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Case Detail Reopen Case Clone Closed Case

Account Name	[REDACTED]	Case Owner	Kelsey Christensen
Contact Email	[REDACTED]	Type	CA
Home Phone	[REDACTED]	Case Origin	Phone
Letter Sent Date		Executive Referral	<input type="checkbox"/>
Letter Received Date		Exec-Received-Date	
Follow Up Date	3/9/2018	Status	Closed
Supporting Documents	<input type="checkbox"/>	Date/Time Opened	2/22/2018 8:46 AM
CA Multiple Repairs	<input type="checkbox"/>	Date/Time Closed	3/9/2018 7:51 AM
Social Media Involvement	<input type="checkbox"/>	Multiple Repairs	No
Martiz Customer Id		Executive Summary	<input type="checkbox"/>
Case Owner Location	Murfreesboro	Executive Actions To Resolve	
Texting Status			
Case Reopen Count	1		
Description	C contacted CA because C feels VEH is unsafe.		

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	0	RHR Started	2/27/2018
IIR Date		RHR Completed	2/28/2018
IIR		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 Miles	44,000
Make	NISSAN	Beyond Basic Warranty Months	59
Model Line	ALTIMA	Beyond PT Warranty Miles	20,000
Model Code	13013	Beyond PT Warranty Months	35

Dealer Detail

Bluetooth

Related Items

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 Date Confirmed?

DTS Request Type

Notes for DTS (Vehicle Concerns)

Inspection Time/Notes Appointment Time:

Notes to Agent:

System Information

Subject CUSTOMER [REDACTED] ONE: VIN:

Root Cause

Created By Javier Ventura, 2/22/2018 8:46 AM

Root Cause Code SDFA

Last Modified By NNAETL, 12/10/2018 10:53 PM

Root Cause Code (2)

Case Record Type CA Closed Case

Document ID CA [REDACTED]

Days Closed 921

Action Code NT8G

What action was taken? 8G Provided Other Information

Agent Comments

Reopen Case Clone Closed Case

Case Comments

New

Case Comments He

Public Comment

Created By: Kelsey Christiansen (3/9/2018 7:51 AM)
RCAS-KC is closing case as no further assistance can be offered at this time.

CASE SUMMARY

C contacted Nissan CA regarding reimbursement and repurchase or replacement of VEH.



RCAS-KC reviewed case with Service Manager Bob Cambell.

****STATEMENT OF DECISION****

RCAS-KC ADVISED that C insurance company would need to send in a Subrogation Package to the address RCAS-KC provided in previous conversation with C.

Created By: Kelsey Christiansen (3/9/2018 7:50 AM)
RCAS-KC received inbound call from C on # [REDACTED].

RCAS-KC ADVISED "This call may be recorded for quality and training purposes."

RCAS-KC ADVISED that C insurance company would need to send in a Subrogation Package to the address RCAS-KC provided in previous conversation with C.



Charlie Hodsdon
Auto Damage Adjuster
GEICO
Phone (207) 307-5143

C declined further questions.

Call ended mutually.

Created By: Kelsey Christiansen (3/9/2018 7:36 AM)
RCAS-KC placed outbound call to C at # [REDACTED].



RCAS-KC left VXM for C.

RCAS-KC provided C with case #, RCAS-KC's phone #, and work hours.

RCAS-KC ADVISED C of following up by EOB Monday.



Created By: Maria Hinolito (3/8/2018 10:31 AM)
ECRR-MH logged email under case [REDACTED] to case [REDACTED]

ATTN Kelsey
HTML Body Click here to view HTML version
Text Body Kelsey,

Please find attached my Geico estimated for the body damage to my car in the accident that occurred due to "faulty steel", Per Darling Derive Manager Bob. This damage occurred when the right control arm broke in February. This was committed from the repairs by Darling. This also need to be repaired and covered and the liability lies in the hands of Nissan North America or Darlings Ni in Bangor.

Thank you, I await a swift response.

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----
From: "Hodsdon, Charles" <CHodsdon@geico.com>
Date: 2/19/18 10:33 AM (GMT-05:00)
To: [REDACTED]

Subject: Claim [REDACTED]

Attached is your estimate of damages. In the event that your shop finds additional damages, your shop can request an inspection by clicking on this link here.

If your shop has any questions about using the web site I have attached instructions for your shop on how to use the web site.

