Credit Union
Reason : To obtain updated payoff information

Navy Federal Credit Union
Attn : Special Processing
820 Follin Lane
Vienna, VA 22180

Phone # : (888) 842-6328
Fax # : (763) 855-8219

14 day payoff $2,775.42 good till 8/15/14
Per Diem .27
Interest Paid to Date N/A

****
30 day payoff $ 2,779.74 good till 8/31/14
****

Make Public

Created By: Ricardo Garcia (8/1/2014 10:58 AM)
ARBS-RG is taking over case file

Make Public

Created By: Anthony Zacharyasz (7/30/2014 11:54 AM)
ARBS rec'd the following email from C:

Dear Mr Zacharyasz
NISSAN Versa 3N1CN7AP1CL[redacted]
It has now been 15 months since the first air bag incident happened with the Nissan that we purchased from Puyallup Nissan on 8/31/2011 and this issue still remains unresolved.
At the time of the first incident when the driver's side air bag exploded on closing the door of the car and my wife suffered superficial facial burns and my daughter was in the car as v
was suggested I contact both the National Highways Traffic Safety Administration (NHTSA) and the District Attorney in Tacoma, Washington. However, after contacting Nissan and I
referred to you, I was assured that this matter would be dealt with expediently and the problem with the air bag would be resolved. Unfortunately it took some 6 months from April 24
2013 to October 2013 until the car was returned to us.
Within 7 months on May 10th 2014 we had a further incident of an air bag exploding when a door was closed. This time there was a partial inflation of the driver's side air bag impact
the rear driver's side window, in both instances my young daughter was in the Nissan and there are now medical concerns with regard to any impact caused by the noise of the explo
on her hearing. She was seen in the ER at Madigan and will require specialists for some time
I am currently left with a car that I can no longer have confidence in but still have financial commitments for, and a young child who may suffer permanent hearing loss as a result of t
incidents. When contacted by your Customer Relations Department after the second incident I was assured that the car would be replaced with a new car but this has yet to happen.
I feel that I have explored every option open to me without resorting to the legal system and any ensuing negative publicity for your company, and now formally request that Nissan r
the defective vehicle with a new vehicle within a reasonable time period to be agreed between us and the compensation for time and inconvenience.. If this is not what you intend to
then I will have no other recourse but to pursue this through various legal avenues, including NHTSA and the Tacoma DA department and also through Civil jurisdiction to gain
recompense for the above, and a potential future judgement on any medical/compensation claims for any on-going hearing problems my daughter may suffer.

Make Public

Created By: Anthony Zacharyasz (7/29/2014 4:29 PM)
ARBS in review of the case awaiting docs to review for additional assistance beyond repurchase.

Make Public

Created By: Anthony Zacharyasz (7/18/2014 4:07 PM)
ARBS emailed the following to C:

Mr. K[redacted]
Upon discussing your suggestion for settlement in this claim, Nissan would like to review any out of pocket expenses you have incurred due to the air bag concern. Any medical expe
or alternate transportation costs, any expenses we would like to review prior to making a decision on whether or not we can assist with your request.
Thank you.

--
ARBS awaiting additional docs.

Make Public

Created By: Anthony Zacharyasz (7/16/2014 2:55 PM)
ARBS called C on [redacted] and ARBS discussed the repurchase offer with C. C rejected offer and advised ARBS that C is seeking a new vehicle and $10,000.00 for doctor's
and time without the vehicle. ARBS advised C that ARBS would discuss with ARBS-Michael Lucas. ARBS advised C that either ARBS or ARBS-ML would be in contact with C tomo
advise.

Make Public

Created By: Anthony Zacharyasz (7/16/2014 2:46 PM)
ARBS calculates the repurchase as follows:

Base Price: $14,541.00
Sales Tax: $1,395.94
Finance Charges: $246.29
Dealer Doc Fees: $150.00
License/Registration: $131.25
*TOTAL PURCHASE PRICE: $16,464.48

Less Usage: $2,339.04
Payoff: $2,851.85 (good until 7/30/14)
*TOTAL DEDUCTIONS: $5,190.89

*REFUND AMOUNT TO C: $11,273.59

30 day Payoff: $2,856.49 (good until 8/15/14)
*TOTAL REPURCHASE: $14,130.08

--
ARBS notes the following calculations:

*USAGE: 19,303 miles; mileage at the time of the 15th day out of service.
(19,303 miles / 120,000 miles * $14,541.00)

*30 DAY PAYOFF: 16 additional days added for 30 payoff.
($2,851.85 + 16 * $0.29)

Make Public

Created By: Anthony Zacharyasz (7/16/2014 2:35 PM)
ARBS in review of the case notes the following RO attached:

5/10/13... 19,303 miles... 160 days down (warranty)
Concern:
1. C/S Driver's airbags deployed when door was shut.
-Action Taken:
1. Replaced left side pre-tensioner, left side air bag, air bag control module, curtain air bag, headliner, and left side A, B, and C pillars.

ARBS notes air bags deployed a second time which prompted C to contact NNA. ARBS notes concerned inspection and deemed warrantable condition resulted in air bag deployme
was offered repurchase/replacement. C elected for repurchase.

Make Public

Created By: Anthony Zacharyasz (7/16/2014 2:19 PM)
ARBS rec'd call from C and ARBS advised of the repurchase process. C understood. ARBS called Navy FCU with C on the line to request information related to the lien on the vehic
Navy FCU-Porsche provided the following:

*PAYOFF: $2,851.85 good until 7/30
*PER DIEM: $0.29
*INTEREST PAID TO DATE: $246.29

ARBS ended call with Navy FCU. ARBS advised C that ARBS would contact C this afternoon with figures. C understood. Ended call.

Make Public

Created By: Anthony Zacharyasz (7/15/2014 3:48 PM)
ARBS called C on [redacted] and left a vmx requesting a call back to contact Navy FCU.

Make Public

Created By: Anthony Zacharyasz (7/15/2014 3:45 PM)
ARBS called C on [redacted] and ARBS notes the number was disconnected.

Make Public

Created By: Anthony Zacharyasz (7/7/2014 3:22 PM)
ARBS emailed the following to C:

Mr [redacted]

I received your information from Michael Lucas and I apologize for the delay in contacting you. I wanted to discuss a few things with you as well as gather the last remaining pieces o
information we will need to provide an accurate repurchase offer. Please feel free to provide a good number and time of day to spend about 15 to 20 minutes collecting the remainin
information.

Thank you.

Make Public

Created By: Anthony Zacharyasz (7/7/2014 3:14 PM) | Last Modified By: Anthony Zacharyasz (7/7/2014 3:14 PM)
ARBS notes Navy FCU phone number: (703)255-8837

Make Public

Created By: Michael Lucas (6/27/2014 8:53 AM)
ARBS ML received the vehicle registration from C and attached to case.

ARBS ML MOVING CASE TO ARBS AZ FOR FURTHER HANDLING AND PROCESSING **********

Make Public

Created By: Michael Lucas (6/26/2014 10:14 AM)
ARBS ML received an email from C containing:

Lien Account #
Payoff amount
Per Diem
Interest rate

ARBS ML replied to C via email stating that a copy of the vehicle registration is still needed.

ARBS ML WAITING FOR C TO PROVIDE THE VEHICLE REGISTRATION **********

Make Public

Created By: Michael Lucas (6/24/2014 2:39 PM)
ARBS ML received via Email:

Lein Information
Sales Agreement

ARBS ML replied via email requesting:

- Vehicle Registration
- 30 Day Payoff Amount
- Per Diem
- Interest to Date
- Payment History (if possible)

ARBS ML WAITING FOR FOLLOW UP FROM C WITH INFORMATION ABOVE **********

Make Public

Created By: Michael Lucas (6/19/2014 2:20 PM)
ARBS ML received a VMX stating that a portion of the information has been collected and C is still attempting to retrieve the remaining.

ARBS ML replied to C's VMX via email in confirming reception of the VMX and to inform C that C is welcome to reply with that information attached to the email or fax in as necessar

WAITING FOR RECEPTION OF BELOW LISTED INFORMATION **********

Make Public

Created By: Michael Lucas (6/19/2014 10:37 AM)
ARBS ML sent a follow up email to C as a request for a progress update on the collection of the information that is previously listed.

WAITING FOR AN UPDATE FROM C ON THE COLLECTION OF INFORMATION **********

Make Public

Created By: Michael Lucas (6/16/2014 2:49 PM)
ARBS ML contacted C and ARBS ML stated that NNA would like to offer C assistance to the situation as a good faith effort to preserve the relationship between C and NNA. C unde and stated that C would just like to get a different Nissan vehicle. ARBS ML understood and stated that ARBS ML would like to collect some preliminary information to better underst C's purchase agreement and lien holder situation. C understood and confirmed C's email address. ARBS ML stated that an email will be sent to C after the telephone call with inform that ARBS ML would like to receive. C understood and thanked ARBS ML .

ARBS ML assembled an email stating that the listed information below is needed and that a follow up will happen on 06-19-2014.

- Registration
- Loan / Lease Information
- Lien Holder information
- Copy of Sales agreement

ARBS ML WAITING FOR RECEPTION OF THE LISTED INFORMATION **********

Make Public

Created By: Michael Lucas (6/16/2014 2:20 PM)
ARBS ML received notice from PL that the results to the review have been released.

ARBS ML TO REVIEW RESULTS, CASE AND DISCUSS WITH CUSTOMER ABOUT CUSTOMER SERVICE OPTIONS **********

Make Public

Created By: Michael Lucas (6/11/2014 4:35 PM)
ARBS ML received notice from DTS stating that the report has been completed and uploaded to the FTP for review.

WAITING FOR PL TO REVIEW AND PROVIDE RESULTS **********

Make Public

Created By: Janice Arellano (5/28/2014 2:30 PM)
crr-ja received a call from USSA Insurance company and spoke to Ruth Patterson called to see if there is a campaign as the veh involved into an accident
crr-ja verified the information

crr-ja advised that there is a campaign on the veh for Transmission shift
understood and thanked

crr-ja asked for further assistance. c declined.
crr-ja provided to c, name , extension, case #.
exiting the case

Make Public

Created By: Michael Lucas (5/28/2014 10:26 AM)
Received notice from DTS stating that 06-10-2014 at 10:00 AM will be the soonest date that the vehicle can be inspected.

ARBS ML sent a reply email to mr. Eric Frost - Service Director of Tacoma Nissan and C notifying of the inspection date and time. (attached to case)

ARBS ML replied to DTS with confirmation email (attached to case) indicating that the inspection date and time has been confirmed.

WAITING FOR DTS TO PERFORM THE INSPECTION AND UPLOAD REPORT TO FTP **********

Make Public

Created By: Michael Lucas (5/27/2014 12:44 PM)
ARBS ML contacted C and completed the probe. Informed C that NNA would like to offer an inspection of the vehicle to best understand the incident. C understood and stated that t vehicle is currently located at Tacoma Nissan. ARBS ML understood and stated, after a conversation with the dealership ARBS ML will submit for a request to have the vehicle inspe and follow back up with C in 2-3 business days. C understood and thanked for time and assistance.

ARBS ML contacted Tacoma Nissan - SD Eric Frost 253-471-5354 and left a VMX stating that NNA is interested in inspecting C's vehicle and that an email will follow the VMX to giv specific reference to situation. Thanked SD for any assistance and gave direct follow up information for follow up as necessary.

ARBS ML assembled an email to SD Eric Frost and it stated notice of intent to inspect with vehicle information and direct follow up information. Sent email to SD for review.

SUBMITTING DTS INSPECTION REQUEST **********

Make Public

Created By: Michael Lucas (5/27/2014 11:01 AM)
ARBS ML reopened case as a VMX was received containing a request for follow up to discuss C's incident.

CONTACT C BACK TO DISCUSS INCIDENT AND COMPLETE THE PROBE **********

Make Public

Created By: Michael Lucas (5/23/2014 11:00 AM)
Contacted C and left another VMX stating that 30 mins of time is needed to fully understand the situation and to discover what Nissan can possibly do to assist. Informed C that for t case to continue moving forward a follow up call will be needed back to ARBS ML directly to discuss the incident and situation. Gave direct phone number and case number for refer

CLOSING CASE DUE TO LACK OF COMMUNICATION AND PROBE BEING INCOMPLETE **********

Make Public

Created By: Michael Lucas (5/22/2014 5:13 PM)
Contacted C and left a VMX stating that 30 mins of time is needed to discuss c's situation and to discover what Nissan can possibly do to assist. Gave direct phone number and cas number for reference.

PROBE INCOMPLETE, 3RD CALL **********

Make Public

Created By: Michael Lucas (5/22/2014 11:36 AM)
Received VMX and email from C stating that C is going to be available on 05-22-2014 most of the day.

ARBS ML contacted C and left a VMX stating that time is needed to discuss C's concerns and the incident. Gave direct phone number and case number for reference.

ARBs ML replied to C's email requesting time to discuss C's situation and to better understand the incident.

PROBE INCOMPLETE, 2ND CALL **********

Make Public

Created By: Michael Lucas (5/20/2014 3:51 PM)
Contacted C and was advised that Ms [redacted] is Mr [redacted] ARBS ML requested best contact information to reach out to Mr [redacted] an email while on the phone and verified reception. ARBS ML explained that a call will be made to Mr [redacted] for all of the questions and understanding that is needed. Ms. [redacted] thanked for the time and follow up.

Contacted M [redacted]
ARBS ML left VMX for C stating that time is needed to understand the situation and to discover how Nissan may assist with the situation. Informed that a follow up email will be sent requesting a date and time for ARBS ML to discuss all of what happened and what Nissan is able to do, moving forward. Gave direct phone number and case number for follow up.

ARBS ML sent C an email with request for follow up and establishment of a date and time to have a discussion over the incident that C was in. ARBS ML sent email with copy to Ms. [redacted]

PROBE INCOMPLETE, 1ST CALL, WAITING FOR FOLLOW UP FROM C **********

Make Public

Created By: Michael Lucas (5/19/2014 3:38 PM)
Received Case, Under Review, Verify Probe

Make Public

Created By: William Johnson (5/19/2014 2:35 PM)
Received Case, Under Review, Verify Probe

Make Private ✓

Created By: Carrie Buckley (5/16/2014 3:22 PM)
RCAS received vmx from c requesting call back

RCAS noting ARBS-WJ has taken ownership of case

RCAS emailed ARBS to advise of c's call

Make Private ✓ **Created By: Carrie Buckley (5/14/2014 5:27 PM)**
RCAS received RO's from dlrshp
RCAS attached RO's to case

Make Public ☐ **Created By: William Johnson (5/14/2014 11:32 AM)**
IIR - unintended airbag deployment

Make Private ✓ **Created By: Carrie Buckley (5/13/2014 5:42 PM)**
RCAS completed IIR form

