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Derek Latta

Help & Training

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Case Detail

Reopen Case Clone Closed Case

Account Name	[REDACTED]	Case Owner	DeHenry Kidd DeHenry Kidd
Contact Email	[REDACTED]	Type	CA Email Nissan
Home Phone	[REDACTED]	Case Origin	Web
Letter Sent Date		Executive Referral	<input type="checkbox"/>
Letter Received Date		Exec-Received-Date	
Follow Up Date	1/29/2018	Status	Closed
Supporting Documents	<input type="checkbox"/>		
CA Multiple Repairs	<input type="checkbox"/>	Date/Time Opened	1/22/2018 10:36 AM
Social Media Involvement	<input type="checkbox"/>	Date/Time Closed	2/19/2018 12:05 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	<input type="checkbox"/>
Texting Status		Executive Actions To Resolve	
Case Reopen Count	1		
Description	IIR- SUSPENSION- EST		

Call Script

Incident Codes - IIR REQUIRED

Incident Date		Rollover	<input type="checkbox"/>
Sent to Legal	<input type="checkbox"/>	Property Damage	<input type="checkbox"/>
Accident	<input type="checkbox"/>	Injury Letter	<input type="checkbox"/>
Airbag	<input type="checkbox"/>	Number Injured	0
Fire	<input type="checkbox"/>		
IIR Indicator	1	RHR Started	
IIR Date		RHR Completed	
IIR	<u>F57371</u>	Customer Document Requested	<input type="checkbox"/>
		Date Requested	
		Customer Document Received	<input type="checkbox"/>
		Date Received	

Vehicle Information

Vehicle	[REDACTED]	Part Number 1	
Model Year	2013	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	59
Model Line	ALTIMA	Beyond PT Warranty Miles1	0
Model Code	13113	Beyond PT Warranty Months1	35

Dealer Detail

Bluetooth

Related Items

Sales & Service Campaign Specific Information

Hot Alert Date		Home Phone	[REDACTED]
LS Response Time		Work Phone	
		Mobile Phone	
		Email	[REDACTED]

Verbatims

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

DTS Inspection

DTS Inspection Date DTS Inspection Date Confirmed?
 DTS Request Type Notes for DTS (Vehicle Concerns)
 Inspection Time/Notes **Appointment Time:**
 Notes to Agent:

System Information

Subject	Vehicle Maintenance	Web Email	[REDACTED]
Created By	w2c Site Guest User, 1/22/2018 10:36 AM	Root Cause	
Last Modified By	NNAETL, 12/10/2018 10:39 PM	Root Cause Code	SCIN
Case Record Type	CA Closed Case	Root Cause Code (2)	
Days Closed	939	Document ID	CA [REDACTED]
Action Code	NT8F		
What action was taken?	8F Provided Vehicle Information		

Agent Comments

[Reopen Case](#) [Clone Closed Case](#)

Case Comments

[New](#)

[Case Comments He](#)

Public Comment

Created By: [DeHenry Kidd](#) (1/29/2018 8:04 AM)
 Arbs is closing case due to unable to contact customer. UTC Letter has been sent to customer

Tracking number: [REDACTED]
 Closing case

Created By: [DeHenry Kidd](#) (1/25/2018 8:37 AM)

[REDACTED]
 Arbs-DK called customer at 837am no answer was made. Arbs left a message stating name and number for c to call Arbs back at 615-725-7639 call ended.

Created By: [DeHenry Kidd](#) (1/23/2018 8:52 AM)

[REDACTED]
 Arbs-DK called customer at 852am no answer was made. Arbs left a message stating name and number for c to call Arbs back at 615-725-7639 call ended.

Created By: [Samantha Dixon](#) (1/22/2018 2:53 PM)

First Name: [REDACTED]
 Last Name: [REDACTED]
 Email: [REDACTED]
 Twitter Name: -
 Street Address: [REDACTED]
 City: spencer
 State: OH
 Zip: [REDACTED]
 Phone Number: -
 Is Nissan Owner: true
 VIN: [REDACTED]
 Dealer Name: -
 Dealer State: OH
 Subject: Vehicle Maintenance
 Comments: Nissan,

I need to debate a coverage on my rear driver's side wheel balance arm. My car is only 4 years old and I almost got killed this morning because the arm cracked and the car went out of control. I for Nissan to reimburse me for the cost of having it replaced.

