

Howell, Rosa (NHTSA)

From: [REDACTED] <[REDACTED]>
Sent: Tuesday, April 7, 2020 9:11 PM
To: Collins, Taylor (NHTSA)
Cc: Yon, Scott (NHTSA); Bojanzyk, Danielle
Subject: RE: PE19-015
Attachments: [REDACTED].pdf; TLF1368052 - HardCopy.PNG; TLF1357168 - HardCopy.PNG

Follow Up Flag: Follow up
Flag Status: Completed

Taylor,

Sorry for the confusion.

For the consumer complaint, it did print before it had finished loading. An updated pdf is attached.

For the field reports, it seems that they were purged between the initial pull of data and our printing of that data (They were beyond the 5 year retention limit as of April 2019 for Techline data).

After doing a little bit of digging, I am able to take a screenshot from our search of the files, which were pulled prior to these records being purged. The format is different from the others, but I believe most of the data is there. Let me know if this does not work for you guys.

Thank you – and please let me know if you have any questions for this.

Derek

From: Collins, Taylor (NHTSA) <taylor.collins@dot.gov>
Sent: Monday, April 6, 2020 9:00 AM
To: [REDACTED] <[REDACTED]>
Cc: Yon, Scott (NHTSA) <Scott.Yon@dot.gov>
Subject: RE: [REDACTED]

[REDACTED]

Sounds good to me.
Thank you for your quick response.
I greatly appreciate it.
I look forward to hearing from you soon.

Sincerely,

Taylor Collins

From: [REDACTED] <[REDACTED]>
Sent: Monday, April 6, 2020 9:55 AM

To: Collins, Taylor (NHTSA) <taylor.collins@dot.gov>

Cc: Yon, Scott (NHTSA) <Scott.Yon@dot.gov>; Bojanzyk, Danielle [REDACTED] >

Subject: RE: [REDACTED]

Taylor,

Let us look into these.

The CA file sounds like an issue we've had before where the pdf prints before the page is ready, so you get the loading message. Let me talk with Danielle today and we should be able to get you copies, or have an answer as to why they are not available, quickly.

From: Collins, Taylor (NHTSA) <taylor.collins@dot.gov>

Sent: Monday, April 6, 2020 8:02 AM

To: [REDACTED] >

Cc: Yon, Scott (NHTSA) <Scott.Yon@dot.gov>

Subject: [REDACTED]

Good Morning Derek,

I hope you are doing well.

I had a few questions regarding information Nissan submitted for PE19-015 for the Nissan Leaf.

In one of the CA files there are no case comments or other information.

It just displays loading in the bottom of the file. The CA File number is [REDACTED]

Do you know why the file is like that?

The other question I had pertains to the Field Reports.

It was stated that there were six total Field Reports but when I looked at the PDF file containing the Field reports, there were only 4 documents in the PDF.

The two Field reports that seem to be missing are TLF11357168 and TLF11368052.

If you need further information or clarification please let me know.

Sincerely,

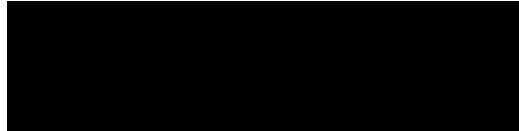
Taylor Collins

PE19-015

NISSAN

4-7-2020

ATTACHMENT



Show Feed

Case History (52) | Case Comments (11) | Emails (0) | Attachments (0) | Case Categorizations (1) | Forms (0) | DTS Field Inspections (0)

Case Detail

Reopen CaseClone Closed Case

Number of open vehicle campaigns = 2

PC449 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name		Case Owner	
Contact Email		Type	CA
Home Phone		Case Origin	Voicemail
Letter Sent Date		Executive Referral	
Letter Received Date		Exec Received Date	
Follow Up Date	9/25/2014	Status	Closed
Supporting Documents		Date/Time Opened	9/10/2014 7:39 AM
CA Multiple Repairs		Date/Time Closed	9/25/2014 8:46 PM
Social Media Involvement		Multiple Repairs	No
Martiz Customer Id		Executive Summary	
Case Owner Location	Lorain	Executive Actions To Resolve	
Taxing Status			
Case Reopen Count	0		
Description	VEH CONCERN		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	SANTA Cruz nissan
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	23,431	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0	RHR Started	
IIR Date		RHR Completed	
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN1AZ0CP161	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	71
Model Line	LEAF	Beyond PT Warranty Miles1	0
Model Code	17211	Beyond PT Warranty Months1	47