Created By: Carrie Buckley (5/13/2014 5:15 PM)
RCAS placed call to c on [redacted]at 5:57PM EST, # no longer in service
~~~~
RCAS placed call to c on #([redacted]t 5:58PM EST, spoke to c's mother. Will refer to as c

Description of the accident or incident:
a. Who was involved?
C STATES son [redacted]
b. What happened?
C STATES going to work. Wife and baby was in veh. Closed door, and one bag previously repaired went off. Another bag went off, too. Bottom drivers side. Wife and baby were hys
Needs to check baby's hearing. Took veh in yesterday. Dlr gave c's son a loaner. C's son's # is [redacted]
c. What areas of the vehicle are affected?
C STATES 2 airbags on driver's side
d. When did it happen? DOCUMENT date and time.
C STATES 5/10/2014 @ 6:30AM PST
e. Where did it happen? DOCUMENT detailed description of location of incident (please be as precise as possible).
C STATES at Airforce Base
f. How did it happen?
C STATES happened when c's son shut door

P-3) What the customer is requesting of Nissan North America:
C STATES c wants a different veh
C stated last time took 6 months to investigate
C stated c had to wait for airbag to be shipped
C stated it was a nightmare
C stated c's son got veh back last August
C stated it happened again, and c's wife will not get in veh again

Make Private ✓
RCAS advised RCAS will begin repurchase process
RCAS explained process to c
RCAS asked the following questions:

Why do you want to return the vehicle to Nissan North America?
Where is the vehicle currently? TACOMA NISSAN
Has the vehicle been down for more than one week? Yes
Where was the vehicle purchased? BILL KORUM'S PUYALLUP NISSAN
Was it purchased new or used? New
Where is the vehicle serviced? TACOMA NISSAN
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers? C doesn't think so

C stated c's son only had veh for year when airbags 1st went off
C stated c's son's insurance company, USAA, is looking into concern as well.
C stated policy # is [redacted]

RCAS advised RCAS doesn't work with insurance, but will add info to case
RCAS advised RCAS will follow up 5/16/2014

C stated c is helping father with IV antibiotics
C stated [redacted]is another # c can be reached at
C will be available 10AM-3PM

RCAS agreed to follow up with c
RCAS provided contact info

C stated it's very scary to think about airbag going off
C stated c is in a nurse, and c sees a lot of broken noises from arms hitting faces

RCAS agreed that this must have been a very scary experience
RCAS apologized
RCAS advised RCAS will work on c's repurchase request and follow up 5/16/2014

C thanked RCAS for assistance

Make Private ✓ **Created By: Carrie Buckley (5/13/2014 3:20 PM)**
RCAS received email from SM-Eric from TACOMA NISSAN

SM stated airbags deployed when c shut c's door
SM stated this is the 2nd time c has been in for unintended deployment of the airbags
SM stated SM has spoken to DTS-JD regarding concern
SM stated current mileage is 19311
SM stated driver's rear headliner airbag and driver's side airbag went off
SM also forwarded conversation between SM and DTS

DTS stated NNA does not provide rentals for this type of inspection
DTS stated if c wishes to stay in rental, it will be c's financial responsibility
DTS stated upon completion of investigation, if NNA assists with repairs, NNA will review the rental expense.

RCAS emailed SM back requesting date of incident, as well as date of previous incident
RCAS noting RCAS will complete IIR form pending further information from SM

## 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-7809788 | RESTRAINT SYSTEM | AIRBAG CONTROL UNIT | GENERAL INQUIRY | QA | 5/19/2014 | ZR | 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/Time
Edit | Del	Review Approved Check Request	[redacted]	✓	8/14/2014	Ricardo Garcia	8/14/2014 9:11 AM
Edit | Del	Review Approved Check Request		✓	8/14/2014	Ricardo Garcia	8/14/2014 9:11 AM
Edit | Del	TACOMA NISSAN		✓	5/14/2014	Anthony Zacharyasz	6/27/2014 4:50 PM
Edit | Del	IIR		✓	5/14/2014	William Johnson	5/14/2014 9:57 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 Dat
Edit	CST00047856	DRT Resolution	3N1CN7AP1CL8[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
	CR0131105	[redacted]	8/15/2014	Customer	Approved	$13,684.74	44BUYBACK	Nissan South West Buyback/Trade	[redacted]	
	CR0131106		8/15/2014	Lienholder	Approved	$2,802.98	44BUYBACK	Nissan South West Buyback/Trade	Navy Federal	Credit Union

Forms

Forms He

Action	Form	Request Type	Created By	Created Date
Edit | Del	F26214	DTS Request	Michael Lucas, 5/27/2014 12:48 PM	5/27/2014
Edit | Del	F25700	IIR	Carrie Buckley, 5/13/2014 5:41 PM	5/13/2014

Attachments

Attach File | View All | Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	1.43MB	8/20/2015 12:26 PM	Rebecca Martin
Edit | View | Del		383KB	8/15/2014 2:29 PM	Michael Lucas
Edit | View | Del		2.25MB	8/15/2014 2:29 PM	Michael Lucas
Edit | View | Del		228KB	8/15/2014 2:29 PM	Michael Lucas
Edit | View | Del		45KB	8/15/2014 2:29 PM	Ricardo Garcia

Show more » | Go to list »

Case History

Case History He

Date	User	Action
8/22/2014 4:22 PM	Michael Lucas	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/15/2014 2:41 PM	Michael Lucas	Changed **Follow Up Date** from 8/18/2014 to **8/22/2014**.
8/15/2014 2:29 PM	Ricardo Garcia	Changed **Case Owner** from Ricardo Garcia to **Michael Lucas**.

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 [22] | Case Categorizations [1] | Open Activities [0] | Activity History [2] | 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	☐	Case Owner	Vicky Anderson [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	9/12/2014	Date/Time Opened	7/24/2014 8:50 AM
Supporting Documents	☐	Date/Time Closed	9/8/2014 7:53 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	☐		
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-Airbag-CST		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

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	52,000		

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	3N1BC1CP2BL[redacted]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles	16,000
Make	NISSAN	Beyond Basic Warranty Months	28
Model Line	VERSA	Beyond PT Warranty Miles	0
Model Code	11411	Beyond PT Warranty Months	4

Dealer Access

Case Servicing Dealer	CHARLIE CLARK NISSAN	Data Net	☐
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR	F29164	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: 3N1BC1CP2B[redacted]		
Created By	Celedonio Evalyn, 7/24/2014 8:50 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 10/14/2015 12:01 AM	Root Cause Code (2)	
Days Closed	792	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: Vicky Anderson (9/8/2014 7:52 AM)** ARBS received estimate from dealership and explained that assistance will be offered to C and explained would send email regarding approval of assistance being offered and he understood. ARBS called C and explained assistance being offered and C understood. ASSISTANCE HAS BEEN OFFERED TO C REGARDING C'S VEHICLE, CLOSING CASE. **********
Make Public	☐	**Created By: Vicky Anderson (9/4/2014 3:01 PM)** ARBS received email from PL with PL recommending that ARBS make the decision regarding how to proceed. ARBS has decided to offer assistance as good will to C in effort to provide customer service and customer retention. ARBS called dealership and explained ARBS will be offering assistance to C and obtained the email address to send the repair estimate request. ARBS called C[redacted]o advise that assistance will be offered and ARBS left a message on C's voice mail. ARBS AWAITING THE DEALERSHIP TO SEND THE REPAIR ESTIMATE FOR REVIEW. **********
Make Public	☐	**Created By: Vicky Anderson (9/4/2014 10:55 AM)** ARBS received email from EAA advising that the report has been uploaded to the FTP site. AWAITING FOR PL TO REVIEW REPORT AND PROVIDE STATUS **********
Make Public	☐	**Created By: Vicky Anderson (8/29/2014 10:44 AM)** ARBS received email from EAA advising the inspection has been complete and the report will follow. AWAITING EAA TO UPLOAD REPORT TO FTP SITE FOR REVIEW **********
Make Public	☐	**Created By: Vicky Anderson (8/26/2014 9:52 AM)** Vehicle Concern
Make Public	☐	**Created By: Vicky Anderson (8/26/2014 9:50 AM)** ARBS received an email from EAA stating the inspection of C's vehicle will take place on 8/29/14.

AWAITING INSPECTION OF C'S VEHICLE TO BE COMPLETED
****

Make Public

Created By: Vicky Anderson (8/22/2014 11:22 AM)
ARBS received an email from EAA stating that the inspection of C's vehicle will not take place until the week of 8/25/14.

AWAITING INSPECTION OF C'S VEHICLE TO BE COMPLETED
****

Make Public

Created By: Vicky Anderson (8/21/2014 2:45 PM)
ARBS sent an email to EAA checking the status of C's vehicle inspection.

AWAITING INSPECTION OF C VEHICLE TO BE COMPLETED
****

Make Public

Created By: Vicky Anderson (8/11/2014 11:12 AM)
Received email from EAA stating the inspection date for C's vehicle will be 8/18/14. ARBS-VA called C at [redacted] and left a message on C's voicemail.

ARBS-VA called C's Dealership at 956-423-6975 and spoke to Emie. Provide him with date of inspection for C's vehicle.

AWAITING INSPECTION OF C VEHICLE TO BE COMPLETED
****

Make Public

Created By: Vicky Anderson (8/8/2014 10:46 AM)
ARBS-VA reviewed case and sent follow up email to EAA for status of inspection.

AWAITING INSPECTION DATE AND TIME FROM EAA, FOLLOW WITH DEALER AND C REGARDING INSPECTION
****

Make Public

Created By: Vicky Anderson (8/4/2014 12:57 PM)
ARBS-VA received a voice mail from C and returned call to C at [redacted] Spoke to C and completed probe.

C stated that grandson was helping him unload items from C's vehicle. Grandson is 4 years old and when grandson closed passenger side front door the curtain airbag deployed.

C wants NNA to inspect due to unwanted airbag deployment.
Explained to C inspection process and C understood. C's dealership is
Charlie Clark Nissan 3500 W EXPRESSWAY 83
HARLINGEN, TX 78552
Set up inspection with EAA.

AWAITING INSPECTION DATE AND TIME FROM EAA, FOLLOW WITH DEALER AND C REGARDING INSPECTION**********

Make Public

Created By: Vicky Anderson (8/1/2014 3:05 PM)
ARBS-VA called C a[redacted]nd pressed 2 in in attempt to reach C. ARBS-VA left a message on his voice mail.

2ND CALL, PROBE INCOMPLETE**********

Make Public

Created By: Vicky Anderson (7/31/2014 2:44 PM)
ARBS VA called (956) 226-9630 and got voice mail for John Martinez, voice mail advised to press option 2 for Juan and ARBS VA left message on voice mail for Juan.

1ST CALL, PROBE INCOMPLETE**********

Make Public

Created By: Vicky Anderson (7/31/2014 2:15 PM)
RECEIVED CASE, UNDER REVIEW, VERIFY PROBE**********

Make Public

Created By: Marie Woodruff (7/31/2014 11:33 AM)
rcas called c on [redacted]0 on 7/31/14 at 12:25 pm est
rcas asked c
Case[redacted]
20b. Year, make, and model of vehicle
VIN 3N1BC1CP2B[redacted]

Consumer Affairs Agent Initial Probing Questions:Odometer Reading at Time of Incident 62,000
Date and Time of Incident 7/20/2014 12:31 PM
Location of Incident 23564 SUN CHASE CIR
HARLINGEN, TX 78552 4150
13. Current Location of Vehicle with the customer
Who Confirmed? rcas

Probe Status:Partially Confirmed
Fully Confirmed

Owner and Driver Information:4a. Owner's Name [redacted]
4b. Owner's Address [redacted]
HARLINGEN, TX [redacted] 5b. Driver's Address [redacted]
HARLINGEN, TX [redacted]
4c. Owner's Day Phone [redacted]
4d. Owner's Evening Phone [redacted]
4e. Owner's Date of Birth 6/20/1970 5e. Driver's Date of Birth [redacted]
Owner of the Vehicle is the Driver Driver is a Renter
Owner is a Rental Co.
Caller is a Third Party
Caller is an Attorney
Quick Description or Summary of Incident c's grand son closed the door and the airbag deployed the child is 4 years old.

IIR Report Type:Airbag Steering
Seat Belt Suspension
U/A Brake
Thermal Other
3. What customer requesting of NNA? c wants veh repaired . the air bags

		rcas set follow up for 8/4/14
Make Private	✓	**Created By: Enid Schindler (7/29/2014 1:04 PM)** Rcas phoned the c at [redacted] Rcas reached a recording stating..the mailbox is not set up--no vxm left Rcas phoned the c a[redacted] Rcas reached a recording that advised the # was for John Martinez--not Juan--no vxm left Rcas phoned the c at[redacted]and reached a man--who stated--wk #--man provided c's cell #[redacted]-rcas read # back to confirm The call ended mutually Rcas phoned the c a[redacted] Rcas reached a recording for a business Rcas left a very general vxm for the c --requesting a return call
Make Public		**Created By: Shirley Santos (7/29/2014 8:58 AM)** RCAS Case Follow-up
Make Public		**Created By: Shirley Santos (7/29/2014 8:57 AM)** crr-ss received a call from c to follow up case. c wanted to be transferred to rcas-mw's extension. crr-ss verified that there are no changes on contact information. crr-ss transferred call to rcas-mw but call was routed to vmx. crr-ss will be sending an internal message to rcas-mw to request for a call back. crr-ss offered further assistance, c declined. crr-ss provided name and extension number. crr-ss exiting file.
Make Public		**Created By: Marie Woodruff (7/28/2014 9:40 AM)** rcas called c on [redacted]n 7/28/14 at 10:36 am est rcas reached a message that vmx has not been set up as of yet rcas called c on [redacted] on 7/28/14 at 10:37 am est rcas reached a message and was advised that this is the number for a[redacted] rcas called c on [redacted] on 7/28/14 at 10:38 am est rcas reached a vmx for a driving school rcas setting follow up for 7/29/14 to contact c to do IIR
Make Public		**Created By: Marie Woodruff (7/28/2014 9:35 AM)** rcas spoke with sd and was advised that c came to the dlr after being on a 3 way call with the dlr and the customer rcas was advised that the customer is claiming that the airbags deployed when they should not have. rcas advised that rcas will contact the customer to do the IIR
Make Public		**Created By: Celedonio Evalyn (7/24/2014 11:47 AM)** Vehicle Concern
Make Private	✓	**Created By: Celedonio Evalyn (7/24/2014 11:47 AM) | Last Modified By: Enid Schindler (7/29/2014 12:31 PM)** CRR -EC received a call from c c stated c was driving the veh with c's 4yr old grand son c stated when c's grandson got in to the veh and closed the passenger sife door, c's airbag light came on c stated c had reported the incident to c's selling dealership and was advised to take veh at the service dept because this is the first time this incident happened crr-ec offered to contact Charlie Clark Nissan and set up appointment for c crr-ec adv c that taking veh to c's selling dealership is the best option to take to ensure safety on c's veh c understood and agreed CRR-EC offered further assistance, c declined CRR-EC stated the closing script, gave name , ext number and case number CRR-EC stated the VOC Bait Script CRR-EC given c dealership phone number 9564236975 - and transferred c over CRR-EC 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-7900805	RESTRAINT SYSTEM	LEFT FRONT AIRBAG	GENERAL INQUIRY	QA	7/24/2014	ZR	BK	262500	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]	✓	7/31/2014	Vicky Anderson	7/31/2014 1:35 PM
Edit | Del	Call		✓	7/29/2014	Marie Woodruff	7/29/2014 12:53 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	F29164	IIR	Marie Woodruff, 7/31/2014 11:32 AM	7/31/2014

Attachments

Attach File View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	69KB	9/8/2014 7:57 AM	Vicky Anderson
Edit | View | Del		864KB	9/8/2014 7:39 AM	Vicky Anderson
Edit | View | Del		33KB	9/4/2014 2:51 PM	Vicky Anderson
Edit | View | Del		36KB	9/4/2014 10:49 AM	Vicky Anderson
Edit | View | Del		57KB	8/11/2014 11:09 AM	Vicky Anderson

Show more » | Go to list »

Case History

Case History He

Date	User	Action
9/8/2014 7:53 AM	Vicky Anderson	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
9/4/2014 3:07 PM	Vicky Anderson	Changed **Follow Up Date** from 9/19/2014 to **9/12/2014**.
9/4/2014 10:55 AM	Vicky Anderson	Changed **Follow Up Date** from 9/4/2014 to **9/19/2014**.

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Surveys

Surveys He

No records to display

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Case [redacted]

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Case Comments [19] | Case Categorizations [2] | Open Activities [0] | Activity History [1] | 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		Case Owner	Vicky Anderson [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	8/21/2014	Date/Time Opened	8/4/2014 2:18 PM
Supporting Documents		Date/Time Closed	8/21/2014 8:59 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	IIR-Airbag-EST		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

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	33,000	Related Vehicle Make	Nissan
Current Mileage	42,505		

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	3N1BC1AP5B[redacted]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles	6,505
Make	NISSAN	Beyond Basic Warranty Months	35
Model Line	VERSA	Beyond PT Warranty Miles	0
Model Code	11211	Beyond PT Warranty Months	11

Dealer Access

Case Servicing Dealer	AUTOFAIR NISSAN OF CHELMSFORD	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	12	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR	F29521	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	Marie Kyle Pabustan, 8/4/2014 2:18 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 10/14/2015 12:11 AM	Root Cause Code (2)	
Days Closed	810	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: Vicky Anderson (8/21/2014 8:58 AM)** ARBS called dealership and spoke to service manger Mike. Explained that assistancewill be offered to C and explained would send email regarding approval of assistance being offered and he understood. ARBS called C and explained assistance being offered and C understood. ASSISTANCE HAS BEEN OFFERED TO C REGARDING C'S VEHICLE, CLOSING CASE. **********
Make Public	☐	**Created By: Vicky Anderson (8/20/2014 10:03 AM)** ARBS received estimate for C's vehicle. ARBS reviewed and decided to offer assistance to C for customer retention and customer service. ARBS called dealer and service manager was out of the office. ARBS will follow up with dealer. ARBS called C and explained that assistance will be offered for C's vehicle and C understood. FOLLOW UP WITH DEALERSHIP TO ADVISE ASSISTANCE FOR C'S VEHICLE WILL BE OFFERED **********
Make Public	☐	**Created By: Vicky Anderson (8/18/2014 10:28 AM)** ARBS received call back from assistant manger Mike from dealership. ARBS obtained his email and sent dealership a request for an estimate. WAITING FOR DEALERSHIP TO COMPLETE ESTIMATE IN ORDER TO DETERMINE IF ARBS WILL OFFER C ASSISTANCE **********
Make Public	☐	**Created By: Vicky Anderson (8/18/2014 9:51 AM)** ARBS received email from PL advising that ARBS can make the decision on how to proceed. ARBS called dealer to review C's incident. ARBS left a message for the assistant service manager Mike to return call. ARBS called C and explained that ARBS following up with dealer regarding C's vehicle and will follow up with C and advise if NNA will be able to offer assistance.
Make Public	☐	**Created By: Vicky Anderson (8/13/2014 3:26 PM)** ARBS-VA received email from EAA stating the inspection report has been completed and uploaded to the FTP site for review. WAITING FOR PL TO REVIEW AND PROVIDE STATUS **********
Make Public	☐	

Created By: Vicky Anderson (8/12/2014 2:51 PM) | Last Modified By: Vicky Anderson (8/12/2014 2:51 PM)
ARBS-VA received email from EAA advising C's inspection to take
place on 8/13. ARBS-VA called C at [redacted] and advised.
ARBS-VA called dealership and spoke to Lisa and advised of inspection.

AWAITING INSPECTION OF C'S VEHICLE TO BE COMPLETED
FOLLOW WITH C WHEN COMPLETED
****

Make Public

Created By: Vicky Anderson (8/12/2014 8:55 AM)
IIR

Make Public

Created By: Vicky Anderson (8/12/2014 8:55 AM)
ARBS-VA received email to follow up with C. ARBS-VA called C
at [redacted] and explained to C that the inspection date has not
been set at this time. Explained to C that ARBS-VA would follow with C
as soon as the inspector follow up with date. ARBS-VA sent follow up
email to EAA for status of date.

AWAITING INSPECTION DATE FROM EAA FOR C'S VEHICLE, FOLLOW UP
WITH C AND DEALERSHIP
****

Make Public

Created By: Rohanne Gaviola (8/12/2014 8:36 AM)
ARBS Case Follow-up

Make Public

Created By: Rohanne Gaviola (8/12/2014 8:36 AM)
crr-rg received a call from c providing case number [redacted] and stated that c was able to spoke with Arbs-VA last Friday and c stated that c was advised c will be receiving a follow
call yesterday, but c was not contacted.
c unable to provide case number

crr-rg verified best number to reach c is [redacted]

crr-rg pulled up case upon account verification.
crr-rg checked scheduled follow up is supposed to be yesterday 8/11/2014.
crr-rg informed c that crr will send IM to Arbs- VA to advised that c is following up on the case.
c understood and stated that c would really want to be given a call back today as c wanted to know when c can have the veh.
crr-rg advised will be noted.

crr-rg offered further assistance, c declined.
crr-rg provided name, ext and case number.
crr-rg exiting case

Make Public

Created By: Vicky Anderson (8/8/2014 2:04 PM)
ARBS-VA called C and completed probe. C stated C
parked C's vehicle in the KMart parking lot. C and C's boyfriend
exited C vehicle and then realized they needed an item out of the
vehicle. C stated they went back to the vehicle. C went to drivers side
and boyfriend went to passenger side. C's boyfriend opened the passenger
door and after looking for item went to close the door. After he closed the
door on the passenger side the curtain airbag on the passenger side deployed.

There are no injuries and no property damage. Explained to C that NNA would
have to set up for an inspection. C's vehicle is located at dealership
AUTOFAIR NISSAN OF TEWKSBUR. Advised C that ARBS-VA would
set up for inspection with EAA and C understood.

AWAITING INSPECTION DATE FROM EAA FOR C'S VEHICLE, FOLLOW UP
WITH C AND DEALERSHIP
****

Make Public

Created By: Kristie Ellamae Formentera (8/7/2014 11:54 AM)
crr-kf received a call from C. C stated that C wanted to have an update regarding the case that was made on the account.

crr-kf empathized and acknowledged.