Sincerely,

Charlie Hodsdon
Auto Damage Adjuster
GEICO
Phone (207) 307-5143
Fax (855) 351-1478

ECRR-MH attached documents came with email to case [REDACTED]
ECRR-MH exited case

Created By: [Kelsey Christiansen](#) (3/6/2018 3:59 PM)
RCAS-KC is closing case as no further assistance can be offered at this time.

CASE SUMMARY

C contacted Nissan CA regarding reimbursement and repurchase or replacement of VEH.

- ✓ RCAS-KC reviewed case with Service Manager Bob Cambell.

****STATEMENT OF DECISION****

RCAS-KC ADVISED C the case has been thoroughly reviewed and documented and Nissan is not in a position to offer repurchase or replacement but C will be reimburse for the repair.

Created By: [Kelsey Christiansen](#) (3/6/2018 3:41 PM)

GOODWILL TEMPLATE

Customer purchased vehicle: pre-owned
Current mileage: 80,000
OOW Basic 29 months/ 44,000 miles, Powertrain 5 months/ 20,000 miles
VSC: none

- ✓ Previous owned VEH: 0
- ✓ Diagnosis: control arm failure
- Primary Failed Part: control arm
- Warranty Rates: \$539.35
- Last Service Visit: 1/12/17
- Dealer Participation: FOM paying for second control arm.
- Total Customer Pay at Dealer: 0
- Related Repair History: 0

Created By: [Kelsey Christiansen](#) (3/6/2018 8:11 AM)

Goodwill Reimbursement

THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT: repair done on control arm that FOM would have covered if C would have gone to DLR first/ second control arm went in a two week span.

- ✓ Name of Dealer: Darlings Nissan
- Invoice Date: 1/18/18
- Mileage: 80,000
- Total Amount: \$539.35
- RCAS-KC submitting check request

Created By: [Kelsey Christiansen](#) (3/6/2018 8:05 AM)

RCAS-KC placed outbound call to C on # [REDACTED].

RCAS-KC ADVISED "This call may be recorded for quality and training purposes."

RCAS-KC ADVISED that NNA is not in a position to offer assistance with repurchase or replacement at this time.

RCAS-KC advised that C will receive a letter in the mail regarding the decision.

RCAS-KC advised that NNA will be reimbursing C for the repair done at the IRF.

RCAS-KC asked for C to verify address.

- ✓ C stated

[REDACTED]
Surry, ME [REDACTED]
USA

RCAS-KC advised of C receiving a check in the mail in about 2-4 business weeks.

C took down letter of representation address for perusing the repurchase decision.

C declined further questions.

Call ended mutually

Created By: [Kelsey Christiansen](#) (3/5/2018 8:57 AM)

RCAS-KC placed outbound call to C at # [REDACTED].

- ✓ RCAS-KC left VXM for C.
- RCAS-KC provided C with case #, RCAS-KC's phone #, and work hours.

RCAS-KC ADVISED C of following up by EOB on Tuesday.

Created By: [Kelsey Christiansen](#) (3/5/2018 8:31 AM)

RCAS-KC placed outbound call to Next Door Auto Repairs.

- ✓ RCAS-KC spoke with Owner of shop.

RCAS-KC verified that Nissan parts were used.

Created By: [Brandon Johnson](#) (2/28/2018 3:34 PM)

ARBS notes based on a good faith review, NNA is not in a position to offer a repurchase or replacement of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that would substantially impair this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.

ARBS recommends RCAS review the file with RCAS's TL and CSM to determine the best course of action for the file.

- Created By: [Brandon Johnson](#) (2/28/2018 3:33 PM)

ARBS notes the following summary of service history:

In-service date: 10/16/2012

Additional CA cases [REDACTED]

Tech Line cases: None

VSC: None

DTS Inspection: None

Repairs/visits summary:

1 visit for rear brakes making a dragging noise.

-1. Replaced rear caliper, pads and rotors. Brakes bled.

1 visit for rear speakers inoperable.

-1. Veh does not have rear speakers installed.

1 visit for right rear control arm breaking.

-1. Replaced right rear control arm using new bolts and nuts.

1 visit for recall completion.

-1. Completed.

11 total days down as of 2/28/2018.

****all repairs made out of presumption.****

Created By: [Brandon Johnson](#) (2/28/2018 3:29 PM)

ARBS noting the following:

1/11/17 @ 60508 miles.. RO# [REDACTED] ... 1 days down.