Dealer Detail

Case Servicing Dealer	SANTA CRUZ NISSAN	Data Net	✓
Case Servicing Dealer Region	West Region	Datanet Dealer Date	9/17/2014
Responsible District	03	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	Airbag sensor

Bluetooth

Phone Carrier		Bluetooth Ticket Status	
Phone Manufacturer		Phone Model	
Reported From		Phone Operating System	
Issue Categories			

Related Items

Approved Check Requests	\$0.00	Goodwill Offered	
		VCAN	
		Goodwill Processed	0
		Vehicle Service Contract	
		VSC Reprint Request	Email
		Contact Name	David Jones

Sales & Service Campaign Specific Information

Hot Alert Date		Home Phone	
LS Response Time		Work Phone	
		Mobile Phone	
		Email	
		Alternate Email	

Verbatims

Alert Trigger Verbatim			
Survey Verbatim			
Dealer Action History			
NNA Notes			
Customer Conversation Notes			

DTS Inspection

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

System Information

Subject: CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: [REDACTED]
Created By: Bryan Buganski, 9/10/2014 7:39 AM
Last Modified By: NNAETL, 1/2/2019 11:57 PM
Case Record Type: CA Closed Case
Days Closed: 2,021
Action Code: NT3B
What action was taken? 3B Declined - Out of Warranty

Root Cause
Root Cause Code SCWR
Root Cause Code (Z)
Document ID [REDACTED]

Agent Comments

Agent Comments
Agent Next Step

Reopen Case Clone Closed Case

Case History

Case History Help ?

Date	User	Action
9/25/2014 6:46 PM	Betsy Nickoloff	Changed Case Record Type from CA to CA Closed Case. Changed Status from Open to Closed. Closed.
9/25/2014 6:45 PM	Betsy Nickoloff	Changed Case Owner from Betsy Nickoloff to Bryan Buganski.
9/24/2014 6:41 PM	Betsy Nickoloff	Changed Follow Up Date from 9/24/2014 to 9/23/2014.

Show more » | Go to list »

Case Comments

New

Case Comments Help ?

Public Comment

Created By: Betsy Nickoloff (9/25/2014 6:45 PM)
LAS contacting c on (831) 824-4475 at 7:41PM and spoke with c.
LAS advised c that unfortunately NNA is not in a position to assist with the repair. c inquired if NNA could assist at all.
LAS explained that NNA is unable to assist in any way. c states that there is a campaign on other vehs.
LAS explained that campaigns are VIN specific and c's veh was not involved. c states c cannot afford to get this repaired. c states that c cannot believe this. c states c is going to put this on the internet. call ended.

✓ LAS closing case

SUMMARY
RECEIVED CASE OF C SEEKING FA WITH OOW PASSENGER SEAT REPAIR
LAS-BRYAN BUGANSKI REVIEWED CASE WITH FOM, EVOM, AND CSM - GW DECLINED
LAS ISSUED DENIAL

Created By: Betsy Nickoloff (9/25/2014 4:41 PM)
LAS received vmx from c requesting callback on (831) 824-4475 after 8:30AM PST

✓ Created By: Betsy Nickoloff (9/24/2014 6:41 PM)
LAS contacting c on (831) 824-4475 at 7:39PM and reached vmx. LAS left vmx including case number, name, and contact info. LAS requested that if c does call back in and reach LAS' vmx to please leave best time and number to reach c and LAS will attempt next follow up at that time.

LAS setting follow up for tomorrow (9/24) pending c callback.