crr-kf checked the information that C needs.

crr-kf informed C that the case is being handled by the the right department
C understood.

crr-kf asked for further assistance. C said NO

crr-kf provided name and ext number
crr-kf ended the call.
crr-kf leaving case open.

Make Public

Created By: Joy Acebedo (8/7/2014 11:49 AM)
C called ([redacted] and was told that somebody from Nissan is going to give c a callback today. CRR-JA check the case and apologize to c explaining that the case is still beir
reviewed under the CRR. CRR-JA was able to warm transfer the call to CRR-KF and exiting the case.

Make Public

Created By: Celedonio Evalyn (8/5/2014 2:18 PM)
crr follow up case

Make Public

Created By: Celedonio Evalyn (8/5/2014 2:16 PM)
crr-ec received a call from c
c stated c missed a call from nissan and would like to know what the call is for
c unable to provide case #
crr-ec verified c's name and tel numbe[redacted] and had pulled up the case
crr-ec verified c's address

crr-ec informed c that crr kf called c to complete information about the incident happened
c stated c had already given the information,
crr ec apologized

crr-ec verified if any of c's airbag deployed at the time of incident
c stated c not sure if the airbag had deployed properly
crr-ec verified c's mileage at the time of incident
c stated 42000 miles
crr ec asked c brief description how the incident happened
c stated c drove the veh at Billerica opposite Lowell MA last August 2, 2014 at around 10:30 PM when the front and side Airbag on veh unexpectedly deployed when c shuts the door
veh
c stated the vehicle is now at AUTOFAIR NISSAN OF TEWKSBURY and c's insurance will not cover the repair
c stated c was with c's husband at the time of incident

crr-ec verified c's best day time and night time phone number
c provided [redacted]
crr-ec verified c's date of birth - c provided 10-4-1988

crr-ec verified what c requesting from Nissan

c stated c seek Nissan to help c out fixing teh veh because insurance will not cover the repair

crr-ec adv c that c will be receiving a call from Nissan Representative within 1 - 2 business day , c appreciated
crr-ec thanked c , gave name ext num and c's existing case # and ended the call mutually

crr-ec noting that c coordinated with crr kf and was advised that crr kf had initially prepared IRR documentation and c requested that c will take care of the case

crr-ec sending internal message to crr kf

Make Public

Created By: Kristie Ellamae Formentera (8/5/2014 1:26 PM)
crr-kf called C at 2:20 AM @[redacted] but C was unable to reached.
crr-kf cannot leave voice mail because VMX was not set up yet.
crr-kf tried calling C on [redacted] @ 2:24 AM EST but is unavailable as well. crr-kf left VM
crr-kf set up follow up d[redacted]
crr-kf exiting case

Make Public

Created By: Marie Kyle Pabustan (8/4/2014 3:50 PM)
crr-mp change ownership to crr-kf to obtain some preliminary information from c as NOTED on case if c calls back with VIN
crr-mp exiting case

Make Public

Created By: Kristie Ellamae Formentera (8/4/2014 3:09 PM)
crr-kf received a call from C. C stated that C's trying to reach the crr that assisted C earlier. C stated that C already have the VIN.

crr-kf empathized and acknowledged.
crr-kf authenticated the account.
crr-kf checked the information that C needs.
crr-kf created a case.

crr-kf informed C that crr-kf attached the VIN to the case. C wanted to talk to the crr. inform C that crr-kf can transfer C to CRR but C might be routed to VMX, advise C to leave voice and crr-kf will make an internal message to inform CRR that C called for follow up regarding the case.
C understood.

crr-kf offer transfer to dealership for an appointment, declined

crr-kf asked for further assistance. C said NO

crr-kf provided name and ext number
crr-kf ended the call.
crr-kf exiting case

Make Public

Created By: Marie Kyle Pabustan (8/4/2014 2:23 PM)
crr-mp received a call from C. C stated that C tyhe front and side Airbag on veh unexpectedly deployed when c shuts the door on veh
as per c veh is a 2011 Versa

crr-mp verified and updated C's contact information
crr-mp advise c to call back with VIN to proceed with the IIR case c understood, as per c veh is at the dlr

crr-mp informc that c will received a survey with regards to this call,via email this will serve as my report card and this is to improve customer service to each and every Nissan Cust
crr-mp asked c to take time kindly returned the survey

crr-mp offered further assistance, C declined.
crr-mp gave name, extension and case number.
crr-mp closing case
==========
PENDING IIR: C WILL CALL BACK WITH VIN
NOTE: if c calls back kindly obtain some preliminary information

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-7914883	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	UNEXPECTED DEPLOYMENT	14	8/4/2014	WU	BK	263000	OA
Edit | Del	CC-7914884	RESTRAINT SYSTEM	RIGHT SIDE AIRBAG	UNEXPECTED DEPLOYMENT	14	8/4/2014	WU	BK	264000	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]	✓	8/7/2014	Vicky Anderson	8/7/2014 2:22 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	F29521	IIR	Kristie Ellamae Formentera, 8/7/2014 11:53 AM	8/7/2014

Attachments

Attach File View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	Email to Dealer - Approval for Assistance - Diana Santiago - 15119580.msg	50KB	8/21/2014 8:16 AM	Vicky Anders
Edit | View | Del	Santiago Estimate 15119580.pdf	63KB	8/21/2014 8:03 AM	Vicky Anders

Edit | View | Del	[redacted]	1.9MB	8/21/2014 7:56 AM	Vicky Anders
Edit | View | Del		33KB	8/18/2014 9:57 AM	Vicky Anders
Edit | View | Del		4.09MB	8/13/2014 3:28 PM	Vicky Anders

Show more » | Go to list »

Case History

Case History He

Date	User	Action
8/21/2014 8:59 AM	Vicky Anderson	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
8/13/2014 3:29 PM	Vicky Anderson	Changed **Follow Up Date** from 8/20/2014 to **8/21/2014**.
8/12/2014 2:51 PM	Vicky Anderson	Changed **Follow Up Date** from 8/14/2014 to **8/20/2014**.

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Surveys

Surveys He

No records to display

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Case [redacted]

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Case Comments [13] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | 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	☐	Case Owner	Michael Lucas [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	1/15/2015	Date/Time Opened	12/8/2014 11:48 AM
Supporting Documents	☐	Date/Time Closed	1/15/2015 8:26 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	IIR - Airbag - PST		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

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	57,000		

Incident Codes - IIR REQUIRED

Incident Date	12/4/2014	Rollover	☐
Sent to Legal	☐	Property Damage	☐
Accident	☐	Injury Letter	☐
Airbag	✓	Number Injured	0
Fire	☐		
IIR Indicator	1		

Vehicle Information

Vehicle	3N1BC1CP2BL[redacted]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles	21,000
Make	NISSAN	Beyond Basic Warranty Months	33
Model Line	VERSA	Beyond PT Warranty Miles	0
Model Code	11411	Beyond PT Warranty Months	9

Dealer Access

Case Servicing Dealer	ALHAMBRA NISSAN	Data Net	☐
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR	F33503	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] 3N1BC1CP2BL[redacted]		
Created By	Jov Acebedo, 12/8/2014 11:48 AM	Root Cause Code	SCIN
Last Modified By	Veronica Moody, 4/12/2015 9:40 PM	Root Cause Code (2)	
Days Closed	663	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
		Created By: Michael Lucas (1/15/2015 8:25 AM) ARBS received a FAX from Alhambra Nissan - SM - Mark Aguilera – 310-508-1670 – marka@alhambranissan.com consisting of the preliminary estimate. Preliminary Estimate = $1,374.23 ARBS reviewed all the available information and is preapproving a total allowable limit for repairs and to cover any unforeseeable necessities as: Total PreApproval Limit = $1,500.00 ARBS assembled an ASSISTANCE OFFERED email expressing the preapproval amount and the instructions to respond with specific information as to having the claim paid. ARBS assembled a follow up email for PL giving all approval information for PL record. CLOSING CASE AS APPROVALS HAVE BEEN GIVEN AND VEHICLE IS BEING REPAIRED **********
Make Public		**Created By: Michael Lucas (1/13/2015 1:40 PM)** ARBS assembled a follow up email with request for an update on the progress of the estimate that was previously requested. WAITING FOR FOLLOW UP FROM SM WITH PRELIMINARY ESTIMATE **********
Make Public		**Created By: Michael Lucas (1/8/2015 11:38 AM)** ARBS received a VMX from Alhambra Nissan - SM - Mark Aguilera – 310-508-1670 – marka@alhambranissan.com stating that C has not brought the vehicle to the dealership. ARBS contacted C and left a VMX requesting an update to C's current status and or scheduling for bringing the vehicle to the dealership. ARBS gave direct follow up information for f up. ARBS replied to Alhambra Nissan - SM - Mark Aguilera – 310-508-1670 – marka@alhambranissan.com via email and informed the SM that ARBS has left a follow up VMX for C to s an update to there schedule. WAITING FOR C TO BRING THE VEHICLE TO THE DEALERSHIP AND FOR SM TO PROVIDE AN ESTIMATE **********
Make Public		**Created By: Michael Lucas (1/6/2015 4:11 PM)** ARBS contacted: Alhambra Nissan - SM - Mark Aguilera – 310-508-1670 – marka@alhambranissan.com and updated SM. ARBS stated that ARBS will be assembling an email with request for an estimate as so ARBS may evaluate the financial need to bring C's vehicle back to good standing order. SM understood and will wait for the email. ARBS assembled an email with REQUEST FOR ESTIMATE and sent to SM. WAITING FOR C TO DROP THE VEHICLE OFF AND FOR SM TO REPLY WITH AN ESTIMATE **********
Make Public		**Created By: Michael Lucas (1/6/2015 3:02 PM)** ARBS received notice from PL Claims stating that the current recommendation is to offer assistance. ARBS reviewed all the available information and agrees with PL recommendation.

ARBS contacted C and informed C that NNA would like to offer assistance towards the repairs to C's vehicle and C understood. ARBS requested the soonest available date for C to b the vehicle to the Nissan dealership and C stated January 7, 2015 between 2 - 5 pm. ARBS understood and stated that ARBS will update the dealership.

ARBS contacted the dealership and discovered that the prior SM is no longer at the Nissan location. ARBS understood and SA transverred ARBS over to new SM voicemail.

ARBS left a voicemail for new SM with request for follow up. ARBS gave direct follow up information and case number for reference.

WAITING FOR FOLLOW UP FROM SM **********

Make Public

Created By: Michael Lucas (12/24/2014 7:42 AM)
ARBS received and email from EAA stating that the inspection and the report have been uploaded to the FTP for review.

WAITING FOR THE REPORT TO BE REVIEWED AND PL TO PROVIDE A RECOMMENDATION **********

Make Public

Created By: Michael Lucas (12/18/2014 5:25 PM)
ARBS received an email from EAA stating:

The inspection is scheduled for Saturday 12/20/2014 8:00 am at Alhambra Nissan

WAITING FOR THE INSPECTION TO BE PERFORMED AND UPLOADED TO THE FTP FOR REVIEW **********

Make Public

Created By: Michael Lucas (12/15/2014 4:23 PM)
ARBS contacted C = Claimant = Margaret Luna - (626) 434-5447 / Owners Daughter

C stated:

C's granddaughter was retrieving granddaughters school back pack from the passenger front seating area and after the door was closed the passenger side, curtain airbag deployed.

ARBS understood and offered C an inspection of the vehicle of which C accepted. ARBS explained the inspection process and timeline. C understood and thanked for the offer and A stated that an inspector will be contacting C in 3-4 days time to make the needed arrangements. C understood and thanked ARBS.

ARBS contacted: Alhambra Nissan – SM – Mike Uribe - mikeu@alhambranissan.com – 626-289-6161 ext: 22932 and left a VMX stating that NNA has offer C an inspection of C's vel lieu of the incident and is giving dealership notice of the inspection and to inform that an email will follow the VMX. ARBS gave direct follow up information and case number for refere

ARBS assembled an email titled: NOTICE OF INSPECTION, addressed to Alhambra Nissan – SM – Mike Uribe - mikeu@alhambranissan.com – 626-289-6161 ext: 22932 (attached case) Sent to SM.

SUBMITTING EAA INSPECTION REQUEST **********

Make Public

Created By: Michael Lucas (12/12/2014 10:51 AM) | Last Modified By: Michael Lucas (12/12/2014 10:51 AM)
ARBS contacted C and left a VMX stating that 30 mins of time is needed to understand C's incident and C's current situation. ARBS gave direct contact information and case number follow up.

PROBE INCOMPLETE, 1ST CALL **********

Make Public

Created By: Michael Lucas (12/11/2014 8:32 AM)
RECEIVED CASE, UNDER REVIEW, VERIFY PROBE **********

Make Public

Created By: Michael Lucas (12/11/2014 8:31 AM)
IIR

Make Public

Created By: Priscilla Aquino (12/9/2014 3:27 PM)
C called in regarding case
C satetd that C received a call from the DLR where C purchased the veh (ALHAMBRA NISSAN)
C stated that SA-David that C may take the veh if C needs to because DLR will not provide a loaner veh
C stated that it is fine with her but C is asking if it will delay the process
CRR-pa adv C that CRR is not in the position to adv C of how the IIR cases is being processed but if tehDLR adv C to take the veh, teh issue might have been corrected.
CRR_pa adv C that if C is going to take the veh, do not use the passenger seat for C's safety
C acknowledged
CRR-pa adv C that the most that C can do is to send Specialist an IM to check on the case once available.
C acknowledged
crr-pa offered further assistance.

crr-pa gave name, extension

crr-pa /exiting case

Make Public

Created By: Joy Acebedo (12/8/2014 12:03 PM)
CRR-JA verified name, address, phone and email

Issue: C's daughter called ([redacted] which now refer as c. C said that c's grand daughter went out to the garage because c's grand daughter forgot something or front passenger side. When C's grand daughter, which is 11 yr old, close the door, the side passenger airbag deploy. C said that the veh is at the dlr and the SM told c to call Nissan due to the dlr does not know why the airbag deploy. C also would like Nissan to know that the driver side side-airbag cover has a big gap. C is afraid that the airbag might deploy aga

Diagnose: Today

Request: C would like to know why the airbag deploy. CRR-JA explain to c that a case is going to be forwarded to the Nissan office for review and a representative will give c a callba after 2 business days and it might take 30 mins of c's time. C said that it is okay.

SA/SM: David

Research: SOP 2.13: CRR Accident / Incident Investigation Report.

CRR-JA asked for further assistance, C decline.

CRR-JA provided case, 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-8068461	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	GENERAL INQUIRY	QA	12/8/2014	ZR	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/Time
Edit | Del	IIR	[redacted]	✓	12/8/2014	Michael Lucas	12/8/2014 10:04 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

Action	Form	Request Type	Created By	Created Date
Edit | Del	F33503	IIR	Joy Acebedo, 12/8/2014 4:33 PM	12/8/2014

Attachments

Attach File | View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]/IN# 3N1BC1CP2BL[redacted]NISSAN - FOR PL RECORD.msg	320KB	1/15/2015 8:20 AM	Michael Luc
Edit | View | Del	[redacted] NISSAN - ASSISTANCE OFFERED.msg	188KB	1/15/2015 8:20 AM	Michael Luc
Edit | View | Del	[redacted] NISSAN - PRELIMINARY ESTIMATE.pdf	88KB	1/15/2015 8:20 AM	Michael Luc
Edit | View | Del	[redacted] NISSAN - REQUEST FOR ESTIMATE 2.msg	79KB	1/13/2015 1:39 PM	Michael Luc
Edit | View | Del	[redacted] NISSAN - REQUEST FOR ESTIMATE.msg	77KB	1/6/2015 4:08 PM	Michael Luc

Show more » | Go to list »

Case History

Case History He

Date	User	Action
1/15/2015 8:26 AM	Michael Lucas	Changed **Case Record Type** from CA to **CA Closed Case**.
		Changed **Status** from Open to **Closed**.
		Closed.
1/15/2015 8:25 AM	Michael Lucas	Changed **Follow Up Date** from 1/14/2015 to **1/15/2015**.
1/13/2015 1:43 PM	Michael Lucas	Changed **Follow Up Date** from 1/13/2015 to **1/14/2015**.

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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 [1] | 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		Case Owner	Michael Lucas [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	5/20/2015	Date/Time Opened	1/22/2015 2:11 PM
Supporting Documents		Date/Time Closed	5/20/2015 9:32 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	IIR - Airbag - EST		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

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	40,000		

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	3N1CN7AP1CL[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles	4,000
Make	NISSAN	Beyond Basic Warranty Months	24
Model Line	VERSA SEDAN	Beyond PT Warranty Miles	0
Model Code	11212	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NEWBURGH NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	11	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR	F34728	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: 3N1CN7AP1CL[redacted]		
Created By	Shiela Capuz, 1/22/2015 2:11 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 10/14/2015 12:59 AM	Root Cause Code (2)	
Days Closed	538	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: Michael Lucas (5/20/2015 9:32 AM)** ARBS contacted SM and discovered that the vehicle has been completely repaired and the customer has picked the vehicle back up. ARBS thanked for the notice and stated that AR will wait for SM to submit the claim information and ARBS will pay the claim. SM thanked for the follow up and disconnected the call. CLOSING CASE AS C HAS RECEIVED THE VEHICLE AND ALL REPAIRS HAVE BEEN COMPLETED **********
Make Public	☐	**Created By: Michael Lucas (5/19/2015 8:27 AM)** ARBS assembled another email for SM with request for a status update on the progress of the needed repairs. WAITING FOR A FOLLOW UP FROM THE SM ON THE REPAIRS STATUS **********
Make Public	☐	**Created By: Michael Lucas (5/15/2015 4:04 PM)** ARBS sent the SM a follow up email with request for a follow up on the status of the needed repairs to C's vehicle. WAITING FOR A FOLLOW UP FROM SM **********
Make Public	☐	**Created By: Michael Lucas (5/11/2015 7:59 AM)** ARBS received a revised preliminary estimate as two additional parts were needed to completed the needed repairs. ARBS reviewed the revised estimate and assembled a revised approval email with the amount totaling as: PRE-APPROVAL = $5,500.00 ARBS sent the pre approval email to SM for review and to continue repairs WAITING FOR REPAIRS TO BE COMPLETED AND NOTIFICATION TO BE GIVEN /**********
Make Public	☐	**Created By: Michael Lucas (4/30/2015 10:51 AM)** ARBS received a preliminary repair estimate totalling $3326.50 for the needed repairs or replacements. ARBS assembled an ASSISTANCE OFFERED email for SM giving an approval for a preauthorized amount of $3500.00 for any unforeseeable expenses. ARBS sent the email to SM SM may begin work and order the needed parts. ARBS contacted C and provided C an update to the progress of the case and that ARBS has provided SM the needed information for the vehicle to undergo repairs and for C to follo after repairs are completed with any out-of-pocket expenses. ARBS provided direct contact information and case number for follow up. WAITING FOR REPAIRS TO BE COMPLETED AND NOTIFICATION TO BE GIVEN /**********
Make Public	☐	**Created By: Michael Lucas (4/28/2015 2:02 PM)** ARBS received notification from Nissan of Newburg – SM – Mike McSweeney – Phone: 845-562-1000 ext: 258 or 866431-6287 – Email: Mikem@harteautogroup.com that the vehicl arrived at the dealership and the estimate is attached. ARBS reviewed the attached estimate and is unacceptable as to how it is laid out and sent back to ARBS. ARBS replied to Nissan of Newburg – SM – Mike McSweeney – Phone: 845-562-1000 ext: 258 or 866431-6287 – Email: Mikem@harteautogroup.com in email stating that ARBS nee information on a Work Order or Dealership Letter Head.

WAITING FOR SM TO FOLLOW BACK UP WITH THE ESTIMATE ATTACHED **********

Make Public

Created By: Michael Lucas (4/23/2015 3:04 PM)
ARBS contacted c and left a VMX stating that ARBS would like to discuss C's case with C and the progress in dropping C's vehicle off a the dealership to have an estimate produced.

WAITING FOR C TO FOLLOW UP WITH ARBS **********

Make Public

Created By: Michael Lucas (4/21/2015 3:06 PM)
ARBS received an email from C stating that C was unable to get C's vehicle to the dealership as C's other vehicle became unusable over the weekend.

ARBS contacted C and left a VMX stating that ARBS understands and if C is willing to rent a vehicle, ARBS will reimburse C's expenses.

ARBS assembled a follow up email for C stating that same and that ARBS will follow up on the progress.

FOLLOW UP WITH C TO ENSURE PROGRESS OF CASE AND ESTIMATE OF VEHICLE CHARGES. **********

Make Public

Created By: Michael Lucas (4/20/2015 7:41 AM)
ARBS received an email from C stating that C has another vehicle for transportation arrangements and will hold on to the receipt for ARBS to reimburse.

WAITING FOR THE VEHICLE REPAIR ESTIMATE TO BE COMPLETED AND SENT BACK TO ARBS FOR REVIEW **********

Make Public

Created By: Michael Lucas (4/17/2015 11:02 AM)
ARBS contacted C and left another voicemail explaining that ARBS needs to discuss C's transportation arrangements prior to C bringing the vehicle to the dealership. ARBS left follo
communication and case number for reference.

ARBS followed up with C via email and stated:

I have left you another voicemail and after sending the below email, have not received a follow up from you. I would like to discuss the below stated options with you and ensure that
have a plan in place for your transportation while your vehicle is at the dealership. Please reply with the best way for me to contact you, today, if possible.

ARBS followed up with the dealership and brought a service advisor current on the situation and the disconnect. Service Advisor stated that there is an Enterprise facility near the dealership and ARBS stated that ARBS will approve the use of that if C shows tomorrow and is still having a disconnect with ARBS. SA thanked for the update and agreed to assist.