Concern

1. C/s the rear brakes are making a dragging noise.

Action

1. Replaced rear left caliper, pads and rotors. Brakes bled.

Concern

2. C/s rear speakers INOP.

Action

2. VEH does not have rear speakers installed

Concern

3. C/s preform CVT reprogram recall PC 490

Action

3. Completed

2/19/2018 @ 81,034 miles... RO# [REDACTED] ... (open) 10 days down as of 2/28/18

Concern

1. C/s while driving the right rear control arm let go causing vehicle to go into snow bank. Customer states three weeks prior the left rear the left rear control arm let go, had vehicle towed to (IRF) Door Auto in Orland to have repaired, customer states they advised it was due to rust.

Action

1. Replaced right rear control arm using new bolts and nuts.

Created By: [Brandon Johnson](#) (2/28/2018 3:27 PM)

ARBS noting C purchased the veh preowned on or around 1/11/2017 at 60,509 miles.

Created By: [Nicki Barror](#) (2/28/2018 12:45 PM)

DRTS received the RHR. The RHR was assigned to ARBS Brandon Johnson for review.

Created By: [Kelsey Christiansen](#) (2/28/2018 12:27 PM)

RCAS-KC placed outbound call to C at # [REDACTED].

RCAS-KC left VXM for C.

RCAS-KC provided C with case #, RCAS-KC's phone #, and work hours.

RCAS-KC ADVISED C of following up by EOB on Monday.

Created By: [Kelsey Christiansen](#) (2/28/2018 12:23 PM)

RACS-KC received ROs from Service Manager Bob Campbell.

Created By: [Kelsey Christiansen](#) (2/28/2018 9:09 AM)

RCAS-KC placed outbound call to Next Door Auto Repairs.

RCAS-KC left voicemail.

Created By: [Jeremy Angelini](#) (2/28/2018 8:28 AM)

ECRR-JA received documents from case [REDACTED]

ECRR-JA attached documents to case for review

ECRR-JA exiting case

Created By: [Brandon Johnson](#) (2/27/2018 3:17 PM)

ARBS noting missing RO# [REDACTED] and supposed open RO# [REDACTED]

RO attached is a receipt from IRF. Does not count as actual RO.

ARBS rejecting RHR.

Created By: [Nicki Barror](#) (2/27/2018 1:21 PM)

DRTS received the RHR. The RHR was assigned to ARBS Brandon Johnson for review.

Created By: [Kelsey Christiansen](#) (2/26/2018 11:18 AM)

RCAS-KC sent e-mail to Service Manager Bob Campbell.

RCAS-KC asked for a copy of the RO.

Created By: [Kelsey Christiansen](#) (2/23/2018 2:53 PM)

RCAS-KC placed outbound call to C on # [REDACTED]

RCAS-KC ADVISED "This call may be recorded for quality and training purposes."

RCAS-KC VERIFIED C's name, home & email address, concern, phone

RCAS-KC CHECKED for OPEN recalls/campaigns and found: 0

RCAS-KC CHECKED for previous UNRELATED Case(s) and found: 0

RCAS-KC CHECKED previous RELATED Case(s) and found: 0

RCAS-KC ADVISED that RCAS-KC is C's case manager and point of contact for C.
RCAS-KC stated RCAS-KC understands that C is having concerns with:

C was not happy with how C was treated from the in-bound. Agent.

RCAS-KC advised of speaking with the DLRSHIP today.

RCAS-KC advised that C repair is being covered by NNA.

C stated C sister paid for it on C sister's credit card.

C stated C does have receipt saying it was paid.

RCAS-KC advised that NNA can review for reimbursement for the other part.

RCAS-KC notes C feels unsafe in VEH.

RCAS-KC advised of starting the process for a repurchase or replacement for the VEH.

RCAS-KC advised that the decision may take up to 10 business days to be made.

Why do you want to return the vehicle to Nissan North America? C feels was sold an unsafe VEH.

Where is the vehicle currently? DLR

Are you currently in a rental vehicle? Yes (until Monday)

Where was the vehicle purchased? Darlings Nissan

Was the vehicle purchased new or used? Used

If used, when was the vehicle purchased? Nov. 2016

Where is the vehicle serviced? Darlings.

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers. IRF, Next door auto repairs.

RCAS-KC advised of following up by the end of business day Wednesday.

C declined further questions.

Call ended mutually.