Created By: Bryan Buganski (9/23/2014 2:56 PM)
LAS noting that SM from DLR fbarsamela@sosuperstore.com has not responded to LAS

✓ Created By: Bryan Buganski (9/23/2014 2:55 PM)
LAS noting Case:
received an email denial for GW assistance from EVOM Hernandez, Fernando (NNA) as this is a used VEH and selling DLR was advised to replace Seat and did not.

Created By: Bryan Buganski (9/19/2014 11:29 AM) | Last Modified By: Bryan Buganski (9/19/2014 11:29 AM)
LAS noting case that SM from DLR sent email fbarsamela@sosuperstore.com back asking for more information on case.
✓ LAS sent email to fbarsamela@sosuperstore.com SM @ DLR and CC to FOM Bill Tessmer

LAS received a call directly from FOM-Bill Tessmer and reviewed case facts and that C is only 90 days OOW and FOM agreed to OK the repair at warranty rates for C and would contact DLR and get this set up
LAS Thanked FOM for speedy response and approving OOW GW assistance for Our C and maintaining loyalty.

Created By: Bryan Buganski (9/17/2014 2:36 PM) | Last Modified By: Bryan Buganski (9/17/2014 2:37 PM)
LAS noting Case LAS sent email to DLR SM on fbarsamela@sosuperstore.com
Customer looking for assistance with Repair for Passenger seat replacement and received an estimate from your DLR of \$2385.

✓ What is the warranty price for this repair?
Would you consider any GW for this C?
I need some information on DLR participation before I contact FOM and EVOM requesting GW assistance for C.
Thank You for your participation and speedy response,
I look forward to hearing back soon.

Created By: Bryan Buganski (9/17/2014 2:09 PM) | Last Modified By: Bryan Buganski (9/17/2014 2:12 PM)
LAS placed a call to DLR SANTA CRUZ NISSAN 8314265100 Dealer Code:063B

✓ was told by receptionist that no one in service is available at this time and was told to call back Later
LAS asked that receptionist page service and was left on a silent hold for more than 3 min.
LAS ended call and set task for 9/19/14
LAS exiting case

Created By: Bryan Buganski (9/17/2014 11:25 AM) | Last Modified By: Bryan Buganski (9/17/2014 11:25 AM)
✓ LAS placed a call to DLR SANTA CRUZ NISSAN 8314265100 Dealer Code:063B
was told by receptionist that no one in service is available at this time and was told to call back after Lunch and call ended
LAS noting a 3 hour time difference

Created By: Bryan Buganski (9/10/2014 10:31 AM)
✓ LAS placed a call to C on (831) 824-4475 @ 11:20 am EST
LAS read OB script and C agreed
LAS requested C's contact information, DLR and SA name and VIN
C stated that C will be going out of town and will be available for follow up on 9.24.14
LAS will research all avenues for GW for this OOW repair.

Created By: Bryan Buganski (9/10/2014 7:45 AM) | Last Modified By: Bryan Buganski (9/17/2014 11:25 AM)
✓ LAS Noting voice mail received 8.10.14
C states C had an airbag light comes on indicating passenger airbag is not working even when C has a passenger riding along with C.
C states that C went to DLR and they gave him an estimate for repairs of \$2385.
C states that C's VEH only has 24,000 miles
C states that C cannot afford this repair and is seeking help for this repair from NNA.
LAS will place a call to C and get more information and DLR information.
LAS exiting file.

Emails

Send an Email

Emails Help ?

No Emails Available

Attachments

Attachments Help ?

No records to display

Case Categorizations

Case Categorizations Help ?

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
	[REDACTED]	NISSAN PRODUCT INQUIRIES	LEAF	GENERAL INQUIRY	QA	9/25/2014	ZR	AZ	307000	OF

Forms

Forms Help ?

No records to display

DTS Field Inspections

DTS Field Inspections Help ?