WAITING FOR C TO DROP THE VEHICLE OFF OR CONTACT ARBS BACK **********

Make Public

Created By: Michael Lucas (4/16/2015 11:12 AM)
ARBS received a VMX from SM stating that the dealership is entering a buy/sell and the rental fleet is going to be removed from the property and SM will not have a rental vehicle av
during this time.

ARBS assembled an email and sent the following to C:

I received a voicemail from the Service Manager of Newburgh Nissan informing me that the dealership is going through a change in ownership and their fleet of vehicles are going to removed, thus, they are unable to provide a rental at this time. Alternatively, we could either do one of two things. If you wanted to utilize your other vehicle and provide me the fuel expenses and I reimburse them to you or rent another vehicle and I reimburse the rental fees. I would be willing to do either.

Let me know as soon as you're able so I may update the Service Manager.

ARBS WAITING FOR FOLLOW UP FROM C **********

Make Public

Created By: Michael Lucas (4/15/2015 3:34 PM)
ARBS contacted C and discussed the NNA's position to offer assistance. C understood and thanked ARBS. ARBS stated that ARBS will further need to acquire an estimate on the damages and then follow up with C as to give notice once ARBS has a financial understanding. C understood and thanked for the assistance. ARBS thanked C for time.

ARBS contacted SM and was advised that SM is not available and ARBS stated that ARBS will follow up via email.

ARBS assembled an email titled REQUEST FOR ESTIMATE and sent to sm for review.

WAITING FOR FOLLOW UP FROM SM **********

Make Public

Created By: Michael Lucas (4/10/2015 10:02 AM)
ARBS received an email from PL giving the recommendation for ARBS to decide on a determination with the information that has been provided.

ARBS reviewed all the available information and has determined to offer C assistance towards C's claim and vehicle damages.

ARBS contacted C and left a VMX stating that several minutes of C's time is needed to discuss the resolution to C's case and ARBS gave direct contact information and case numbe
reference.

WAITING FOR C TO FOLLOW UP AND ARBS TO DISCUSS ASSISTANCE **********

Make Public

Created By: Michael Lucas (4/9/2015 7:50 AM)
ARBS received an email from EAA stating that the report has been uploaded to the FTP for review.

WAITING FOR PL TO REVIEW AND PROVIDE A RECOMMENDATION **********

Make Public

Created By: Michael Lucas (3/20/2015 3:48 PM)
ARBS received notice from EAA stating that the inspection date is set for April 1, 2015.

WAITING FOR THE INSPECTION TO BE COMPLETED AND UPLOADED TO THE FTP FOR REVIEW **********

Make Public

Created By: Michael Lucas (3/20/2015 9:00 AM)
ARBS assembled another follow up email for EAA with request for follow up on an established inspection date.

WAITING FOR FOLLOW UP FROM EAA WITH INSPECTION DATE **********

Make Public

Created By: Michael Lucas (3/17/2015 8:31 AM)
ARBS sent a follow up email to EAA with request for follow up to an established inspection date.

WAITING FOR FOLLOW UP FROM EAA **********

Make Public

Created By: Michael Lucas (3/11/2015 2:55 PM)
ARBS contacted C and completed the probe.

C stated:
C parked the vehicle and upon closing the passenger front door, the respective curtain airbag and side airbag deployed unmeritably.

ARBS understood and offered an inspection of the vehicle. C verbally accepted the inspection and stated that Newburgh Nissan was the most convenient location for inspection. ARE
understood and stated that either the inspector or ARBS will follow up with C in 2-3 days time. C understood and thanked for the assistance.

ARBS contacted, Nissan of Newburg – SM – Mike McSweeney – Phone: 845-562-1000 ext: 258 or 866431-6287 – Email: Mikem@harteautogroup.com to obtain the foregoing inform
and gave verbal notice of the inspection and that 2-3 days, the date should be established. SM understood and thanked for the heads up.

SUBMITTING EAA INSPECTION REQUEST **********

Make Public

Created By: Michael Lucas (2/11/2015 7:55 AM)
ARBS contacted C and left a VMX stating that ARBS still needs 30 - 40 mins of C's time to discuss C's incident and the current disposition with the vehicle. ARBS informed that for C'
to continue moving forward ARBS will need a direct follow up and ARBS gave email, phone and case number for reference.

CLOSING CASE, PENDING FOLLOW UP FROM C **********

Make Public

Created By: Michael Lucas (2/9/2015 11:21 AM)
ARBS contacted C and left a VMX stating that 30 - 40 mins of time is needed to discuss c's situation and to understand the incident. ARBS gave direct email, phone number and case number for reference.

PROBE INCOMPLETE, 1ST CALL **********

Make Public

Created By: Michael Lucas (2/2/2015 10:42 AM)
RECEIVED CASE, UNDER REVIEW, VERIFY PROBE **********

Make Public

Created By: Michael Lucas (2/2/2015 10:42 AM)
front passenger side curtain airbag deploy without any collision

Make Public

Created By: Shiela Capuz (1/22/2015 2:36 PM)
CRR-SC received a call from c regarding c's veh.
CRR-SC verified c's name, vin, address, mileage, phone number, email address.

C stated that c had issue with the veh on 11/15/14 at around 9:00 AM.
C stated that the veh was parked at [redacted]Gardiner NY [redacted]
C stated that c went in the veh with bag of groceries.
C stated that c closed the front passenger side door using c's foot and the passenger side curtain airbag deploy.
C stated that the front passenger side seatbelt is not coming out.
C stated that the veh is currently in c's possession.
C stated that c called dlr, dlr said that c needs to pay to have the veh diagnosed and fixed.
C stated that c cannot afford any repair right now.
C stated that c would like Nissan to fix the veh.

CRR-SC checked SOP 2.13.
CRR-SC advised c that CRR will escalate case to a higher department and c will receive a call within 2 business days.
C stated that the best number to reach c is [redacted]

CRR-SC offered further assistance, c declined.
CRR-SC gave name & extension.
CRR-SC 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-8114107	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	GENERAL INQUIRY	QA	1/22/2015	ZR	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/Time
Edit | Del	IIR	[redacted]	✓	1/23/2015	Michael Lucas	1/23/2015 2:15 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	F34728	IIR	Shiela Capuz, 1/22/2015 2:40 PM	1/22/2015

Attachments

Attach File View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]NISSAN - ASSISTANCE OFFERED - REVISED - FOLLOW UP NEEDED.msg	125KB	5/19/2015 8:32 AM	Michael Luc
Edit | View | Del	NISSAN - ASSISTANCE OFFERED - REVISED.msg	595KB	5/11/2015 7:56 AM	Michael Luc
Edit | View | Del	REVISED ESTIMATE.pdf	307KB	5/11/2015 7:56 AM	Michael Luc
Edit | View | Del	NISSAN - ASSISTANCE OFFERED.msg	271KB	4/30/2015 10:52 AM	Michael Luc
Edit | View | Del	PRELIMINARY ESTIMATE.pdf	156KB	4/30/2015 9:17 AM	Michael Luc

Show more » | Go to list »

Case History

Case History He

Date	User	Action
5/20/2015 9:32 AM	Michael Lucas	Changed **Status** from Open to **Closed**.
		Closed.
5/19/2015 8:33 AM	Michael Lucas	Changed **Follow Up Date** from 5/19/2015 to **5/20/2015**.
5/15/2015 4:03 PM	Michael Lucas	Changed **Follow Up Date** from 5/15/2015 to **5/19/2015**.
5/11/2015 7:57 AM	Michael Lucas	Changed **Follow Up Date** from 5/11/2015 to **5/15/2015**.

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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 [1] | Open Activities [0] | Activity History [1] | 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	☐	Case Owner	Michael Lucas [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	3/10/2015	Date/Time Opened	2/3/2015 4:41 PM
Supporting Documents	☐	Date/Time Closed	3/10/2015 2:31 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	IIR - Airbag - CST		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

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	78,000		

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	3N1CN7AP5CL[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles	42,000
Make	NISSAN	Beyond Basic Warranty Months	18
Model Line	VERSA SEDAN	Beyond PT Warranty Miles	18,000
Model Code	11212	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	MARTIN NISSAN	Data Net	☐
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR	F35060	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: 3N1CN7AP5CL[redacted]		
Created By	Mark Julius Munzon, 2/3/2015 4:41 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 5/28/2015 2:42 PM	Root Cause Code (2)	
Days Closed	609	Action Code	NE8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: Michael Lucas (3/10/2015 2:30 PM)** ARBS contacted Martin Nissan - SM - James Hochberg - 847-965-3460 - jhochberg@martinnissan.com and discussed the current situation with the vehicle and was given confirmati the vehicle has been completed and the vehicle has been delivered back to C. ARBS understood and thanked for the time and assistance with the repairs. ARBS gave guidance to th for submitting the claim and stated that ARBS will keep attentive to an email from SM or SM's warranty administrator when the claim suspends. SM thanked for the time and attention CLOSING CASE AS THE VEHICLE HAS BEEN REPAIRED AND THE VEHICLE HAS BEEN DELIVERED BACK TO C **********
Make Public	☐	**Created By: Michael Lucas (3/10/2015 9:03 AM)** ARBS contacted Martin Nissan - SM - James Hochberg - 847-965-3460 - jhochberg@martinnissan.com and left a VMX stating that a few minutes are needed to understand the curre progress with the vehicle repairs. ARBS replied to the last email correspondence with SM and requested a follow up from SM. WAITING FOR FOLLOW UP FROM SM **********
Make Public	☐	**Created By: Michael Lucas (3/9/2015 7:33 AM)** ARBS received an email from Todd Martin at tmartin@martinnissan.com stating that SM Bill Taylor is no longer with the organization and Mr. James Hochberg is now the acting SM. Martin Nissan - SM - James Hochberg - 847-965-3460 - jhochberg@martinnissan.com ARBS received a phone call from SM stating that SM would like a call back to discuss the progress of the case and what SM may provide to NNA. CONTACT NEW SM AND BRING CURRENT ON THE CASE AND STANDING WITH C **********
Make Public	☐	**Created By: Michael Lucas (3/6/2015 9:24 AM)** ARBS assembled a follow up email for Martin Nissan – SM – Bill Taylor – Email: btaylor@martinnissan.com – Phone: 224-233-0815 requesting an update to the progress of the repai C's vehicle. WAITING FOR FOLLOW UP FROM SM **********
Make Public	☐	**Created By: Michael Lucas (2/26/2015 7:33 AM)** ARBS received a VMX from C stating and giving thanks for offering assistance and would like to receive an update whenever one can be provided. ARBS received an email from Martin Nissan – SM – Bill Taylor – Email: btaylor@martinnissan.com – Phone: 224-233-0815 consisting of the repair estimate and expressing total for r and labor as $6160.95 ARBS reviewed all the available information and assembled an approval email for the amount of $6200.00 with a copy of the preliminary estimate for reference. ARBS sent to SM for and approval to begin repairs. WAITING FOR REPAIRS TO BECOME COMPLETED AND C TO RECEIVE VEHICLE BACK **********
Make Public	☐	**Created By: Michael Lucas (2/25/2015 8:02 AM)** ARBS received an email from PL stating that the current recommendation is for ARBS to decide how NNA should proceed. ARBS reviewed all the available information and decided to offer assistance in the needed repairs and to bring C's vehicle back to the condition it was in, prior to the incident.

	ARBS contacted: Martin Nissan – SM – Bill Taylor – Email: btaylor@martinnissan.com – Phone: 224-233-0815 and discussed that ARBS is interested in offering assistance and woul to financially understand all that is needed prior to giving the approval. SM understood and ARBS assembled a REQUEST FOR ESTIMATE email and sent to SM while on the phone thanked for the email and stated that a reply will occur within the next day. ARBS contacted C and left a VMX stating that NNA has decided to offer assistance and would like to have a discussion, prior to giving final approvals. ARBS gave all contact informa and case number for follow up. ARBS assembled an email for C indicating the same and requested a follow up. WAITING FOR C TO CONTACT ARBS AND FOR SM TO PROVIDE A REPAIR ESTIMATE **********
Make Public ☐	**Created By: Michael Lucas (2/23/2015 1:01 PM)** ARBS received an email from EAA stating that the inspection report has been completed and uploaded to the FTP for review. WAITING FOR PL TO REVIEW AND PROVIDE RESULTS **********
Make Public ☐	**Created By: Michael Lucas (2/18/2015 10:37 AM)** ARBS received notice from EAA stating that the inspection has been confirmed for February 19, 2015. WAITING FOR THE INSPECTION TO BE COMPLETED AND REPORT UPLOADED TO THE FTP **********
Make Public ☐	**Created By: Michael Lucas (2/17/2015 11:50 AM)** ARBS contacted C and completed the probe C stated: C had parked C's vehicle and after closing the drivers door, 2 airbags deployed and the safety belts locked in position. ARBS understood and offered to have the vehicle inspected. C accepted the offer of inspection and ARBS explained the inspection process and timeline. C understood and stated th vehicle is located at Martin Nissan. ARBS understood and stated that ARBS or the inspector will follow up with C in 3-4 days once the inspection date is established and the dealersh up to date. C understood and thanked for contacting C. ARBS contacted Martin Nissan – SM – Bill Taylor – Email: btaylor@martinnissan.com – Phone: 224-233-0815 and collected SM's contact information. ARBS thanked for information verbally informed of the upcoming inspection and that ARBS would like to send an email to give written notice. SM understood and ARBS stated that ARBS or inspector will follow up days time. SM thanked for the update / heads up. ARBS SUBMITTING FOR EAA INSPECTION REQUEST **********
Make Public ☐	**Created By: Michael Lucas (2/9/2015 3:31 PM)** RECEIVED CASE, UNDER REVIEW, VERIFY PROBE **********
Make Public ☐	**Created By: Michael Lucas (2/9/2015 3:31 PM)** vehicle concern
Make Public ☐	**Created By: Mark Julius Munzon (2/3/2015 4:49 PM)** crr-mm received call from c stating that c got into an incident where airbags did deploy with no contact or collision. c stated seatbelt also locked up. c stated veh was currently at the c and was informed that c can file claim about the issue. cr-mm verified account. as per sop 2.13, crr-mm gather information for IIR. crr-mm informed c that IIR specialist will be in contact with c for case update. c understood. crr-mm provide case id, ask for further assistance, provide name and ext#. crr-mm exit 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-8127367	RESTRAINT SYSTEM	LEFT SIDE AIRBAG	POOR OR IMPROPER OPERATION	14	2/3/2015	YX	BK	263500	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]	✓	2/4/2015	Michael Lucas	2/4/2015 12:58 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	F35060	IIR	Mark Julius Munzon, 2/3/2015 5:19 PM	2/3/2015

Attachments

Attach File View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	341KB	2/26/2015 7:35 AM	Michael Lucas
Edit | View | Del		240KB	2/26/2015 7:34 AM	Michael Lucas
Edit | View | Del		72KB	2/25/2015 7:57 AM	Michael Lucas
Edit | View | Del		33KB	2/25/2015 7:57 AM	Michael Lucas

Edit | View | Del [redacted]	44KB	2/23/2015 1:00 PM	Michael Lucas

Show more » | Go to list »

Case History

Case History He

Date	User	Action
3/10/2015 2:31 PM	Michael Lucas	Changed **Case Record Type** from **CA** to **CA Closed Case**.
		Changed **Status** from **Open** to **Closed**.
		Closed.
3/6/2015 9:24 AM	Michael Lucas	Changed **Follow Up Date** from 3/5/2015 to 3/10/2015.
2/26/2015 7:34 AM	Michael Lucas	Changed **Follow Up Date** from 2/27/2015 to 3/5/2015.

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 [49] | Case Categorizations [1] | Open Activities [0] | Activity History [3] | 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		Case Owner	Curt Watkins [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	11/2/2015	Date/Time Opened	4/7/2015 11:25 AM
Supporting Documents		Date/Time Closed	1/7/2016 9:16 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)	At approx 8:20 am, C got in vehicle to go to work. C sat in vehicle. C started vehicle. C forgot something in the house. C left vehicle running. C sat purse, jacket and lunch box in driverside seat. C opened the door and got out of vehicle. Before C closed the door, she heard a popping noise. C looked back and noticed the airbag deployed before C closed the door. C woke up parents to come out to look at vehicle. C called police and insurance company. Insurance company advised C to contact NNA. C wants vehicle to be repaired and safe to drive	DTS Request Type	IIR
Inspection Time/Notes	Appointment Time: Notes to Agent:		
Description	IIR - AIRBAG DEPLOYED UNEXPECTEDLY-PST		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	5	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	1		

Vehicle Information

Vehicle	3N1CN7AP7CL[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	22
Model Line	VERSA SEDAN	Beyond PT Warranty Miles	0
Model Code	11212	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	TEAM NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	

Responsible District	06	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR	F36855	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: 3N1CN7AP7CL[redacted]		
Created By	Mark Joven Salumbides, 4/7/2015 11:25 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 1/7/2016 9:08 PM	Root Cause Code (2)	
Days Closed	306	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public		Created By: Curt Watkins (1/7/2016 9:15 AM) Closing. Discuss if atty returns call
Make Public		Created By: Curt Watkins (12/30/2015 9:24 AM) ARBS called Lily at C atty office. Left message on voice mail to return call to discuss case.
Make Public		Created By: Curt Watkins (12/11/2015 1:01 PM) ARBS called Lily at C atty office. Left message on voice mail to return call to discuss case.
Make Public		Created By: Matt Clark (10/30/2015 12:44 PM) ARBS received email from leadership AG requesting a follow up call be made today. ARBS reviewed case notes and contacted dealer to determine status of the vehicle. Dealer states that this vehicle has been repaired since on or about 7/3/2015. Dealer states that they have made numerous attempts to contact the customer since the repairs were completed back in July. ARBS thanked dealer for information. ARBS contacted attorney's office and spoke with Lily. ARBS provided this information. Lily advised that the attorney representing C would like to contact ARBS directly to discuss this information at a later time today. ARBS provided direct number and informed Lily that ARBS will be in the office until 6 pm CST today and that ARBS will be out of the office all next w Lily thanked for information. ARBS exiting case at this time pending contact from C's attorney. **********
Make Public		Created By: Ma. Binarose Plazo (10/30/2015 12:03 PM) Crr - BP received a call from c following up case/case# [redacted] C called back regarding case, c said that c is not getting any response back from ARBS since the case, issue has not yet been resolved Crr - BP asked if there's no changes for c's account since last call, c stated none Crr - BP verified c's best phone number where ARBS can contact c, c provided[redacted] Crr - BP informed c that c will send an internal message to ARBS following up c's case and advised c to expect a call from ARBS, c understood Crr - BP offered further assistance, c declined Crr - BP provided name and ext number Crr - BP exiting the case
Make Public		

	Created By: John Leonard Somo (10/22/2015 11:54 AM) best contact # [redacted]
Make Public	Created By: John Leonard Somo (10/22/2015 11:53 AM) crr-js received call and verified contact information C called back regarding case, C said that C is not getting any response back from ARBS since the case, issue has not yet been resolved C said that the veh is still at the dealership and also not getting any update with the dealer on what the status of the veh C wants to get a response from ARBS crr-js apologized and advised C that crr will send IM to ARBS to contact C regarding issue C understood
Make Public	Created By: Curt Watkins (9/11/2015 1:44 PM) ARBS received notification from FOM. ARBS explained NNA will pay shop directly for repairs
Make Public	Created By: Curt Watkins (8/21/2015 5:18 PM) ARBS received copy of invoice for repairs from FOM. Repairs were to be handled under warranty
Make Public	Created By: Curt Watkins (8/14/2015 5:00 PM) ARBS received notification from C atty with copy of rental bill and requesting out of pocket atty fees. Appears C no longer wants vehicle.
Make Public	Created By: Curt Watkins (7/16/2015 2:05 PM) ARBS received call from atty. Discussed case. Atty will send demand for ARBS to review.
Make Public	Created By: Curt Watkins (7/15/2015 7:12 AM) ARBS received letter of representative from C atty
Make Public	Created By: Curt Watkins (6/29/2015 1:10 PM) ARBS received copy of invoice for vehicle repairs.
Make Public	Created By: Curt Watkins (6/17/2015 1:16 PM) ARBS called to atty David. 805-658-8691. Left message on voice mail to return call to discuss case
Make Public	Created By: Curt Watkins (5/29/2015 3:15 PM) ARBS returned call to atty David. 805-658-8691. Left message on voice mail to return call to discuss case
Make Public	Created By: Curt Watkins (5/28/2015 3:47 PM) ARBS received copy of out of pocket rental bill from C for reimbursement. ARBS emailed C requesting copy registration to issue payment
Make Public	Created By: Curt Watkins (5/20/2015 8:43 AM) ARBS returned call to C. Left message on voice mail to return call to discuss case.
Make Public	Created By: Curt Watkins (5/15/2015 2:24 PM) ARBS received estimate from SM Matt. Discussed repairing or replacing seat belt harness with experienced specialist. Agreed to replacing harness due to safety issues. ARBS called SM. Advised to replace seat belt harness.