✓ Created By: Kelsey Christiansen (2/23/2018 2:48 PM)
RCAS-KC sent document request.

Created By: Bridget Zapadinsky (2/23/2018 2:34 PM)
CRR-BZ RECEIVED inbound call from C
CRR-BZ VERIFIED C's full name, mailing address, phone number & email
CRR-BZ CHECKED & ADVISED C of open recalls/campaigns: 0
Previous RELATED Case(s) Found: 0

C stated C is trying to get in contact with agent named "Kelsey"

CRR-BZ advised C that Kelsey contacted C today & will be in contact with C on Monday

C inquired if C can speak with CRR's supervisor now

CRR-BZ advised C that CRR would not be able to put C's supervisor on as the case is with RCAS

C inquired CRR name

CRR-BZ advised C Bridget & [REDACTED]

C stated C would like to express C's dissatisfaction with NNA CA

CRR-BZ will document dissatisfaction in case for Kelsey to report on Monday

C understood

Call ended mutually.

Created By: Kelsey Christiansen (2/23/2018 1:27 PM)
FOM Steve Hoogendoorn contacted RCAS-KC.

FOM asked if this is something that would be repurchased.

RCAS-KC advised it depends on the laws so RCAS-KC was not sure.

✓ FOM asked if RCAS-KC is going to reimburse.

RCAS-KC advised RCAS-KC still needs to get receipt from C.

RCAS-KC asked FOM if FOM recommended reimbursement.

FOM stated yes FOM said FOM would have goodwill both ways if C had come in for the first one.

Created By: Kelsey Christiansen (2/23/2018 8:34 AM)
RCAS-KC placed outbound call to C at # [REDACTED]

✓ RCAS-KC left VXM for C.

RCAS-KC provided C with case #, CRT-KC's phone #, and work hours.

RCAS-KC ADVISED C of following up by EOB on Monday.

✓ Created By: **Kelsey Christiansen (2/23/2018 8:28 AM)**
 CA received an e-mail from Service Manager Bob Campbell.
 SM-BC answered the following questions.
 What is the diagnosis? Right rear lower control arm failed and pulled apart around the weld – Left rear broke 4 weeks earlier
 What is the primary failed part? 551B0-3TA0A
 Would this component be covered under PT or Basic? Basic
 What is needed to repaired/replaced to resolve this concern? New right rear lower control arm
 What caused this concern to occur? Part Failure
 What is the current mileage? 81,034
 What are the warranty rates for the repair? (Parts & labor) Parts \$206.54 Labor \$ 613.95 Total \$820.49
 Do you recommend any goodwill? Steve has already approved this repair as goodwill. Customer is requesting reimbursement for the same part on the driver's side that failed and was repaired at independent facility 4 weeks earlier. Invoice attached
 How many times has the VEH been to the DLR for this concern? This is the first time. Customer was also at another facility for the Left side earlier
 What were the repairs done those times? Other facility replaced the left rear lower control arm
 Is the VEH currently at the DLR? Yes
 Are there currently OPEN ROs? Yes
 How many days has the VEH been kept out of service for these repairs? 6 days this time. Was also down for over a week at the other facility
 Has Techline been involved? no
 Has a Dealer Technical Specialist (DTS) been involved? Yes, emailed him photos of failed part

✓ Created By: **Kelsey Christiansen (2/22/2018 10:10 AM)**
 *****RCAS-KC WAS UNABLE TO DATANET*****

✓ Created By: **Kelsey Christiansen (2/22/2018 10:09 AM)**
 RCAS-KC sent e-mail to Service Manager Bob Campbell asking for information on the VEH and possible RHR questions.

Created By: **Javier Ventura (2/22/2018 9:07 AM)**
 CRR-JV transferring case to RCAS for assistance

☐ ***CASE SUMMARY***

C contacted NNA regarding veh buy back, veh not safe

Created By: **Javier Ventura (2/22/2018 9:06 AM)**

C placed outbound call to C a [REDACTED]
 CRR-JV advised C that case has been documented and provided case [REDACTED]

CRR-JV advised C that case is being transferred to RCAS for further assistance and advised that C will receive a follow up call by next business day 02/23/2018

☐ CRR-JV offered further assistance

C declined

CRR-JV provided case # and agent ID
 Call Ended Mutually
 Best Contact #: [REDACTED]