Created By: [Jennifer Keresztes](#) (1/22/2018 1:35 PM)
 CRR-JK < VERIFIED> Account information including: C's name, home & e-mail address, phone number & best contact number
 CRR-JK VERIFIED VEH Information including: VIN #, Current Mileage, Warranty & Service History
 CRR-JK CHECKED for open recalls/campaigns and found: 0
 CRR-JK CHECKED for previous UNRELATED Case(s) and found: 0
 CRR-JK CHECKED previous RELATED Case(s) and found: 0
 CRR-JK NOTED concern is: C wants FA For Repair

CRR-JK received inbound call from C

C stated was driving to work and turned the corner and the VEH went out of control could not control the VEH
 C finally was able to get it pulled over to a safe place and got it to the DLR
 C stated the DLR drive side rear wheel balancing arm was completely cracked
 C stated the DLR said it would cost around \$1000
 C does not need or want to fill and IRR C only is looking for Nissan to put out the money
 C is looking for Nissan to pay for the repair of the balancing arm for they could have been

CRR-JK informed C that they need to bring the VEH to a Nissan DLR for a diagnosis

C stated well if you're not going to guarantee me the refund of a towing and to the repair or for a loaner VEH I'll just get it done here at the IRF

CRR-JK informed C that it is Nissans policy for the VEH to be diagnosed by a Nissan DLR in order to help with an assistance

C stated they could have been killed!!! They will just send Nissan the bill
C hung up

Created By: [Chi Orji](#) (1/22/2018 12:02 PM)
SECRR-CO created IIR-Unable to contact C

Created By: [Chi Orji](#) (1/22/2018 11:57 AM)
SECRR-CO placed outbound to C @ [REDACTED]
SECRR-CO left VMX stating that SECRR-CO was calling to get more information
SECRR-CO invited C to call back and reference case #

Created By: [w2c Site Guest User](#) (1/22/2018 10:36 AM)
First Name: [REDACTED]
Email Address: [REDACTED]
Twitter Name: -
Street Address: [REDACTED]
City: spencer
State: OH
Zip: [REDACTED]
Phone Number: -
Is Nissan Owner: true
VIN: [REDACTED]
Dealer Name: -
Dealer State: OH
Subject: Vehicle Maintenance
Comments: Nissan,

I need to debate a coverage on my rear driver's side wheel balance arm. My car is only 4 years old and I almost got killed this morning because the arm cracked and the car went out of control. I for Nissan to reimburse me for the cost of having it replaced.

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	Concern
	CC [REDACTED]	SUSPENSION	CONTROL ARM	BROKEN/CRACKED	02	1/22/2018	ZB	BN	250500	OA

Open Activities

[Open Activities He](#)

No records to display

Activity History

[View All](#)

[Activity History He](#)

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit Del	Call	[REDACTED]	✓	1/23/2018	DeHenry Kidd	1/23/2018 8:50 AM
Edit Del	Email: Your inquiry to Nissan	[REDACTED]	✓	1/22/2018	Chi Orji	1/22/2018 12:01 PM

Emails

[Send an Email](#)

[Emails He](#)

Action	Status	Subject	Email Address	Message Date
Reply To All Del	New	Re: Your inquiry to Nissan To Nissan, I have still not received reimbursement from you for the invoice t...	[REDACTED]	2/19/2018 11:26 AM
Reply To All Del	Read	Re: Your inquiry to Nissan I am sending you the bill for the repair work. If you don't pay it I will see ...	[REDACTED]	1/22/2018 1:28 PM
Reply To All Del	Sent	Your inquiry to Nissan 1/22/2018 Case [REDACTED] VIN [REDACTED] Dear [REDACTED] ,...	[REDACTED]	1/22/2018 12:01 PM

Customer Support Tools

[Service Credit](#)

[Customer Support Tools He](#)

No records to display

Forms

[Forms He](#)

Action	Form	Request Type	Created By	Created Date
	F57371	IIR	Chi Orji , 1/22/2018 11:57 AM	1/22/2018

Attachments

[View All](#)

[Attachments He](#)

Action	File Name	Size	Last Modified	Created By
View	[REDACTED] UTC Letter CA [REDACTED].pdf	768KB	1/29/2018 8:10 AM	DeHenry Kidd
View	[REDACTED] FedEx Tracking# CA [REDACTED].pdf	290KB	1/29/2018 8:09 AM	DeHenry Kidd

Chat Transcripts

No records to display

Case History

[Case History He](#)

Date	User	Action
2/19/2018 12:05 PM	DeHenry Kidd	Changed Status from Open to Closed. Closed.
2/19/2018 12:05 PM	DeHenry Kidd	Changed Follow Up Date from 2/19/2018 to 1/29/2018.
2/19/2018 11:27 AM	Managed Services	Changed Follow Up Date from 1/29/2018 to 2/19/2018. Changed Reopen Date to 2/19/2018 11:27 AM.

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DTS Field Inspections

[DTS Field Inspections He](#)

No records to display

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