Make Public	Created By: Curt Watkins (5/13/2015 1:11 PM) ARBS called SM Matt at dealership. Left message on voice mail to email estimate for repairing harness and replacing harness
Make Public	Created By: Curt Watkins (5/12/2015 2:38 PM) ARBS received call from SM Matt at dealership 805-485-8517. SM stated there was addition damage to the connector on the driver side seat belt harness. SM says the clip broke. SM wanted to know if NNA would take care of repairing or replacing the harness. Explained to SM that ARBS would discuss and call back.
Make Public	Created By: Curt Watkins (4/27/2015 1:38 PM) ARBS received call from C. C wanted to know if the airbag repairs would show up on the car fax report. ARBS explained repairs do show up on car fax reports. C wanted to know if NNA would help out on trade in if C wanted to get a new vehicle in the future. Explained NNA would not give anything on a trade in. Explained NNA is repairing the airbag to C vehicle. C does not think C should pay the price since airbag deployment was not C fault.
Make Public	Created By: Curt Watkins (4/24/2015 1:44 PM) ARBS received corrected estimate from dealership. $5090.56. ARBS emailed repair authorization form to dealership.
Make Public	Created By: Curt Watkins (4/24/2015 12:50 PM) ARBS returned call to David at dealership. Dealership will fax the correct estimate.
Make Public	Created By: Curt Watkins (4/24/2015 9:38 AM) ARBS notified EAA of seat assembly on dealership estimate. Response pends.
Make Public	Created By: Curt Watkins (4/24/2015 9:23 AM) ARBS reviewed dealership estimate. Replacing the entire front seat assembly. Called SM Matt, left message on voice mail to return call to discuss estimate/seat
Make Public	Created By: Curt Watkins (4/24/2015 8:26 AM) ARBS received estimate from dealership. ARBS emailed estimate authorization to dealership
Make Public	Created By: Curt Watkins (4/23/2015 2:49 PM) ARBS returned call to C. Left message on voice mail to return call
Make Public	Created By: Curt Watkins (4/23/2015 1:57 PM) ARBS received call from Craig Abrain @ Team Nissan Dealership. Dealership will email copy of estimate and put C in a loaner vehicle
Make Public	Created By: Curt Watkins (4/23/2015 9:07 AM) ARBS called Dealership. Spoke to service manager Matt. Emailed estimate request to SM mclancy@teamnissandirect.com SM will supply loaner vehicle.
Make Public	Created By: Curt Watkins (4/22/2015 4:26 PM) ARBS called C. Advised vehicle is at the dealership. ARBS also told C that dealership has a loaner vehicle for him.
Make Public	Created By: Curt Watkins (4/22/2015 4:21 PM) ARBS called Team Nissan. Spoke to Luciano. C vehicle is at the dealership. ARBS explained that NNA will take care of repairs to airbags. Matt is the service manager. Emailed request for estimate to clopez@teamnissandirect.com Luciano stated dealership has loaner vehicle for C.
Make Public	Created By: Curt Watkins [redacted] PM) C states C has been calling [redacted] and the line has been busy. Explained to C that ARBS direct line is 615-725-7539
Make Public	Created By: Curt Watkins (4/22/2015 3:57 PM) ARBS called Team Nissan. Service stated C vehicle not at the shop ARBS called C. Explained to C that we will repair the airbags/seatbelts under warranty for the unwanted side/curtain airbag deployment claim C asked if NNA would take care of out of pocket rental. Advised that C forward copy of rental bill for reimbursement. C stated rental returned and will need rental again when vehicle in for repairs. C says C has been calling NNA and line has been busy. ARBS explained to C that line will not be busy. If ARBS on the phone, call will go to voice mail. ARBS explained will call dealership to see if vehicle is at the dealership.
Make Public	Created By: Curt Watkins (4/22/2015 3:16 PM) ARBS received notification from PL to repair the airbags/seatbelts under warranty for the unwanted side/curtain airbag deployment claim
Make Public	Created By: Curt Watkins [redacted] 2015 4:00 PM) ARBS called C. [redacted] eft message on voice mail on that ARBS was waiting on inspection report. Advised would call when received

Make Public	**Created By: Curt Watkins (4/20/2015 2:41 PM) | Last Modified By: Curt Watkins (4/20/2015 2:41 PM)** ARBS returned call to C. C wanted status. Explained inspection report has been completed and waiting on review. C understood. C stated C would let her dad know.
Make Public	**Created By: Curt Watkins (4/20/2015 2:28 PM)** ARBS received notification. EAA inspection report has been uploaded. Review pends.
Make Public	**Created By: Curt Watkins (4/17/2015 10:33 AM)** ARBS received notification. EAA spoke to owner. Owner will tow vehicle to dealership for inspection tomorrow 4/18
Make Public	**Created By: Curt Watkins (4/16/2015 1:39 PM)** ARBS sent EAA inspection request.
Make Public	**Created By: Curt Watkins (4/16/2015 1:11 PM)** ARBS returned call to C. Explained DTS in area unavailable this week to inspect vehicle.
Make Public	**Created By: Eleiza Torres (4/14/2015 5:23 PM)** crr-et verified that no contact information has been changed. crr-et received a call from c. c asked for an update on the case. c stated that c had not received any callback regarding c's case. crr-et apologized. crr-et informed c that ARBS is still working with the case. crr-et informed c that crr-et will send an internal message to RCAS and will ask to give c a callback for any updated. c under crr-et offered further assistance, c declined. crr-et provided c name and extension number. crr-et exiting the case.
Make Public	**Created By: Curt Watkins (4/10/2015 11:19 AM)** ARBS received notification from DTS. DTS out of town today and all of next week. DTS will have dealers Master tech inspect vehicle to look for any signs of a collision but will not be to download EDR datauntil 4/20. Vehicle is not at shop. Vehicle is at residence.
Make Public	**Created By: Curt Watkins (4/10/2015 10:33 AM)** ARBS sent DTS request to inspect C vehicle.
Make Public	**Created By: Curt Watkins (4/10/2015 10:28 AM)** ARBS called C. At approx 8:20 am, C got in vehicle to go to work. C sat in vehicle. C started vehicle. C forgot something in the house. C left vehicle running. C sat purse, jacket and l box in driverside seat. C opened the door and got out of vehicle. Before C closed the door, she heard a popping noise. C looked back and noticed the airbag deployed before C closed the door. C woke up parents to come out to look at vehicle. C called police and insurance company. Insurance company advised C to contact NNA. C wants vehicle to be repaired and safe to Explained to C sending inspector to inspect vehicle. C states Insurance carrier is sending inspector out to inspect vehicle. Wawanesa Insurance [redacted]
Make Public	**Created By: Michelle Henares (4/9/2015 1:07 PM)** CRR-MH received a call from C stating that C is following up on the case. C stated that C has not yet received a callback. C is concerned with the car rental request as daughter does not have a veh to go to work. C stated that C has been a loyal Nissan customer. CRR-MH confirmed no change in C's contact information.The best no. to reach C is [redacted] CRR-MH reviewed case and informed C that request is noted on the report and that follow-up date is set for today. CRR-MH advised C that CRR will send an internal message to ARBS regarding contact with C. CRR-MH offered further assistance, C declined CRR-MH provided CRR's name and EXT#. CRR-MH exiting case.
Make Public	**Created By: Curt Watkins (4/9/2015 12:50 PM)** ARBS called C. Left message on voice mail to return call to discuss case
Make Public	**Created By: Curt Watkins (4/7/2015 1:56 PM)** ARBS RECEIVED CASE, UNDER REVIEW,VERIFY PROBE **********
Make Public	**Created By: Curt Watkins (4/7/2015 1:55 PM)** IIR - Airbag
Make Public	**Created By: Mark Joven Salumbides (4/7/2015 11:56 AM)** CRR-MS received a call from c and stated that c's veh airbag deployed unexpectedly CRR-MS verified c's information; name, number, alternate number, mailing address & Email Address CRR-MS obtained preliminary information from c crr-ms advised c that Nissan representative will call c within 2 business days after the representative receives the case. c understood created case for c CRR-MS provided case number to c; CRR-MS offered further assistance, c declined CRR-MS provided closing information including name and extension CRR-MS notified customer of NPS survey CRR-MS-Leaving 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-8200652	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	UNEXPECTED DEPLOYMENT	14	4/7/2015	WU	BK	263000	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]	✓	4/14/2015	Curt Watkins	4/16/2015 7:48 AM
Edit | Del	Cabrera SRS IIR Team Nissan		✓	4/12/2015	Tim Zingerman	4/16/2015 7:17 PM
Edit | Del	IIR		✓	4/7/2015	Curt Watkins	4/7/2015 1:49 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	F36855	IIR	Mark Joven Salumbides, 4/7/2015 11:36 AM	4/7/2015

Attachments

Attach File | View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	55KB	8/14/2015 5:02 PM	Curt Watkins
Edit | View | Del		9KB	7/15/2015 7:12 AM	Curt Watkins
Edit | View | Del		1.53MB	6/29/2015 1:10 PM	Curt Watkins
Edit | View | Del		194KB	5/28/2015 3:59 PM	Curt Watkins
Edit | View | Del		982KB	5/15/2015 2:19 PM	Curt Watkins

Show more » | Go to list »

Case History

Case History He

Date	User	Action
1/7/2016 9:16 AM	Curt Watkins	Changed **Status** from Open to **Closed**.
		Closed.
10/30/2015 12:59 PM	Ma. Binarose Plazo	Changed **Follow Up Date** from 4/9/2015 to **11/2/2015**.
4/10/2015 10:31 AM	Curt Watkins	Changed **Case Servicing Dealer** to **TEAM NISSAN**.
4/7/2015 1:55 PM	Curt Watkins	Changed **Description**.

Show more » | Go to list »

Surveys

Surveys He

No records to display

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Case [redacted] Customize Page | Printable View | Help for this F

Case Comments [4] | 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]		
Executive Referral	☐	Case Owner	Michael Lucas [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	5/26/2015	Date/Time Opened	5/18/2015 1:32 PM
Supporting Documents	☐	Date/Time Closed	5/26/2015 8:41 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	☐		
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	IIR - Airbag - EST		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

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	40,000	Related Vehicle Make	Nissan
Current Mileage	52,000		

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	3N1BC1CP4BL[redacted]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles	16,000
Make	NISSAN	Beyond Basic Warranty Months	35
Model Line	VERSA	Beyond PT Warranty Miles	0
Model Code	11411	Beyond PT Warranty Months	11

Dealer Access

Case Servicing Dealer	GABE ROWE NISSAN	Data Net	☐
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	10	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR	F37709	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: 3N1BC1CP4BL[redacted]		
Created By	Ronald Valencia, 5/18/2015 1:32 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 5/26/2015 9:13 PM	Root Cause Code (2)	
Days Closed	532	Action Code	NT8G
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New — Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: Michael Lucas (5/26/2015 8:41 AM)** ARBS contacted C and attempted to complete the probe. C stated that the vehicle has been repaired and there is no need for NNA to become involved. ARBS understood and C thar for ARBS calling C. ARBS thanked for C's time and C disconnected the call. CLOSING CASE AS C HAD THE VEHICLE REPAIRED AND IS NOT REQUESTING ANYTHING FROM NNA **********
Make Public	☐	**Created By: Michael Lucas (5/19/2015 4:06 PM)** RECEIVED CASE, UNDER REVIEW, VERIFY PROBE **********
Make Public	☐	**Created By: Ronald Valencia (5/18/2015 6:06 PM)** case moved
Make Public	☐	**Created By: Ronald Valencia (5/18/2015 5:07 PM)** CRR RV received a call from c CRR RV verified c's contact information C stated that the passenger airbag of c's vehicle prematurely deployed when c shut the door closed a bit stronger but the veh was not in a collision. CRR RV created a case for c and advised that CRR RV need to create an incident report and ask c some preliminary question afterwards a Nissan representative will contact c not la than 5 business day, c understood CRR RV conducted the preliminary questions CRR RV offered further assistance, c declined CRR RV gave name and ext CRR RV sent IIR to TL JV

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	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	GENERAL INQUIRY	QA	5/26/2015	ZR	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/Time
Edit | Del	IIR	[redacted]	✓	5/19/2015	Michael Lucas	5/19/2015 2:36 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

Action	Form	Request Type	Created By	Created Date
Edit | Del	F37709	IIR	Ronald Valencia, 5/18/2015 5:14 PM	5/18/2015

Attachments

Attach File

Attachments He

No records to display

Case History

Case History He

Date	User	Action
5/26/2015 8:41 AM	Michael Lucas	Changed **Status** from Open to **Closed**.
		Closed.
5/19/2015 4:06 PM	Michael Lucas	Changed **Follow Up Date** from 5/21/2015 to 5/26/2015.
		Changed **Description**.
5/19/2015 2:35 PM	Annice Hill	Changed **Case Owner** from Ronald Valencia to **Michael Lucas**.

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Surveys

Surveys He

No records to display

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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]		
Executive Referral		Case Owner	Heather Leslie [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	6/3/2015	Date/Time Opened	5/28/2015 2:14 PM
Supporting Documents		Date/Time Closed	6/3/2015 2:04 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	veh concern		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

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	40,409		

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	3N1CN7AP5CL[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles	4,409
Make	NISSAN	Beyond Basic Warranty Months	20
Model Line	VERSA SEDAN	Beyond PT Warranty Miles	0
Model Code	11212	Beyond PT Warranty Months	0

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	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: 3N1CN7AP5CL[redacted]		
Created By	Hazel Nebres, 5/28/2015 2:14 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 6/3/2015 9:10 PM	Root Cause Code (2)	
Days Closed	524	Action Code	NT4C
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Private	✓	**Created By: Heather Leslie (6/3/2015 2:02 PM)** *** Case Summary *** C contacted NNA CA about veh concern RCAS has made 3 attempts to reach C RCAS is closing the case pending C call back RCAS does not show a VMX from C
Make Private	✓	**Created By: Heath[redacted]2015 1:58 PM)** RCAS called C at[redacted] Left VMX 615725[redacted]
Make Private	✓	**Created By: Heather Leslie (6/1/2015 9:36 AM)** RCAS called C at[redacted] several rings no answer no VMX picked up
Make Private	✓	**Created By: Heather Leslie (5/29/2015 2:27 PM)** RCAS called C at[redacted] Left VMX 61572571[redacted] next follow up: Monday by COB
Make Private	✓	**Created By: Heather Leslie (5/29/2015 2:24 PM)** RCAS called C at[redacted] number is not in service
Make Private	✓	**Created By: Heather Leslie (5/29/2015 2:16 PM)** GW TEMPLATE 2012 VERSA Current Mileage 40,409 C Pay History $489.49 Last DLRSHP Visit: 3/17/2015, 6/21/2012 VSC- NONE Brand Loyalty: 1 veh in SF Beyond Basic Warranty Miles 4,409 Beyond Basic Warranty Months 2
Make Private	✓	**Created By: Heather Leslie (5/28/2015 4:05 PM)** RCAS sent email to SM Will and SA Kevin to request diagnosis, and parts/labor on repair
Make Public		**Created By: Hazel Nebres (5/28/2015 2:41 PM)** crr-hn received a call from c crr-hn verified the acct info and updated the CONTACT NUMBER c called in and said that c accidentally slam the door and the side curtain airbag went off

c said c took the veh to the dlr last March and was told that veh needs sensor and airbag module
c said c was give an estimated cost of $1,230
c said c even if c slam the door the airbag curtain shd not went off
c said c shd not be responsible for paying the repair regardless of the warranty
c said c spoke to SA-KEVIN CARR

crr-hn acknowledge concern
c is advised of the open campaign
c said the dlr told c that there is no campaign on the veh
crr-hn advised c that before the call ends crr-hn will transfer call to dlr for appt and crr-hn will tell dlr about the campaign
c decline

crr-hn advised c that case will be forwarded to rcas and will be reviewed
c is advised that rcas will call dlr regarding the diagnosis and c will be called before the end of the next business day
c understood
crr-hn offer further assistance c decline
crr-hn provide name and extension

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-8269810	BODY	PANEL (DOOR/TAILGATE)	GENERAL INQUIRY	QA	5/28/2015	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
6/3/2015 2:04 PM	Heather Leslie	Changed **Status** from Open to **Closed**.
		Closed.
6/3/2015 1:58 PM	Heather Leslie	Changed **Subject** from CUSTOMER [redacted] VIN: 3N1CN7AP5C[redacted] to **CUSTOMER:** [redacted] **3N1CN7AP5CL**[redacted]
6/1/2015 9:37 AM	Heather Leslie	Changed **Subject** from CUSTOMER [redacted] VIN: 3N1CN7AP5C[redacted] **CUSTOMER:** [redacted] **3N1CN7AP5CL**[redacted]
		Changed **Follow Up Date** from 6/1/2015 to **6/3/2015**.

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Surveys

Surveys He

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Case Comments [33] | Case Categorizations [1] | Open Activities [1] | Activity History [1] | 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	☐	Case Owner	Michael Lucas [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	9/2/2015	Date/Time Opened	7/7/2015 9:45 AM
Supporting Documents	☐	Date/Time Closed	9/1/2015 8:45 AM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	1
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	IIR - Airbag - CST		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

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	1		

Vehicle Information

Vehicle	3N1CN7AP6C[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	20
Model Line	VERSA SEDAN	Beyond PT Warranty Miles	0
Model Code	11212	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	WESTERN AVENUE NISSAN	Data Net	☐
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR	F38978	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: 3N1CN7AP6CL[redacted]		
Created By	Heidelyn Mariano, 7/7/2015 9:45 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 9/2/2015 9:34 PM	Root Cause Code (2)	
Days Closed	434	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: Michael Lucas (9/1/2015 8:43 AM)** ARBS received notice from the SM that the vehicle has been completed in it's repairs and has been delivered back to C. ARBS followed up with SM in email, thanking for the assistance and assurance for claims to be paid once suspended. CLOSING CASE AS THE VEHICLE HAS BEEN REPAIRED AND RETURNED TO C **********
Make Public	☐	**Created By: Michael Lucas (9/1/2015 8:03 AM)** ARBS sent a follow up email to the SM with request for a follow up on the confirmation of repair completion. WAITING FOR CONFIRMATION FROM THE SM OF REPAIR COMPLETION **********
Make Public	☐	**Created By: Michael Lucas (8/26/2015 8:30 AM)** ARBS sent another email to the SM with request for another follow up on the progress of the repairs. WAITING FOR NOTICE TO BE GIVEN ON THE COMPLETION OF THE REPAIRS **********
Make Public	☐	**Created By: Michael Lucas (8/24/2015 9:42 AM)** ARBS received a follow up from the SM stating that the remaining parts have arrived and repairs are nearing completion. WAITING FOR NOTICE TO BE GIVEN ON THE COMPLETION OF THE REPAIRS **********
Make Public	☐	**Created By: Michael Lucas (8/21/2015 1:56 PM)** ARBS sent an email to the SM with a request for a follow on the progress of the repairs. WAITING FOR A FOLLOW UP FROM SM ON REPAIRS PROGRESS **********
Make Public	☐	**Created By: Michael Lucas (8/14/2015 8:23 AM)** ARBS received a revised preliminary estimate from the SM and is as totals for labor and parts (less rental charges) Parts / Labor = Prelim Total $4,269.52 ARBS reviewed all the available information and agrees with the preliminary estimate. ARBS preapproving preliminary total of $4,500.00 and is intended to include any unforeseeable incidentals. Rental expenses to be included in final claim amount. ARBS replied to SM with preapproval ASSISTANCE OFFERED email. ARBS contacted C and informed C that ARBS has given the final approval for the repairs to C's vehicle. C understood and thanked for the assistance. WAITING FOR THE REPAIRS TO BECOME COMPLETED AND CLAIM TO BE SUBMITTED **********
Make Public	☐	**Created By: Michael Lucas (8/13/2015 10:20 AM)** ARBS received a follow up from PC-JP giving the alternate part number and price.

ARBS assembled another follow up email for the SM with the proposed part and sent to SM.

WAITING FOR FOLLOW UP FROM SM **********

Make Public

Created By: Michael Lucas (8/13/2015 8:20 AM)
ARBS received the preliminary estimate from Western AVE Nissan SM and after reviewing it, ARBS is to further check with Parts Coordinator to understand if the entire seat assembl the passenger front side being replaced is necessary.

ARBS forwarded the estimate and vehicle information to parts coordinator for review.

WAITING FOR FOLLOW UP FROM PC-JP **********

Make Public

Created By: Michael Lucas (8/10/2015 1:42 PM)
ARBS received an email from PL giving the recommendation for ARBS to handle further.

ARBS reviewed all the available information and has decided to assist the customer in the needed repairs of C's vehicle.

ARBS contacted C and left a VMX stating that ARBS would like to discuss NNA's position and that several minutes of C's time will be needed. ARBS provided direct contact informat

ARBS contacted WESTERN AVENUE NISSAN: SM - Freddy Juarez – Direct: 773-776-8200 ext:262 – Email: freddyJ@westernavenissan.com and discussed that NNA would like to received an estimate to best understand the financial need of all repairs to bring the vehicle back to pre-incident status. SM understood and ARBS stated that ARBS will follow the ca an email to request the estimate. SM understood and thanked for the call.