No records to display

[Back To Top](#)

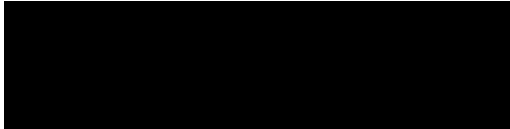
Always show me more records per related list

PE19-015

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ATTACHMENT

 - HardCopy

0.15

SEARCH SCORE

Techline

VIN	MODEL	TRIM LEVEL	COMPONENT	TREAD CODE
JN1AZ0CP3BT [REDACTED]	LEF	SL	AIR BAG (SRS)	14
MODEL YEAR	INML PROD CODE	MODEL CODE	INCIDENT STATE	MILEAGE
2011	ZE0	17211	CA	33,852

MANUFACTURING DATE	IN SERVICE DATE	COMPLAINT DATE	INCIDENT DATE
2011-02-09	2011-05-15	2014-01-23	-

ENGINE PREFIX CODE	TRANS TYPE DESC	DRIVE TRAIL	INCIDENT TREAD DESCRIPTION
-	AUTO	2WD	AirBags

ENGINE CERT CODE
BNSXV0000LLA

Verbatim(full)

SERVICE TECHNICIAN COMMENT

Created by Michael Farrell at 2014-03-07 17:00:00 ** CUSTOMER COMMENT:- **AIR BAG LIGHT** IS ON** DEALER ACTION/OBSERVATION:** VERIFIED Y REPAIR ATTEMPTS 1 DAYS DOWN 1- **SRS B1018** ASSIST WEIGHT SEN (UNIT FAIL) - OR - OCCUPANT SENS C/U[UNIT FAIL] (B17)- SEAT BOTTOM WAS REPLACED.- **B1021** ASSIST WEIGHT SEN (UNIT FAIL)-OR-OCCUPANT SENS C/U [UNIT FAIL] RESET.- **SRS** DIAGNOSIS SENSOR WAS REPLACED.- **B1021** ASSIST WEIGHT SEN (UNIT FAIL)-OR-OCCUPANT SENS C/U [UNIT FAIL]RESET ** TSS RECOMMENDATION/RESULT:- REPLACE BODY HARNESS** UPDATE TSS 176 02-13-14- REPLACED BODY HARNESS.NO CHANGE- CONFIRMED FUSE 1 IS GOOD- ADVISED REPLACE MAIN HARNESS**UPDATE 02. 2114 TSS 153-DTS D.G. CALLED TO REVIEW.-MAIN HARNESS NOT REPLACED.-DEALER SWAPPED PASSENGER SEAT FROM KGV___ INCIDENT RESOLVED.-DTS D.G. TO RESEAR CH WITH FQI AS TWO NEW SEAT **CUSHIONS** HAVE BEEN REPL

Techline fields

DOCUMENT ID	COMPONENT CODE	SYMPTOM DESCRIPTION		TREAD EFFECTIVE DATE
[REDACTED]	BF8	GAUGES/WARNING LITES & DRIVE COMPUTER		2014-04-10
FIRE INDICATOR	SERVICE DEALER NUMBER			CLOSE DATE
Y	5263 : NISSAN SUNNYVALE			2014-03-10
SERVICE DEALER NUMBER	SERVICE DEALER NAME	SERVICE DEALER STATE CODE	SERVICE DEALER CITY NAME	SERVICE DEALER PHONE NUMBER
5263 : NISSAN SUNNYVALE	NISSAN SUNNYVALE	CA	SAN JOSE	4087356888

More fields

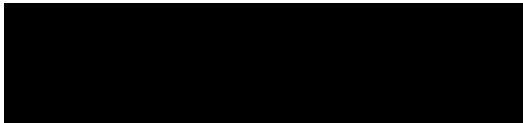
ORIGINAL MILEAGE	COMPONENT TYPE CODE	FIELD INSPECTION INDICATOR	PRIMARY SERVICE TECHNICIAN NAME
-	-	N	Z - DONALD PERRYMAN DON P
SECONDARY SERVICE TECHNICIAN NAME	SOLUTION DESCRIPTION	ATTACHMENT INDICATOR	CALLER NAME
NOT IDENTIFIED	CLOSED DURING SFDC MIGRATION	Y	DAVE VOLKMAN
INCIDENT DESCRIPTION	COMPONENT TEXT	SYMPTOM CODE	CONSUMER NAME
SRS B1021 ASSIST WEIGHT SENSOR	-	4QG	-
FIELD INSPECTION DATE			
2014-01-24			