Created By: **Javier Ventura (2/22/2018 8:57 AM)** | Last Modified By: **Kelsey Christiansen (2/22/2018 9:57 AM)**

CRR-JV AUTHENTICATED Account Info including: C's name, home & email address, phone# & best contact#
 CRR-JV VERIFIED Veh Info including: VIN#, Warranty & Service History
 CRR-JV VERIFIED Veh Info including: VIN#, Current Mileage, Warranty & Service History
 CRR-JV CHECKED for open recalls/campaigns and found: 0
 CRR-JV CHECKED for previous UNRELATED Case(s) and found: 0
 CRR-JV CHECKED previous RELATED Case(s) and found: 0
 CRR-JV NOTED concern is: C states Veh is not safe

CRR-JV Received inbound call from C

C stated C bought preowned veh from DLRSP 15 months ago
 C stated on Second week of January lower control arm on the rear driver side broke off and cause veh to go off the road
 C stated \$550 repair cost plus a week of a rental car
 C stated took veh to IRF

✓ C stated rust has been been for long time ago
 C stated purchased veh with the severe rust on it
 C stated this week also Right rear Control arm also broke and had an accident because of it
 C stated bumper was damaged and repair cost was \$1000
 C stated had veh towed to DLRSP
 C stated told DLRSP on Monday that C will never drive veh again
 C stated DLRSP sold a veh with excessive damage
 C stated veh is not safe
 C stated no one from DLRSP has called and it's been four days now
 C stated C needs a car that is safe
 C stated C has spoken to lawyer
 C stated has not retained a lawyer yet

CRR-JV advised C that case is going to be transferred to RCAS for review

Call disconnected for unknown reasons

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
	[REDACTED]	SUSPENSION	CONTROL ARM	BROKEN/CRACKED	02	2/22/2018	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	Review Approved Check Request	[REDACTED]	✓	3/6/2018	Kelsey Christiansen	3/6/2018 4:00 PM
Edit Del	Review RHR decision	[REDACTED]	✓	2/28/2018	Kelsey Christiansen	3/6/2018 3:59 PM
Edit Del	RHR review	[REDACTED]	✓	2/28/2018	Brandon Johnson	2/28/2018 3:34 PM
Edit Del	RHR assigne	[REDACTED]	✓	2/28/2018	Kelsey Christiansen	2/28/2018 12:46 PM
Edit Del	RHR rejected	[REDACTED]	✓	2/27/2018	Kelsey Christiansen	3/6/2018 3:59 PM

[Show more »](#) | [Go to list »](#)

Emails

[Send an Email](#)

[Emails He](#)

Action	Status	Subject	Email Address	Message Date
Reply To All Del	Read	Re: Your Inquiry to Nissan [REDACTED] <i>Kelsey, thank you very much with your help in this unormate situation. Atta...</i>	[REDACTED]	2/25/2018 5:05 PM
Reply To All Del	Sent	Your Inquiry to Nissan [REDACTED] 2/23/2018 Case # [REDACTED] VIN # [REDACTED] Dea [REDACTED], ...	[REDACTED]	2/23/2018 2:47 PM

Customer Support Tools

[Service Credit](#)

[Customer Support Tools He](#)

No records to display

Forms

[Forms He](#)

No records to display

Attachments

[View All](#)

[Attachments He](#)

Action	File Name	Size	Last Modified	Created By
View	Geico Estimate [REDACTED]	399KB	3/8/2018 10:28 AM	Maria Hijolito
View	Geico Estimate2 [REDACTED]	15KB	3/8/2018 10:28 AM	Maria Hijolito
View	Geico Estimate S [REDACTED]	399KB	3/8/2018 10:23 AM	Maria Hijolito
View	RHR [REDACTED]	61KB	2/28/2018 12:22 PM	Kelsey Christiansen
View	RQ4 [REDACTED]	69KB	2/28/2018 10:56 AM	Kelsey Christiansen

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Chat Transcripts

No records to display

Case History

[Case History He](#)

Date	User	Action
3/9/2018 7:51 AM	Kelsey Christiansen	Changed Status from Open to Closed. Closed.
3/8/2018 10:29 AM	Maria Hijolito	Changed Follow Up Date from 3/8/2018 to 3/9/2018.
3/8/2018 10:29 AM	Maria Hijolito	Changed Reopen Date to 3/8/2018 10:29 AM. Changed Status from Closed to Open.

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DTS Field Inspections

[DTS Field Inspections He](#)

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