ARBS assembled an email with REQUEST FOR ESTIMATE and sent to sm for review and to reply with the estimate attached.

WAITING FOR A FOLLOW UP FROM SM WITH ESTIMATE **********

Make Public

Created By: Michael Lucas (8/7/2015 11:58 AM)
ARBS received an email from EAA stating that the report has been completed and uploaded to the FTP for review.

WAITING FOR PL TO REVIEW AND PROVIDE A RECOMMENDATION **********

Make Public

Created By: Michael Lucas (8/4/2015 8:00 AM)
ARBS received an email from EAA stating that the inspection is scheduled for August 8, 2015.

WAITING FOR THE INSPECTION TO TAKE PLACE AND REPORT TO BE UPLOADED **********

Make Public

Created By: Michael Lucas (7/31/2015 2:50 PM)
ARBS contacted the vehicle operator and completed the probe.

ARBS contacted WESTERN AVENUE NISSAN: SM - Freddy Juarez – Direct: 773-776-8200 ext:262 – Email: freddyJ@westernavenissan.com to get updated SM information and informed of the upcoming inspection. SM understood and thanked for the update.

SUBMITTING EAA INSPECTION REQUEST **********

Make Public

Created By: Michael Lucas (7/29/2015 [redacted])
ARBS, again, contacted C's sister, Ms [redacted] and left another VMX stating that ARBS would like to discuss the incident in which operator was in and ARBS provided ARBS di contact information for follow up.

ARBS WAITING FOR A FOLLOW UP FROM VEHICLE OPERATOR **********

Make Public

Created By: Michael Lucas (7/28/2015 11:44 AM)
ARBS contacted C's sister, Ms. Laura Olivar and left another VMX stating that ARBS would like to discuss the incident in which operator was in and ARBS provided ARBS direct cor information for follow up.

ARBS WAITING FOR A FOLLOW UP FROM VEHICLE OPERATOR **********

Make Public

Created By: Michael Lucas (7/27/2015 9:55 AM)
ARBS contacted C's sister, Ms. [redacted] and was advised that now is not a good time to speak and LO would like a call back tomorrow, July 28th, 2015, in the AM. ARBS under and agreed to time. LO thanked for the call.

ARBS SCHEDULING TO SPEAK TO VEHICLE OPERATOR ON JULY 28TH, 2015 **********

Make Public

Created By: Michael Lucas (7/24/2015 10:21 AM) | Last Modified By: Michael Lucas (7/24/2015 10:21 AM)
ARBS contacted Vehicle Owner and partially completed the probe. ARBS stated that ARBS will need to contact the primary operator (C's sister [redacted] to complete the questi and to obtain a full perspective of what occurred. C vehicle owner understood and thanked for the call.

ARBS contacted the primary operator of the vehicle and left another VMX stating that ARBS spoke with the vehicle owner and that ARBS will still need to speak with LO for additiona information. ARBS provided contact information and case number for reference.

ARBS contacted Western Avenue Nissan: Richard Corbett – Email: rcorbett@westernavenissan.com – Direct: 773-776-8200 to obtain the SM's contact information and bring curren NNA's interest in inspection. ARBS confirmed that the vehicle is still preserved and ARBS stated that an email will follow that gives written notice of interest. SM understood and thar for the call.

ARBS assembled a NOTICE OF INSPECTION EMAIL and emailed to SM for record and line of communication.

ARBS WAITING FOR LAURA OLIVAR TO FOLLOW UP TO COMPLETE THE PROBE **********

Make Public

Created By: Michael Lucas (7/24/2015 9:10 AM)
ARBS attempted to contact C 2x and was informed that C's mailbox is full; please try again later.

PROBE INCOMPLETE, 2nd CALL **********

Make Public

Created By: Michael Lucas (7/22/2015 1:27 PM)
ARBS contacted C and left a VMX stating that 30 mins of time is needed to discuss C's case. ARBS provided direct follow up information and case number for reference.

PROBE INCOMPLETE, 1ST CALL **********

Make Public

Created By: Michael Lucas (7/20/2015 8:15 AM)
RECEIVED CASE, UNDER REVIEW, VERIFY PROBE **********

Make Public

Created By: Michael Lucas (7/20/2015 8:14 AM)
CAMPAIGN INQUIRY

Make Public

Created By: Quinashay Alexander (7/17/2015 11:38 AM)
RCAS received call from Driver of veh [redacted]
C stated went grocery shopping
C stated had both hands full of grocery and shut door with one hand
C stated heard a noise and saw smoke
C stated side curtain airbag on passenger side was out
C stated opened door
C stated light from headliner hanging off
C called sister and sister called dealer
Dealer stated to bring in as soon as possible
C stated took veh to dealer on 7/7/15

RCAS submitted IIR
C stated has a crazy work schedule and to call sister if c doesn't answer
RCA agreed
call ended
call ended

Make Private ✓

Created By: Quinashay Alexander (7/17/2015 10:52 AM) | Last Modified By: Quinashay Alexander (7/17/2015 11:36 AM)
RCAS received a call from C -Norma [redacted]
C stated owner of veh but sister drives the car and pay the note

C stated airbag deployed when door was shut
RCAS advised c need to speak to sister and file a claim
C provided phone numbe[redacted]
C stated would call sister and tell sister to call RCAS at 615-725-7569
RCAS understood
call ended

Created By: Diana Maniquis (7/16/2015 12:48 PM)
crr-dm received a call from c who was asking for an update about this case. crr-dm verified if any of c's info changed, c stated that nothing changed.

C stated that c had been leaving vmx to rcas but c have not receive a callback. CRR told c that CRR is not sure if the VMX of the RCAS dept had been fixed yet. CRR asked c if c go
vmx of rcas for c yesterday and c stated NO.

Make Public

CRR told c that RCAS made a note that it is important for rcas to be able to talk to c. CRR told c that RCAS is currently on lunch until 2PM EST. CRR told c that crr will send an ema
RCAS to call c back after rcas' lunch break, c understood.

crr-dm asked c for the best # where c can be reach c and c stated [redacted]
crr-dm offered further assistance, c declined.
crr-dm provided crr's name and ext #.
crr-dm leaving case.

Created By: Hazel Nebres (7/15/2015 9:28 AM)
crr-hn received a call from c
crr-hn verified no changes on c's acct info
c said that c was contacted by the dlr and was told to call CA because c's concern is urgent
c said dlr asked nissan to send somebody to look at the veh
Make Public
crr-hn acknowledge concern
crr-hn check the case notes and provided c a recap that rcas called c today
crr-hn advised c of the follow up date
crr-hn advised c that crr-hn will try to call rcas and if in case routed to vmx c can leave a detailed msg
c agree
crr-hn transfer call to rcas vmx

Created By: Quinashay Alexander (7/15/2015 9:02 AM)
RCAS called[redacted]
C's sister answered and provided phone numbe[redacted]
Make Private ✓ call ended

RCAS called 773-963-9989-left vmx including case number, name, and RCAS-QA contact of 615.725.7569
RCAS advised very important that CA speak to her
RCAS advised C to contact the dealership

Created By: Quinashay Alexander (7/15/2015 8:57 AM) | Last Modified By: Quinashay Alexander (7/15/2015 8:58 AM)
RCAS called SM Rich
SM stated was told by NNA not to touch veh
SM stated was told CA was unsuccessful in contacting c
RCAS & SM confirmed phone# for c[redacted]
RCAS advised those numbers were used to call c
Make Private ✓ SM stated in contact with DTS Dan Yee
SM stated c is in loaner veh
RCAS advised will try contacting c
call ended

RCAS received email from DTS Dan Yee
DTS acknowledged no contact with c
DTS stated holding pattern until CA can speak to C and document case
DTS stated at that time can determine if DTS is needed

Make Public

Created By: Quinashay Alexander (7/15/2015 8:25 AM)
RCAS unable to data net case

Make Private ✓

Created By: Rogelio Flores (7/9/2015 5:30 PM)
rcas dialed[redacted]and this is not a working number - no message left

Make Private ✓

Created By: Rogelio Flores (7/9/2015 5:29 PM)
rcas made outbound call to c at[redacted]and c's vxm was not set up - no message left

Make Private ✓

Created By: Rogelio Flores (7/9/2015 5:28 PM)
rcas made outbound call to c at[redacted]and reached c's daughter
c's daughter advised rcas to call[redacted]to reach

Created By: Nicolas Velilla (7/8/2015 4:53 PM)
RCAS-NV, while speaking about a different C, spoke with SM-Richard Corbett

Make Private ✓

SM states that airbags went off without reason
SM states no one was injured, the airbags went off while C was out of vehicle.
SM states that dealership will try to submit a claim to have it repaired under warranty
SM states that C was worried about the airbag recall
RCAS-NV advised that C vehicle was not subject to Takata recall
SM acknowledged

Created By: Hubert Domanais (7/8/2015 12:02 PM)
crr-hd received a call from dlr (rich dlr code 3585)
dlr stated that the veh is currently at the dlr and dlr stated that dlr can replace the airbag under the extended warranty
dlr wants a confirmation from NNA
Make Public
crr-hd advised dlr that crr will transfer dlr torcas-qa for proper handling
dlr understood
crr-hd offered further assistance, dlr declined.
crr-hd provided name, ext and case number.
crr-hd transferred call to rcas.

Make Public

Created By: Heidelyn Mariano (7/7/2015 11:44 AM)
CRR-HM received call from c asking for the open campaign for c's veh
c provided info needed
CRR-HM verified and authenticate the account
CRR-HM checked the account and shows that there is an open campaign for the veh,
2012-2015 - Versa Sedan-Note Center Console Drivers Side Lower Finisher
c understood.
CRR-HM stated that c must take the veh to the dealer to have the campaign perform.
c states that the main issue is that the airbag deployed when c slammed the door
c was told by the dealership that c contacted that in able for dealers to check the veh
c must need to pay for the diagnosis and was told that door has censor
crr-hm advised c to take the veh to the dealership and have it diagnose
c insisted that veh is part of the campaign as c saw it over the internet
CRR-HM explained to c that campaigns are vin specific and not all vehs are affected by a certain campaign
Campaigns are usually due to the performance of a specific part of a vehicle. A vehicle can exhibit the same symptoms as a campaign, but not have the affected part and therefore t
campaign would not apply.
crr-hm refer c to Nissan Website
CRR-HM informed c that a case will be created for reference
CRR-HM provided case number
CRR-HM asked further assistance
CRR-HM provided recap of information in case notes

CRR-HM notified customer of NPS survey
CRR-HM provided closing information including name and extension

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-8321948	NISSAN PRODUCT INQUIRIES	VERSA	PROVIDED RECALL INFORMATION	QF	7/7/2015	VG	AZ	270000	OF

Open Activities

Open Activities He

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned To
Edit | Cls	Call	Not Started		✓	[redacted]	7/14/2015	N/A	Heidelyn Mariano

Activity History

View All

Activity History He

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit | Del	IIR	[redacted]	✓	7/17/2015	Michael Lucas	7/17/2015 3:10 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	F38978	IIR	Quinashay Alexander, 7/17/2015 11:36 AM	7/17/2015

Attachments

Attach File View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	659KB	9/25/2015 9:19 AM	Michael Lucas
Edit | View | Del		117KB	9/1/2015 8:44 AM	Michael Lucas
Edit | View | Del		256KB	8/14/2015 8:28 AM	Michael Lucas
Edit | View | Del		143KB	8/14/2015 8:28 AM	Michael Lucas
Edit | View | Del		486KB	8/14/2015 8:28 AM	Michael Lucas

Show more » | Go to list »

Case History

Case History He

Date	User	Action
9/1/2015 8:45 AM	Michael Lucas	Changed **Status** from Open to **Closed**.
		Closed.
9/1/2015 8:03 AM	Michael Lucas	Changed **Follow Up Date** from 9/1/2015 to **9/2/2015**.
8/27/2015 4:17 PM	Michael Lucas	Changed **Follow Up Date** from 8/27/2015 to **9/1/2015**.
8/26/2015 8:29 AM	Michael Lucas	Changed **Follow Up Date** from 8/26/2015 to **8/27/2015**.

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Surveys

Surveys He

No records to display

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Case [redacted]

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Case Comments [18] | Case Categorizations [1] | Open Activities [0] | Activity History [3] | 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	☐	Case Owner	Matt Clark [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA Email Nissan
Letter Received Date		Case Origin	Web
Follow Up Date	10/5/2015	Date/Time Opened	9/9/2015 10:54 AM
Supporting Documents	☐	Date/Time Closed	10/5/2015 4:28 PM
CA Multiple Repairs	☐		
Executive Summary	☐	Case Reopen Count	1
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	IIR - Airbag - EST		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

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	75,000		

Incident Codes - IIR REQUIRED

Incident Date	8/26/2015	Rollover	☐
Sent to Legal	☐	Property Damage	☐
Accident	☐	Injury Letter	☐
Airbag	✓	Number Injured	1
Fire	☐		
IIR Indicator	1		

Vehicle Information

Vehicle	3N1CN7AP7C[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles	39,000
Make	NISSAN	Beyond Basic Warranty Months	19
Model Line	VERSA SEDAN	Beyond PT Warranty Miles	15,000
Model Code	11312	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN OF ATHENS	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	F40361	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	w2c Site Guest User, 9/9/2015 10:54 AM	Web Email	[redacted]
Last Modified By	NNAETL, 10/5/2015 9:07 PM	Root Cause Code	SCIN
Days Closed	400	Root Cause Code (2)	
Case Record Type	CA Closed Case [Change]	Action Code	NT3B
		Document ID	[redacted]

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	Created By: Matt Clark (10/5/2015 3:47 PM) ARBS made outbound call to C to allow C the opportunity to pose any questions that C might have about NNA decision. C states that C does not have any questions at this time, C has accepted NNA decision to not offer assistance at this time. ARBS thanked C for time. ARBS closing case at this time. **********
Make Public	☐	Created By: Matt Clark (10/1/2015 10:21 AM) ARBS received response from PL with recommendation to not offer assistance at this time. ARBS received recommended resolution letter. ARBS amde outbound call to C and left VMX with request for follow up and to let C know that ARBS will also send letter overnight to C's address with resolution to C's case. ARBS attached fedex label and resolution letter. ARBS waiting for follow up from C at this time. **********
Make Public	☐	Created By: Matt Clark (9/29/2015 11:23 AM) ARBS-MC taking case over at this time. ARBS sent email to PL requesting decision and recommendation for which resolution letter to provide the customer. ARBS waiting to hear from PL at this time. **********
Make Public	☐	Created By: Michael Lucas (9/28/2015 9:11 AM) ARBS received an email from PL providing the recommendation to not offer assistance. ARBS reviewed all the information and agrees with PL. ARBS emailed PL with the request for approval of resolution letter. WAITING FOR PL TO RESPOND WITH RECOMMENDED LETTER TO USE **********
Make Public	☐	Created By: Michael Lucas (9/23/2015 3:20 PM) ARBS received an email from EAA stating that the inspection report has been completed and uploaded to the FTP for review. WAITING FOR PL TO REVIEW AND PROVIDE A RECOMMENDATION **********
Make Public	☐	Created By: Michael Lucas (9/21/2015 1:50 PM) ARBS received a notice from EAA stating that the inspection is set for 9-22-2015 at Nissan of Athens.

WAITING FOR THE INSPECTION TO TAKE PLACE AND REPORT TO BE UPLOADED TO THE FTP **********

Make Public

Created By: Michael Lucas (9/15/2015 11:35 AM)
ARBS received a call from C's wife and completed the probe.

C's wife stated:
C's wife was entering the vehicle and upon closing the drivers door, the drivers side curtain airbag and drivers side-side airbag deployed.

ARBS understood and offered C's wife and C an inspection of the vehicle and it was accepted. ARBS explained the process, timelines and provided ARBS direct contact information. stated that ARBS will contact the dealership (Nissan of Athens) as they are the most convenient dealership and give them a heads up to the inspection. ARBS also explained that NN inspector will follow up wtih C in 3-4 days to set up the date of inspection. C understood and thanked for the call.

ARBS contacted: NISSAN OF ATHENS – Address: 4735 Atlanta Hwy, Athens, GA 30606 - Phone:(706) 410-1914 - SM – Brian Wilson – Phone: 706-549-6600 ext:426 – Email: bwilson@nissanofathens.com to gather the above information. ARBS informed of the intended inspection and stated that an email will follow for record. Assistant SM understood and thanked for the notice. ARBS followed up with a NOTICE OF INSPECTION email. (attached to case)

ARBS SUBMITTED FOR EAA INSPECTION REQUEST **********

Make Public

Created By: Michael Lucas (9/14/2015 3:00 PM)
ARBS contacted C (vehicle owner) and partially completed the probe. C advised that C was not the driver and was not present at the time of incident. ARBS understood and stated th ARBS would like to speak with Mrs. Robinson to complete the questioning and C agreed. ARBS confirmed with C that C had ARBS direct contact information. C stated that C's wife v follow up with ARBS to arrange a good time to speak. C thanked for the call.

WAITING FOR A FOLLOW UP FROM C'S WIFE TO COMPLETE THE PROBE **********

Make Public

Created By: Michael Lucas (9/14/2015 9:39 AM)
ARBS contacted C and left a VMX stating that 30 mins of time is needed to discuss C's incident and current situation. ARBS expressed that ARBS will attempt to follow up at another and looks forward to discussing C's concerns and answering any questions C may have. ARBS provided direct follow up information and case number for reference.

PROBE INCOMPLETE, 1ST CALL **********

Make Public

Created By: Michael Lucas (9/11/2015 2:23 PM)
RECEIVED CASE, UNDER REVIEW, VERIFY PROBE **********

Make Public

Created By: Michael Lucas (9/11/2015 2:23 PM)
First Name: [redacted]
Last Name: [redacted]
Email Address: [redacted]
Twitter Name: -
Street Address: [redacted]
City: athens
State: GA
Zip: [redacted]
Phone Number: [redacted]
Is Nissan Owner: true
VIN: 3N1CN7AP7CL[redacted]
Dealer Name: statesboro vaden
Dealer State: GA
Subject: My Nissan Vehicle
Comments: The side airbags on my Nissan are faulty. They deployed randomly while my wife was driving the car. Luckily she was not injured. I already spoke with my dealership, the refused to help me. I expect my Nissan which is now unsafe to drive to be fixed in a timely manner.

Make Public

Created By: Melodie Segundo (9/10/2015 3:18 PM)
crr-ms received a follow up call from c. c stated that c trying to return a call with Crr-wb
crr-ms verified if there are any changes in c's contact information.c stated no
crr-ms asked update
c said estimated miles : 75000 miles

crr-ms offered further assistance, c said no
crr-ms gave name and extension number
crr-ms exiting the case

Make Public

Created By: Wilson Ross Bertis (9/10/2015 3:11 PM)
Crr-wb placed an outbound call to [redacted] spoke to C

Crr-wb asked c if c already have the information for the mileage of the veh at the time of the incident.

C said that c does not have it yet and c will just call CA again about it

Crr-wb correcting notes

Owne's Daytime phone number: [redacted]
Owner's Evening phone number: [redacted]

Crr-wb exiting case

Make Public

Created By: Wilson Ross Bertis (9/10/2015 2:31 PM)
Crr-wb received a call from C

C provided case numbe[redacted]
C said that c received an email and calling back to provide information about incident c's wife (Mrs [redacted] had last 8/26/2015
C said that the Airbag deployed when it should not have

C does not have any information about the mileage of the veh at the time of the call
C said that C will call CA to provide the mileage of the veh

Crr-wb advised c that crr will get information about the incident. C understood
Crr-wb created an IIR
Crr-wb obtained information from C

Mileage of the Veh:
Date and Time of Incident: 8/26/2015 11:30 PM
Location of the Incident: Driveway of [redacted] Alto, GA [redacted]
Current location of the veh: 137 Bobby Street Toccoa, GA 30577

Owner' Name: [redacted]
Address: [redacted] Athens, GA [redacted]
Daytime phone number: [redacted]
Evening phone number: [redacted]
Date of Birth: [redacted]

Driver's Name: [redacted]
Address: [redacted] Athens, GA [redacted]
Daytime phone number: [redacted]
Evening phone number: [redacted]
Date of Birth: [redacted]

Summary of Incident:
Mr. [redacted] said that when his wife closed the door, all three Airbags suddenly deployed. Mr. [redacted] said that his wife was not driving the veh at the time so the veh did not bump anything but instead she was just sitting on the driver seat when the incident happened.

How would you like Nissan to be involved?
C said that the veh is not safe to drive and c was hoping for the veh to be fixed. C wants nissan to make sure that all airbags on the veh are working properly.

Crr-wb advised c that a nissan representative will contact c within two business day.

Crr-wb provided case number
Crr-wb leaving case open

Make Public

Created By: Jamaila Regine Espiritu (9/9/2015 2:43 PM)
crr-je called c @ 3:42 ES[redacted]
crr-je reached vmx.
crr-je left message stating that call is maybe monitored for QA and training purposes.
crr-je advised c to fill out IIR form.
crr-je closing case.

Make Public

Created By: Jamaila Regine Espiritu (9/9/2015 2:42 PM)
case pending

Make Public

Created By: Jamaila Regine Espiritu (9/9/2015 2:42 PM)
Email case logged
E-mail addressed to:nnaconsumeraffairs@nissanusa.com
Method of contact: E-mail
crr-je checked for open recalls/campaigns/upgrades found: none
crr-je checked for previous/related case found: none

Response
crr-je responded to c's email address;[redacted]
crr-je sent c IIR form to conduct further review.
crr-je leaving case open for call back.

Make Public

Created By: w2c Site Guest User (9/9/2015 10:54 AM)
First Nam[redacted]
Last Nam[redacted]
Email Addres[redacted]
Twitter Name:
Street Address[redacted]
City: athens
State: GA
Zip: [redacted]
Phone Number:[redacted]
Is Nissan Owner: true
VIN: 3N1CN7AP7CL[redacted]
Dealer Name: statesboro vaden
Dealer State: GA
Subject: My Nissan Vehicle