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 - HardCopy

0.15

SEARCH SCORE

Techline

VIN JN1AZ0CP3CT [REDACTED]	MODEL LEF	TRIM LEVEL SL	COMPONENT AIR BAG (SRS)	TREAD CODE 14
MODEL YEAR 2012	YAML PROD CODE ZEO	MODEL CODE 17212	INCIDENT STATE NV	MILEAGE 18,621
MANUFACTURING DATE 2011-12-28	IN SERVICE DATE 2012-06-02	COMPLAINT DATE 2014-02-27	INCIDENT DATE -	
ENGINE PREFIX CODE -	TRANS TYPE DESC AUTO	DRIVE TRAIN 2WD	INCIDENT TREAD DESCRIPTION AirBags	
ENGINE CERT CODE CNSXV0000LLA				

Verbatim(full)

SERVICE TECHNICIAN COMMENT

Created by Alex Knepper at 2014-03-07 17:00:00 ** CUSTOMER COMMENT - AIRBAG LIGHT ON ** DEALER ACTION/OBSERVATION ** VERIFIED _ REPAIR ATTEMPTS _ DAYS DOWN _ - AIRBAG LIGHT ON WITH CODE B1022 ASSIST WEIGHT SEN (COMM FAIL) - OR - OCCUPANT SENS C/U [COMM FAI- REPLACED SEAT CUSHION ASSEMBLY, NO CHANGE-REPLACED AIRBAG DIAGNOSTIC UNIT, NOW SETTING COD E B1021 ASSIST WEIGHT SEN (UNIT FAIL) - OR - OCCUPANT SENS C/U [UNIT FAI** TSS RECOMMENDATION/RESULT - ADVISED TO PLUG IN ORIGINAL SEAT CUSHION AND CHECK IF B1021 STILL STORES ** MULTIPLE REPORTS OF SAME INCIDENT IN DB ** WILL RESEARCH AND FOLLOW-UP ** UPDATE 3.3.14 TSS 166AK ** - HAVE ATTEMPTED FOLLOW-UPS TO GET STATUS ON VEHICLE. COULD NOT GET THROUGH TO SERVICE DEPARTMENT - CALLED TECH'S CELL PHONE, NO ANSWER

Techline fields

DOCUMENT ID [REDACTED]	COMPONENT CODE BF8	SYMPTOM DESCRIPTION GAUGES/WARNING LITES & DRIVE COMPUTER		TREAD EFFECTIVE DATE 2014-04-11
PIRE INDICATOR Y	SERVICE DEALER NUMBER 2836 : NISSAN OF RENO			CLOSE DATE 2014-03-10
SERVICE DEALER NUMBER 2836 : NISSAN OF RENO	SERVICE DEALER NAME NISSAN OF RENO	SERVICE DEALER STATE CODE NV	SERVICE DEALER CITY NAME RENO	SERVICE DEALER PHONE NUMBER 7753223700

More fields

ORIGINAL MILEAGE -	COMPONENT TYPE CODE -	FIELD INSPECTION INDICATOR N	PRIMARY SERVICE TECHNICIAN NAME Z - ALEX KNEPPER ALEX
SECONDARY SERVICE TECHNICIAN NAME NOT IDENTIFIED	SOLUTION DESCRIPTION CLOSED DURING SFDC MIGRATION	ATTACHMENT INDICATOR Y	CALLER NAME ROBERT DOUGLAS
INCIDENT DESCRIPTION AIRBAG LIGHT ON, B1021/B1022	COMPONENT TEXT -	SYMPTOM CODE 4QG	CONSUMER NAME -
FIELD INSPECTION DATE 2014-02-28			