Comments: The side airbags on my Nissan are faulty. They deployed randomly while my wife was driving the car. Luckily she was not injured. I already spoke with my dealership, the refused to help me. I expect my Nissan which is now unsafe to drive to be fixed in a timely manner.

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-8428213	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	GENERAL INQUIRY	QA	10/5/2015	ZR	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/Time
Edit | Del	IIR	[redacted]	✓	9/11/2015	Michael Lucas	9/11/2015 2:16 PM
Edit | Del	Call		✓	9/10/2015	Matt Clark	10/5/2015 4:27 PM
Edit | Del	Email: Your inquiry to Nissan [ref:_00DA09j8L._500F0qsMIX:ref]		✓	9/9/2015	Jamaila Regine Espiritu	9/9/2015 2:41 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._500F0qsMIX:ref] *9/9/2015 Case #[redacted] VIN # 3N1CN7AP7C[redacted] Dear[redacted] ...*	[redacted]	9/9/2015 2:41 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	F40361	IIR	Wilson Ross Bertis, 9/10/2015 1:38 PM	9/10/2015

Attachments

Attach File View All

Attachments He

Action		Size	Last Modified	Created By
Edit | View | De	[redacted]	40KB	2/1/2016 11:29 AM	Matt Clark
Edit | View | De		97KB	10/1/2015 10:27 AM	Matt Clark
Edit | View | De		142KB	10/1/2015 10:21 AM	Matt Clark
Edit | View | De		53KB	9/29/2015 7:30 AM	Michael Lucas
Edit | View | De		441KB	9/29/2015 7:30 AM	Michael Lucas

Show more » | Go to list »

Case History

Case History He

Date	User	Action
10/5/2015 4:28 PM	Matt Clark	Changed **Status** from Open to **Closed**.
		Closed.
10/1/2015 10:27 AM	Matt Clark	Changed **Follow Up Date** from 9/30/2015 to **10/5/2015**.
9/29/2015 11:24 AM	Matt Clark	Changed **Follow Up Date** from 9/29/2015 to **9/30/2015**.
9/29/2015 7:30 AM	Stacy Gary	Changed **Case Owner** from Michael Lucas to **Matt Clark**.

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Surveys

Surveys He

No records to display

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Case [redacted]

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Case Comments [32] | Case Categorizations [1] | Open Activities [0] | Activity History [2] | Emails [1] | Customer Support Tools [0] | Check Activity [0] | Forms [1] | Attachments [3] | Case History [5+] | Surveys [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral	✓	Case Owner	Jacklyn Capers [Change]
Exec-Received-Date	2/9/2016	Status	Closed
Letter Sent Date		Type	CA
Letter Received Date	2/9/2016	Case Origin	Letter/Fax
Follow Up Date	3/30/2016	Date/Time Opened	12/23/2015 12:12 PM
Supporting Documents	✓	Date/Time Closed	3/30/2016 8:53 AM
CA Multiple Repairs			
Executive Summary		Case Reopen Count	3
Executive Actions To Resolve	REVIEW: Customer advises of discourteous service, airbag, and seatbelt concern. ACTION: Complaint documented. IIR denied as customer's grandson slammed door which resulted in airbag deployment. Review seat belt concern and found that the concern is related to the airbag and is not warrantable. Customer was referred to her insurance company and EXEC learned that customer could not afford the $500 deductible. EXEC referred customer to inquire with the dealership Service Manager to see if any pricing discounts could be extended. RESOLUTION: NNA is not in a position to assist with the airbag and seatbelt concern. Customer was referred to her insurance company.	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	Executive Referral, Letter to Vice President, Andrew Tavy and Wally Burchfield Customer advises of discourteous service received, airbag, and seatbelt concerns.		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

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	37,327	Related Vehicle Make	Nissan
Current Mileage	46,433		

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	3N1CN7AP5C[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles	10,433
Make	NISSAN	Beyond Basic Warranty Months	19
Model Line	VERSA SEDAN	Beyond PT Warranty Miles	0
Model Code	11212	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	VALLEY NISSAN, LLC	Data Net	
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	Service Dept. Review

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
IIR	F42593	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: 3N1CN7AP5CL[redacted]		
Created By	Priscilla Aquino, 12/23/2015 12:12 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 3/30/2016 9:04 PM	Root Cause Code (2)	
Days Closed	223	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: Jacklyn Capers (3/30/2016 8:51 AM)** ARBS made outbound call, to RTLR, and spoke with SM-Nate. SM states that the veh has been returned to the c and claim submitted under warranty. ARBS thanked SM and call ended mutually ===== ARBS closing veh case as no c contact is required at this time and veh repairs are complete
Make Public	☐	**Created By: Jacklyn Capers (3/24/2016 9:07 AM)** ARBS made outbound call, to RTLR, and was advised SM-Nate is not available. ARBS left msg and requested call back ARBS setting follow up and exiting veh case
Make Public	☐	**Created By: Jacklyn Capers (3/18/2016 8:42 AM)** ARBS made outbound call, to RTLR, and spoke with SM-Nate. ARBS inquired about the status of the veh repairs and was advised the veh repairs are not yet complete as a part is due in today (3/18). SM/S the weather (7 in of snow) has restricted some deliveries and that is the cause for the delay. SM/S the veh repairs should be complete within the week and call ended mutually ===== ARBS setting follow up and exiting veh case
Make Public	☐	**Created By: Jacklyn Capers (3/3/2016 9:17 AM)** ARBS made outbound call, to RTLR, and spoke with SM-Nate. ARBS inquired about the c contact on repair and was advised the c will not bring the veh in until 03/14. SM/S that the veh is at body shop to have the veh repaired for another incident the c was in. SM/S that the veh will be in svc on 03.14.2016 and should be completed no later than 03.17.2016 ARBS inquired if the parts will all be available on the day the veh is brought in and SM advised all parts have been ordered ARBS advised follow up on 03.18.2016. SM agreed and call ended mutually ===== ARBS setting follow up and exiting veh case
Make Public	☐	

		Created By: Jacklyn Capers (2/29/2016 1:43 PM) ARBS noting PL-LO advises to cover the cost to repair the veh under warranty ===== ARBS made outbound call, to RTLR, and spoke with SM-Nate ARBS advised that NNA is to cover repairs under warranty as PL advises the airbag should not deploy due to the door slamming. ARBS advised SM this should be a warranty claim and not GW. SM requested email. ARBS verified SM email address SM/S the c will be contacted and parts ordered ARBS advised follow up on 03/04/2016 and call ended mutually ===== ARBS sending SM email confirming coverage ===== ARBS setting follow up and exiting veh case
Make Public		**Created By: Flor de Luisa Ann Sisno (2/25/2016 1:05 PM)** *** [Added after the case is closed.] *** crr-fs received a call from GM-Warren Smith of Valley Nissan LLC wth DLR code 5082. GM stated that c would like to check on the status of the case. crr-fs checked and informed that case was closed from EXEC. crr-fs asked GM's callback number. GM provided 3037760443. crr-fs advised GM that crr will send internal message to the person handling the case. CRR-fs offered further assistance, c declined. CRR-fs provided name and ext. crr-fs exiting the case.
Make Private	✓	**Created By: Kimberly Chapman (2/25/2016 10:43 AM)** Summary: Airbag concern oow prior to c's purchase Preowned @ 37,327 Previously a rental agency fleet vehicle No brand loyalty No service/dlr loyalty (3 visits life of veh) No VSC No open recalls or campaigns C requests assistance with a seatbelt concern. C's seatbelt concern is related to the airbag deployment that was created when c's grandson slammed the door. EXEC explained this information to the customer and recommended that the customer contact c's insurance company. C advised could not afford the $500 deductible and asked NNA to assist with the deductible. EXEC advised c that NNA is not in a position to assist but recommended that c inqurie with the dlr and advise of the deductible. EXEC advised the dlr may be able to wo the pricing for c but c would need to discuss with the service manager. c's grandson took the phone, was unprofessional and call was ended. Case closed.
Make Private	✓	**Created By: Kimberly Chapman (2/25/2016 10:41 AM)** EXEC called c and advised that NNA Executives have received c's correspondence and that EXEC is calling on their behalf. EXEC explained that the seatbelt concern is related to the airbag concern which is not a warrantable concern. C stated it is defective. EXEC advised has been informed that it is not defective and that the pressure when shutting the door by c's grandson caused the concern. EXEC advised the c for this reason, NNA is not in a position to assist with the vehicle concerns. EXEC advised c that this is a concern that c needs to address with c's insurance company. C stated c has a $500 deductible and c can't afford that. EXEC apologized. C stated can't Nissan help some. EXEC advised the c that NNA can not assist, however, c can speak to the SM at the dealership and tell the dlr how much the c's deductible is and perhaps the dlr can work with the that c can have insurance cover the concern. C stated c just can't believe this. EXEC apologized and asked c to please contact the dlr and insurance company to resolve her concern. C stated it should be a recall. EXEC advised the c that there are no recalls for the c's vin #. C's grandson took the phone and was unprofessional. EXEC advised c's grandson to cease yelling and tried to advise that EXEC will only be speaking with the owner of the vehicle. C's grandson continued to yell and EXEC ended the call. Case closed.
Make Private	✓	**Created By: Kimberly Chapman (2/23/2016 3:03 PM)** EXEC called and left a detailed vmx for C at [redacted] EXEC requested a call back and provided direct contact information.
Make Private	✓	**Created By: Kimberly Chapman (2/23/2016 11:51 AM)** **********unable to datanet**********
Make Private	✓	**Created By: Kimberly Chapman (2/22/2016 2:02 PM)** EXEC reviewed case with DRT-Manager, Bob Glenn who concurs that concern with seatbelt is not warrantable due to tensioner locking up after the deployment of c's grandson cau concern.
Make Private	✓	**Created By: Kimberly Chapman (2/19/2016 10:48 AM)** EXEC awaiting response from Legal prior to contacting c.
Make Private	✓	**Created By: Kimberly Chapman (2/17/2016 3:50 PM)** EXEC attached C's recent correspondence to case.
Make Private	✓	**Created By: Kimberly Chapman (2/17/2016 1:38 PM)** EXEC advised EXEC TL-Beth Bly of the recent information and is waiting on further direction prior to contacting c.
Make Private	✓	**Created By: Kimberly Chapman (2/17/2016 1:17 PM)** EXEC received a vmx from SM-Nate. EXEC called SM-Nate and inquired about seatbelts and air bag relationship. SM-Nate advised when the air bag deploys, there is a pretensioner within the buckle that locks up. This is caused by the concern of the deployment of the air bag, which was not a warrantable concern, and neither the air bag nor the seat belt are defective. SM-Nate advised that the customer needs to address this with the c's insurance company and when SM advised the customer of this, the c's response was that she had just switched companies and did not have their phone number. SM-Nate advised he is not sure why the customer wi look the insurance number up and report it, unless perhaps she did not have insurance coverage. This is something created by an accident and her insurance company would take this. SM-Nate advised his General Manager-Warren and the FOM were involved. SM-Nate advised that at one point a individual alleging to be the c's attorney called and was questi SM-Nate and Nate informed the alleged attorney that no information or discussions could be given until a letter of representation was provided. SM-Nate advised the communication stopped at that point until these recent letters that are written in both first and third person. EXEC understood and thanked SM-Nate for the information. EXEC advised will be reitera NNA's position once EXEC is able to speak directly with the customer.
Make Public		**Created By: Kimberly Chapman (2/17/2016 8:37 AM)** Executive Referral, Letter to Vice President, Andrew Tavy, Customer advises of discourteous service received when c's mother had an airbag concern
Make Private	✓	**Created By: Kimberly Chapman (2/17/2016 8:33 AM)** EXEC noting: Airbag concern oow prior to c's purchase Preowned @ 37,327 Previously a rental agency fleet vehicle No brand loyalty No service/dlr loyalty (3 visits life of veh) No VSC No open recalls or campaigns

		EXEC called and left a detailed msg for SM, Nate Wysock and requested a call back.
Make Private	✓	**Created By: Kimberly Chapman (2/17/2016 8:18 AM)** Case reopened per: From: Bly, Elizabeth Sent: Tuesday, February 16, 2016 11:03 AM To: Chapman, Kimberly (EXTERNAL) <Kimberly.Chapman@nissan-usa.com> Cc: McDougal, Marsha <Marsha.McDougal@Nissan-Usa.com> Subject: FW: Scanned document from Payne, Karen <Karen.Payne@Nissan-Usa.com> C's recent correspondence addressed to V.P., Wally Burchfield requests assistance that alleges c's seatbelt is non operational, includes the same complaint as previous that airbags allegedly deployed while sitting parked, and dealer complaint regarding discourteous service. C is requesting that the airbag and seatbelt concern be repaired by Nissan at no expen the c. C's correspondence attached to case.
Make Private	✓	**Created By: Kimberly Chapman (2/10/2016 12:17 PM)** Summary: Customer's daughter wrote to VP, Andrew Tavy advising of discourteous service at the dealership when c had a airbag concern. EXEC was unable to discuss the letter c' daughter wrote as the customer is unavailable while traveling the next two weeks. EXEC sent an email regarding the discourteous service being documented and shared with dlr and region. Case closed.
Make Public		**Created By: Mae Strenciwilk (2/10/2016 12:13 PM)** MT MS Received incoming mail. Attached to case for agent follow-up.
Make Private	✓	**Created By: Kimberly Chapman (2/10/2016 12:12 PM)** EXEC called c and was advised by c's grandson that she is traveling for the next two weeks. EXEC advised c's grandson that EXEC would email the c and call mutually ended.
Make Private	✓	**Created By: Kimberly Chapman (2/9/2016 4:17 PM)** Letter to Vice President, Andrew Tavy, Customer advises of discourteous service received when c's mother had an airbag concern
Make Private	✓	**Created By: Kimberly Chapman (2/9/2016 4:17 PM)** EXEC reopened case per: From: Bly, Elizabeth Sent: Tuesday, February 09, 2016 3:26 PM To: Chapman, Kimberly (EXTERNAL) <Kimberly.Chapman@nissan-usa.com> Cc: McDougal, Marsha <Marsha.McDougal@Nissan-Usa.com> Subject: FW: Customer Complaint - [redacted]
Make Public		**Created By: Kimberly Chapman (2/9/2016 4:16 PM)** IIR-AIRBAG-MST
Make Public		**Created By: Jacklyn Capers (1/14/2016 10:26 AM)** ARBS made outbound call, to SM, at the DLR ARBS spoke with SM-Nate SM states that the veh was taken by the c, from the dlr, with no repairs completed SM states the door was slammed hard enough to have the airbag deploy SM states the grandson slammed the door causing the airbag to deploy SM states the seat-belts do not work and the c was instructed to call NNA and the ins company ARBS inquired as to why c was instructed to call NNA and inquired if there were concerns with teh veh SM states no, but because the veh did not have a direct impact, the c felt as though there may be a defect with the veh and wished to have concerns documented SM states there were no injuries that were reported and ARBS thanked SM for input. Call ended mutually ===== ARBS made outbound call, to c, at 10:17 AM CST and spoke with c. ARBS advised c the phone call may take 30-40 minutes to complete. C agreed. ARBS completed IIR probe. Attached to case as Form 42593 ARBS noting c was not comfortable giving height/weight/psgr information in regard to the veh probe - C/S that c was sitting in the parking lot C/S that c got into veh and shut door C/S the side airbag deployed when grandson got in the veh and slammed the veh door while having a "temper tantrum" C/S the side effected was the D/S C/S there was no other damage to the veh C/S that there were no injuries - ARBS advised c, based on the information provided, NNA would recommend c working with ins. co if needed, to have the veh repaired. ARBS advised there is not enough information to necessitate any further inspection. ARBS referred c to warranty parameters. ARBS advised c of ARBS contact info and advised c to contact ARBS if c has any further questions. ARBS also advised c to provide contact info to ins. co should the rep need to contact NNA for any reason. C agreed and call ended mutually ===== ARBS closing veh case as no further assistance is needed at this time
Make Public		**Created By: Jacklyn Capers (1/12/2016 1:45 PM)** ARBS rec'd vmx, from c , requesting callback ===== ARBS made outbound phone call, to c, at 1:44 PM CST [redacted] in regard to completing IIR probe. Phone rang busy x2 ===== ARBS setting follow up and exiting veh case
Make Public		**Created By: Jacklyn Capers (1/7/2016 1:08 PM)** ARBS rec'd vmx, from c , requesting callback ===== ARBS made outbound phone call, to c, at 1:07 PM CST [redacted] in regard to completing IIR probe. ARBS left vmx including case number, name, and ARBS contact number 615.725.7548. ARBS requested that c set aside 30-40 minutes to complete the probe and requested, that if c does call back and reach vmx, to please leave best time and number to c. ===== ARBS setting follow up and exiting veh case
Make Public		**Created By: Jacklyn Capers (1/5/2016 12:44 PM)** ARBS made outbound phone call, to c, at 12:44 PM CST [redacted] in regard to completing IIR probe. ARBS left vmx including case number, name, and ARBS contact numbe 615.725.7548. ARBS requested that c set aside 30-40 minutes to complete the probe and requested, that if c does call back and reach vmx, to please leave best time and number to c. ===== ARBS setting final follow up and exiting veh case
Make Public		**Created By: Jacklyn Capers (1/4/2016 2:12 PM)** ARBS rec'd vmx, from c , requesting callback ===== ARBS made outbound phone call, to c, at 2:11 PM CST [redacted] in regard to completing IIR probe. ARBS left vmx including case number, name, and ARBS contact number 615.725.7548. ARBS requested that c set aside 30-40 minutes to complete the probe and requested, that if c does call back and reach vmx, to please leave best time and number to c. ===== ARBS leaving follow up set and exiting veh case
Make Public		**Created By: Jacklyn Capers (12/30/2015 10:58 AM)** ARBS made outbound phone call, to c, at 10:56 AM CST [redacted] in regard to completing IIR probe. ARBS left vmx including case number, name, and ARBS contact numbe 615.725.7548. ARBS requested that c set aside 30-40 minutes to complete the probe and requested, that if c does call back and reach vmx, to please leave best time and number to c. ===== ARBS setting follow up and exiting veh case

Make Public

Created By: Jacklyn Capers (12/29/2015 7:35 AM)
ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION

Make Public

Created By: Priscilla Aquino (12/23/2015 4:33 PM)
C calle din regarding an issue with the airbag
C stated that the airbag deployed while the veh i on park and C wants nna to conduct an investigation why this happened
CRR-pa adv C that A report will be sent to the specialist and C will receive a callback w/in 3 days after the specialist received teh case
C acknowledged
crr-pa offered further assistance.

crr-pa gave name, extension and case number.

crr-pa /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-8594374	RESTRAINT SYSTEM	RIGHT SIDE AIRBAG	GENERAL INQUIRY	QA	1/14/2016	ZR	BK	264000	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. 500F0metYR:ref]	[redacted]	✓	2/10/2016	Kimberly Chapman	2/10/2016 12:15 PM
Edit | Del	IIR		✓	12/28/2015	Jacklyn Capers	12/28/2015 9:33 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. 500F0metYR:ref] *2/10/2016 Case [redacted] VIN # 3N1CN7AP5C[redacted] Th...*	[redacted]	2/10/2016 12:15 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	F42593	IIR	Priscilla Aquino, 12/23/2015 12:42 PM	12/23/2015

Attachments

Attach File View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	129KB	2/29/2016 1:06 PM	Kimberly Chapman
Edit | View | Del		124KB	2/29/2016 1:06 PM	Kimberly Chapman
Edit | View | Del		135KB	2/10/2016 12:14 PM	Mae Strenciwilk

Case History

Case History He

Date	User	Action
3/30/2016 8:53 AM	Jacklyn Capers	Changed **Status** from Open to **Closed**.
		Closed.
3/24/2016 9:07 AM	Jacklyn Capers	Changed **Follow Up Date** from 3/25/2016 to 3/30/2016.
3/18/2016 8:43 AM	Jacklyn Capers	Changed **Follow Up Date** from 3/18/2016 to 3/25/2016.
3/3/2016 9:18 AM	Jacklyn Capers	Changed **Follow Up Date** from 3/4/2016 to 3/18/2016.

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 [17] | Case Categorizations [1] | Open Activities [0] | Activity History [4] | 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]		
Executive Referral	☐	Case Owner	Jacklyn Capers [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	3/28/2016	Date/Time Opened	1/6/2016 10:41 AM
Supporting Documents	☐	Date/Time Closed	3/28/2016 9:12 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	IIR__AIRBAG_CST		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

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	3N1CN7AP5CL[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles	0
Make	NISSAN	Beyond Basic Warranty Months	16
Model Line	VERSA SEDAN	Beyond PT Warranty Miles	0
Model Code	11212	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	CORNHUSKER NISSAN OF NORFOLK	Data Net	☐
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR	F42751	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: 3N1CN7AP5CL[redacted]		
Created By	Hubert Domanais, 1/6/2016 10:41 AM	Root Cause Code	SCSD
Last Modified By	NNAETL, 3/28/2016 9:04 PM	Root Cause Code (2)	
Days Closed	225	Action Code	NT1A
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	Created By: Jacklyn Capers (3/28/2016 9:09 AM) ARBS made outbound call to RTLR and spoke with SM-Bobbi. SM states that the veh was picked up on 03.25.2016 SM/S no issues that SM is aware of and WA will be handling the billing ARBS thanked SM and call ended mutually ===== ARBS made outbound phone call, to c, at 9:08 AM CST [redacted] and spoke with c. ARBS advised the RTLR has advised the veh repairs were complete and c agreed C/S that c is satisfied and there are no issues. C thanked ARBS for assistance and call ended mutually ===== ARBS closing veh case as no further assistance is needed at this time
Make Public	☐	Created By: Jacklyn Capers (3/22/2016 8:12 AM) ARBS made outbound call, to SM, and spoke with SM-Bobbi, who states that the veh repairs have started and the veh repair should be complete. SM states that all of the parts arrive 03.18.2016 and anticipates completion on 03.28.2016. ARBS thanked SM and call ended mutually ===== ARBS setting follow up and exiting veh case
Make Public	☐	Created By: Jacklyn Capers (3/18/2016 3:12 PM) ARBS rec'd call, from c, who states that the c would like to know information about the trade-in value of the veh. C also requested the warranty information in regard to Nissan replace parts ARBS advised c that the warranty on replacement parts is 12 months/12,000 miles (whichever comes first). ARBS also advised c that ARBS is not able to offer information in regard to the veh trade-in value. ARBS referred c to dlr for that information. C agreed and understood. ARBS advised ARBS will follow up after repair completion Call ended mutually
Make Public	☐	Created By: Jacklyn Capers (3/15/2016 1:46 PM) ARBS made outbound call, to SM, and spoke with SM-Bobbi, who states that the veh is still at the retailer and the SM is still awaiting parts. ARBS inquired about BOP and was advised no. ARBS inquired about veh repair completion estimate and was advised to check back in on 03.22 ARBS thanked SM and call ended mutually
Make Public	☐	Created By: Jacklyn Capers (3/11/2016 2:29 PM) ARBS noting c's veh under repair ARBS noting repairs not yet completed ARBS leaving follow up set and exiting veh case
Make Public	☐	Created By: Jacklyn Capers (3/9/2016 10:42 AM) ARBS rec'd estimate and attached - ARBS reviewed est with WCC and was advised all components and labor time seem in line with procedure - ARBS sending estimate approval and setting follow up to contact SD for update on case

Make Public

Created By: Jacklyn Capers (3/2/2016 10:40 AM)
ARBS rec'd call from PL: Assist c with veh repairs
=====
ARBS made outbound call, to SM, in regard to the c's veh case.
ARBS advised that NNA is going to cover the costs to repair the veh for c
ARBS advised an email, with instructions will be sent to SM and confirmed SM email
Call ended mutually
=====
ARBS sending email to SM to request estimate for repairs
=====
ARBS made outbound phone call, to c, at 10:36 AM CST [redacted] and spoke with c.
ARBS advised c that NNA is going to cover cost to repair the veh
C confirmed that Nissan DLR has given c a loaner veh and c will be in contact with DLR during process of repair.
ARBS advised c of ARBS contact info and advised c to contact ARBS if c has any further questions.
ARBS advised follow up with DLR on 03.11.2016 and call ended mutually
=====
ARBS setting follow up and exiting veh case

Make Public

Created By: Jacklyn Capers (2/24/2016 8:09 AM)
ARBS noting veh is at RTLR and c is aware of inspection date and time.
ARBS setting followup in regard to DTS upload to FTP
=====
ARBS setting follow up and exiting veh case

Make Public

Created By: Jacklyn Capers (2/18/2016 12:18 PM)
ARBS noting no update on veh case
ARBS noting DTS inspection on 02/25

Make Public

Created By: Jacklyn Capers (2/4/2016 11:26 AM)
DTS INSPECTION RESCHEDULE: 02/25 at 9:00 AM
=====
ARBS made outbound phone call, to c, at 8:42 AM CST [redacted] and spoke with c.
ARBS advised c of new date and time. C agreed and advised the veh is at the RTLR so c does not mind
Call ended mutually.
=====
ARBS made outbound call, to RTLR, and advised of new DTS date and time: 02/25 at 9:00 AM
SM agreed and call ended mutually
=====
ARBS sending DTS notice of confirmation of date/time

Make Public

Created By: Jacklyn Capers (2/2/2016 8:45 AM)
ARBS rec'd email from DTS:
Fyi due to the BLIZZARD OUTSIDE i will NOT be performing this inspection today and will head back to omaha. The dealer is closed and no one is reachable at this point. Be aware give a new date soon. For now i need to head back as i have a very important file to do on Thursday that should not be put off.

Sent from my iPhone
Thomas Tejeda
Nissan North America
DTS Central Region
(801) 633-4357
Fax (615) 967-3630
=====
ARBS made outbound phone call, to c, at 8:42 AM CST [redacted] and left vmx for c.
ARBS advised, due to the weather conditions, the DTS inspection cannot take place to day.
ARBS advised the RTLR is closed and ARBS will be in contact with new inspection date
ARBS advised c to contact ARBS at 615-725-7548 with any questions c may have
=====
ARBS leaving follow up set, pending new inspection date, and exiting veh case

Make Public

Created By: Jacklyn Capers (2/1/2016 8:33 AM)
ARBS noting veh is at RTLR and awaiting DTS inspection
=====
ARBS made outbound call, to RTLR, and spoke with SM-Bobbi
ARBS reminded SM of inspection
SM/S that the area is under blizzard warnings and DTS may have to reschedule of the blizzard happens.
ARBS understood and thanked SM
Call ended mutually
=====
ARBS setting follow up and exiting veh case

Make Public

Created By: Jacklyn Capers (1/13/2016 11:00 AM)
DTS inspection: 2/2/2016 at 9:00 AM
=====
ARBS made outbound phone call, to c, at 10:52 AM CST [redacted] and spoke with c.
ARBS advised of DTS date/time. C agreed.
C/S that c has loaner through the RTLR and wants to be able to keep veh.
ARBS advised that ARBS does not offer loaner and that would be between c and the DLR. C understood and call ended mutually
=====
ARBS made outbound call, to DLR, and spoke with Josh
ARBS advised of appt date and time.
ARBS was transferred to SM-Bobbi
ARBS advised of c's desire to keep loaner but advised that NNA will not cover rental. SM understood
SM verified date and time. Call ended mutually
=====
ARBS notifying DTS and setting follow up
=====
ARBS exiting veh case

Make Public

Created By: Jacklyn Capers (1/12/2016 9:05 AM)
ARBS made outbound phone call, to c, at 8:51 AM CST [redacted] in regard to completing IIR probe.
ARBS advised c the phone call may take 30-40 minutes to complete. C agreed.
ARBS completed IIR probe. Attached to case as Form 42751
=
C/S that the driver's girlfriend was in veh, but c did not want to provide any contact or personal information as the gf is not injured in any way and does not want to get involved.
C/S that the veh had been driven for 15 minutes when c arrived home at for 1:00 AM
C/S that the veh had been sitting for 8.5-9 hours when c and c's gf got in the veh
C/S that the driver shut the veh door and the airbag deployed without the veh being turned on or any incident.
C/S that there were no injuries and no other property damage.
-
ARBS advised, based on the info provided, ARBS can set an inspection for the veh.
ARBS advised the inspection would be in 2-3 weeks and there would be a 2-3 week delay on results. ARBS advised the total inspection resolution timeframe can be 6-8 weeks and tl
must only be left in original state until inspection is completed. C understood and agreed.
ARBS advised c that NNA cannot assist in regard to a loaner veh and is assuming any responsibility in this incident at this time.
ARBS advised ARBS will contact c in 2-3 business days to advise c on date and time of inspection. C agreed.
=====
ARBS requesting DTS inspection and setting follow up date in regard to response

Make Public

Created By: Fekado Debeb (1/8/2016 11:58 AM)
Sr Plnr-FD received vmx from Bobby Pickering SM at Cornhusker NIssan. Returned call and explained to SM that customer has been called and VMX left. Probe will need to be perfc
and told SM not to perform repairs before inspection is completed by DTS and authorized by Nissan.

Make Public

Created By: Jacklyn Capers (1/7/2016 1:30 PM)
ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION
=====
ARBS made outbound phone call, to c, at 1:28 PM CST ([redacted] regard to completing IIR probe. ARBS left vmx including case number, name, and ARBS contact number c 615.725.7548. ARBS requested that c set aside 30-40 minutes to complete the probe and requested, that if c does call back and reach vmx, to please leave best time and number to c.
=====
ARBS setting follow up and exiting veh case

Make Public

Created By: Hubert Domanais (1/6/2016 11:04 AM)
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 MY2012 Versa
c stated that c was refer by the dlr (CORNHUSKER NISSAN OF NORFOLK) to call CA to open a case
c stated that the side curtain airbag suddenly deploy
c stated that c's son just got in on the veh when the side curtain airbag suddenly deploy
c stated that c took the veh to the dlr and c was assisted by SA-Bobby and was told to call CA to send a representative to inspect the veh why the airbag deploy
crr-hd apologized to c

SOP 2.13: CRR Accident / Incident Investigation Report

crr-hd advised c that a NNA specialist will call c within 3 business days and the call will take 30 mins to fully understand the whole situation
c understood
crr-hd offered further assistance, c declined.
crr-hd gave name & extension.
crr-hd leaving 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-8582276	RESTRAINT SYSTEM	RIGHT SIDE AIRBAG	GENERAL INQUIRY	QA	3/28/2016	ZR	BK	264000	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	PL Follow Up	[redacted]	✓	3/10/2016	Jacklyn Capers	3/11/2016 3:44 PM
Edit | Del	DTS FTP Upload Reminder		✓	3/3/2016	Jacklyn Capers	3/2/2016 11:24 AM
Edit | Del	[redacted]		✓	1/14/2016	Thomas Teieda	1/12/2016 10:39 AM
Edit | Del	IIR		✓	1/6/2016	Jacklyn Capers	1/6/2016 9:06 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	F42751	IIR	Hubert Domanais, 1/6/2016 11:04 AM	1/6/2016

Attachments

Attach File View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	23KB	3/9/2016 10:36 AM	Jacklyn Capers

Case History

Case History He

Date	User	Action
3/28/2016 9:12 AM	Jacklyn Capers	Changed **Status** from Open to **Closed**.
		Closed.
3/22/2016 8:13 AM	Jacklyn Capers	Changed **Follow Up Date** from 3/22/2016 to 3/28/2016.
3/15/2016 1:47 PM	Jacklyn Capers	Changed **Follow Up Date** from 3/16/2016 to 3/22/2016.
3/9/2016 10:43 AM	Jacklyn Capers	Changed **Follow Up Date** from 3/11/2016 to 3/16/2016.

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Surveys

Surveys He

No records to display

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Case [redacted]

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Case Comments [11] | Case Categorizations [1] | Open Activities [0] | Activity History [1] | 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	☐	Case Owner	DeHenry Kidd [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	3/14/2016	Date/Time Opened	2/26/2016 3:27 PM
Supporting Documents	☐	Date/Time Closed	3/14/2016 2:49 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	Appointment Time: Notes to Agent:		
Description	IIR - Airbag - EST		

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

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	78,842		

Incident Codes - IIR REQUIRED

Incident Date	2/26/2016	Rollover	☐
Sent to Legal	☐	Property Damage	☐
Accident	☐	Injury Letter	☐
Airbag	✓	Number Injured	0
Fire	☐		
IIR Indicator	1		

Vehicle Information

Vehicle	3N1CN7AP7CL[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles	42,842
Make	NISSAN	Beyond Basic Warranty Months	23
Model Line	VERSA SEDAN	Beyond PT Warranty Miles	18,842
Model Code	11212	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	NISSAN SOUTH	Data Net	☐
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	

Related Items

Approved Check Requests	$0.00	Goodwill Offered	☐
IIR	F43952	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: 3N1CN7AP7C[redacted]		
Created By	Honey Lyn Gramonte, 2/26/2016 3:27 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 3/14/2016 9:04 PM	Root Cause Code (2)	DR800
Days Closed	239	Action Code	NT8F
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
		Created By: DeHenry Kidd (3/14/2016 2:43 PM) Arbs-DK received a call from customer, Arbs informed customer that Nissan Technical Specialist conducted a detailed inspection of the vehicle and found no evidence of a product problem, failure, or malfunction that may have caused or contributed to the incident. At this time no financial assistance would be offered in this matter. Please refer this matter to you insurance company customer understood.
Make Public	☐	Arbs-DK has mailed out a letter of the decision Thank you for shipping with FedEx. Your tracking number: [redacted] closing case
		Created By: DeHenry Kidd (3/14/2016 2:20 PM)
Make Public	☐	[redacted] IIRA-DK called customer at 220pm no answer was made IIRA left c a message stating name and number for c to call IIRA back at 615-725-7639 call ended.
Make Public	☐	**Created By: DeHenry Kidd (3/14/2016 2:17 PM)** Arbs-DK has received a decision from PL-WR stating that at this time the vehicle has exceed all warranties and that there was no concern with the airbag unit. At this time they are de out of warranty assistance.
Make Public	☐	**Created By: DeHenry Kidd (3/11/2016 11:17 AM)** IIRA-DK received a email from EAA stating the inspection has been uploaded to the Nissan FTP site. IIRA is now waiting on decision from PL.
Make Public	☐	**Created By: DeHenry Kidd (3/2/2016 3:06 PM)** IIRA-DK has made Inspection request with EAA IIRA is waiting on a date and time
Make Public	☐	**Created By: DeHenry Kidd (3/2/2016 10:07 AM)** [redacted] Verified Name Address Phone# VIN Mileage Responsible Dealer Checked for open Recalls/Campaigns: none IIRA-DK called customer to discuss case and fill out probe. Customer stated that customer just bought this vehicle 2 days ago the vehicle still has the dealer plates on it. Customer st that customer daughter in law (the driver at this time) came home from the store and that they was getting stuff out of the passenger side of the vehicle, at that time the wind was blow really hard and when she moved from the door the wind slammed the door and the airbag deploy. Customer stated that Vehicle was parked in the driveway and it was a sunny windy Customer stated that the vehicle was off customer daughter in law took the keys out. Customer stated that once that happen the daughter in law call him at his job. When he got off w took the vehicle to the dealer Nissan South and was told to contact Nissan Consumer affairs no repairs has been made at this time. IIRA-DK informed customer that IIRA will setup an inspection, contact the dealer to let them know what is going. IIRA-DK stated once the date is given IIRA will let customer and deal know. IIRA-DK also stated that the process can take up to 6 weeks for everything to be done and process to determine a decision. IIRA stated that if the customer decides to get alternate transportation it will be at the customer expense due NNA does not offer assistance during the inspection period customer understood.

Make Public	**Created By: DeHenry Kidd (3/1/2016 10:48 AM)** IIRA-DK received a call from customer stating customer could not talk today but would be free at 10am tomorrow at EST
Make Public	**Created By: DeHenry Kidd (3/1/2016 10:40 AM)** [redacted] IIRA-DK called customer at 1040am no answer was made IIRA left c a message stating name and number for c to call IIRA back at 615-725-7639 call ended.
Make Public	**Created By: DeHenry Kidd (2/29/2016 3:25 PM)** IIR
Make Public	**Created By: Michelle Henares (2/26/2016 4:01 PM)** CRR-MH received a call from C stating that C called in earlier and C needed a veh immediately. C stated earlier it is not legal to drive veh but that this is C's only veh and that C is in another county and needed to get home. CRR-MH then advised C not to drive veh if that is the case. C later stated that c will drive veh home. CRR-MH confirmed no change in C's contact information.The best no. to reach C i[redacted] CRR-MH advised C that CRR will documenting request on the case. CRR-MH offered further assistance, C declined CRR-MH provided CRR's name and EXT#. CRR-MH exiting case.
Make Public	**Created By: Honey Lyn Gramonte (2/26/2016 3:40 PM)** crr hg received a call from c c said that c passenger airbag deployed when it should not have c said that a wind blew the door and airbag deployed c veh is currently at the dlr and dlr advised c to call NNA to report the issue c would like NNA to investigate why c airbag came out when it should not have and would like to make sure that if repair needs to be done NNA will cover it CA SOP 2.13: CRR Accident / Incident Investigation Report crr hg apologized and acknowledge the concern of c crr hg verified contact info of c crr hg advised c that crr hg will file an incident report for c and A Nissan representative will call c within 3 business days after the representative receives the case. crr hg also advise c to please allow for a minimum of 30 minutes during that call so the representative may best understand the whole situation. c understood c mentioned that best contact person will be:andrei abrams best contact #:[redacted] crr hg asked further assistance.c decline crr hg provided name,ext leaving 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	[redacted]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	PREMATURE WEAR/FAILURE	14	2/26/2016	WA	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/Time
Edit | Del	IIR	[redacted]	✓	3/1/2016	DeHenry Kidd	2/29/2016 3:22 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	F43952	IIR	Honey Lyn Gramonte, 2/26/2016 3:37 PM	2/26/2016

Attachments

Attach File View All

Attachments He

Action	File Name	Size	Last Modified	Created By
Edit | View | Del	[redacted]	219KB	3/14/2016 3:27 PM	DeHenry Kidd
Edit | View | Del		66KB	3/14/2016 3:27 PM	DeHenry Kidd
Edit | View | Del		217KB	3/14/2016 2:45 PM	DeHenry Kidd
Edit | View | Del		66KB	3/14/2016 2:44 PM	DeHenry Kidd
Edit | View | Del		50KB	3/14/2016 1:40 PM	DeHenry Kidd

Show more » | Go to list »

Case History

Case History He

Date	User	Action

3/14/2016 2:49 PM	DeHenry Kidd	Changed **Status** from Open to **Closed**.
		Closed.
3/14/2016 2:19 PM	DeHenry Kidd	Changed **Follow Up Date** from 3/18/2016 to **3/14/2016**.
3/11/2016 11:18 AM	DeHenry Kidd	Changed **Follow Up Date** from 3/16/2016 to **3/18/2016**.
3/11/2016 8:51 AM	DeHenry Kidd	Changed **Follow Up Date** from 3/11/2016 to **3/16/2016**.

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Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]		
Executive Referral		Case Owner	Josephine Celebre [Change]
Exec-Received-Date		Status	Closed
Letter Sent Date		Type	CA
Letter Received Date		Case Origin	Phone
Follow Up Date	4/27/2016	Date/Time Opened	4/26/2016 12:40 PM
Supporting Documents		Date/Time Closed	4/26/2016 1:29 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	Appointment Time:		
	Notes to Agent:		
Description			

Customer Detail

First Name	[redacted]
Middle Initial	
Last Name	

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	58,000	Related Vehicle Make	Nissan
Current Mileage	63,000		

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	3N1CN7AP2CL[redacted]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles	27,000
Make	NISSAN	Beyond Basic Warranty Months	17
Model Line	VERSA SEDAN	Beyond PT Warranty Miles	3,000
Model Code	11212	Beyond PT Warranty Months	0

Dealer Access

Case Servicing Dealer	TOM NAQUIN CHEVROLET-NISSAN	Data Net	
Case Servicing Dealer Region	Midwest 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] VIN: 3N1CN7[redacted]		
Created By	Josephine Celebre, 4/26/2016 12:40 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 5/10/2016 9:04 PM	Root Cause Code (2)	
Days Closed	196	Action Code	NT8H
Case Record Type	CA Closed Case [Change]	Document ID	[redacted]

Agent Comments

Agent Comments

Reopen Case | Clone Closed Case

Case Comments

New | Case Comments He

Action	Public	Comment
Make Public	☐	**Created By: Josephine Celebre (4/26/2016 1:28 PM)** CRR-JC received a call from C stating that the passenger door was slammed and blew the airbag on the roof and the passenger side and it also locked the passenger side seatbelt C said that it happened about a week ago C would like to know if there's a recall on the airbag CRR-JC verified C's acct info. CRR-JC checked for previous related cases. Found none CRR-JC checked for open campaigns. Found: CVT Reprogramming & Center Console Drivers Side Lower Finisher CRR-JC advised C that there's no recall for the airbag CRR-JC provided C with the warranty info for the BASIC COVERAGE 6/19/2015 or 36,000 miles whichever comes first CRR-JC advised C that the airbag is no longer in warranty CRR-JC asked C if C has already brought the veh to the DLR for diagnosis. C said no C would like to setup an poo CRR-JC advised C to bring the veh to the DLR to perform the campaign at no charge CRR-JC is unable to setup the appointment bec the DLR is not enrolled in XTIME CRR-JC offered to transfer the call to DLR. C agreed CRR-JC provided C with DLR info (574) 349-5731 CRR-JC warm transferred the call to DLR and spoke with Rick CRR-JC offered further assistance. C declined. CRR-JC provided C with name, Ext and case number. CRR-JC thanked C for calling Nissan Consumer Affairs & provided the nps script. CRR-JC closed 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-8741533	NISSAN PRODUCT INQUIRIES	VERSA	PROVIDED RECALL INFORMATION	QF	4/26/2016	VG	AZ	270000	OF
Edit | Del	CC-8741534	RESTRAINT SYSTEM	RIGHT FRONT AIRBAG	POOR OR IMPROPER OPERATION	14	4/26/2016	YX	BK	263000	OA
Edit | Del	CC-8741535	RESTRAINT SYSTEM	FRONT SEAT BELT	POOR OR IMPROPER OPERATION	15	4/26/2016	YX	BK	236500	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
4/26/2016 1:29 PM	Josephine Celebre	Changed **Status** from Open to **Closed**.
		Closed.
4/26/2016 12:40 PM	Josephine Celebre	Changed **Work Phone** to [redacted]
		Changed **Follow Up Date** from 4/26/2016 to **4/27/2016**.
		Changed **VIN** to **3N1CN7AP2CL**[redacted]

Show more » | Go to list »

Surveys

Surveys He

Action	Survey	Record Type	Survey Type	Survey Version	Customer	Dealer	Vehicle	Created Dat
	3318793	Bellomy Survey				TOM NAQUIN CHEVROLET-NISSAN	3N1CN7AP2CL[redacted]	5/10/2016

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