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Derek Latta

Help & Training

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Case Detail

Reopen Case Clone Closed Case

Account Name	[REDACTED]	Case Owner	Kassie Thurston
Contact Email	[REDACTED]	Type	CA Email Nissan
Home Phone	[REDACTED]	Case Origin	Nissan Assist
Letter Sent Date		Executive Referral	<input type="checkbox"/>
Letter Received Date		Exec-Received-Date	
Follow Up Date	4/17/2020	Status	Closed
Supporting Documents	<input type="checkbox"/>	Date/Time Opened	4/1/2020 4:02 PM
CA Multiple Repairs	<input type="checkbox"/>	Date/Time Closed	4/16/2020 7:36 PM
Social Media Involvement	<input type="checkbox"/>	Multiple Repairs	No
Martiz Customer Id		Executive Summary	<input type="checkbox"/>
Case Owner Location	Hamilton	Executive Actions To Resolve	
Texting Status			
Case Reopen Count	2		

Description I received an email stating to go to the CasePortal but I click on the link and I get a message stating that the site is down for maintenance. I have tried for 3 days. P advise.

[REDACTED] is down for maintenance

Sorry for the inconvenience. We'll be back shortly.
Thank you!

[REDACTED]

On February 24, 2020 at 10:33 AM, [REDACTED] wrote:

Attached is my information regarding my claim for both the left AND right lower suspension.

Please let me know if there is any other information you may need to process this claim.

Thank you

[REDACTED]

[REDACTED]

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	
IIR Date		RHR Completed	
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 Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	59
Model Line	ALTIMA	Beyond PT Warranty Miles1	0
Model Code	13213	Beyond PT Warranty Months1	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?	<input type="checkbox"/>
DTS Request Type	Notes for DTS (Vehicle Concerns)	
Inspection Time/Notes	Appointment Time:	
	Notes to Agent:	

System Information

Subject	Re: Nissan Information regarding REAR LOWER LINK claim	Web Email	[REDACTED]
Created By	Managed Services, 4/1/2020 4:02 PM	Root Cause	
Last Modified By	NNAETL, 5/24/2020 12:31 AM	Root Cause Code	
Case Record Type	CA Closed Case	Root Cause Code (2)	
Days Closed	152	Document ID	[REDACTED]
Action Code	1B		
What action was taken?	1B Customer Reimbursement - Total Repair		

Agent Comments

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

Case Comments

[New](#)

[Case Comments He](#)

Public Comment

- Created By: [Mags Rice](#) (4/16/2020 7:29 PM)
SCRR-MR assisting with case.
- SCRR-MR sending email to C to advise of approval.
- SCRR-MR closing case as no further assistance is required.
- Created By: [Amber Thaxter](#) (4/16/2020 1:36 PM)
SCRR-AT assisting with case
SCRR-AT submitting check request
- Created By: [Lori Derflinger](#) (4/14/2020 8:17 AM)
RCAM-LC approves campaign reimbursement in the amount of \$4,460.73.
- RCAM-LC notes this is two repairs combined.
- Created By: [Mags Rice](#) (4/13/2020 4:50 PM)
SCRR-MR assisting with case.
- SCRR-MR sending email to RCAM-LC to receive approval to REIMB C for the 2 different amounts and repairs.
- SCRR-MR leaving case open pending a response from RCAM-LC.
- Created By: [David Bautista](#) (4/9/2020 2:28 PM)
CRR-DB Exiting case
- Created By: [David Bautista](#) (4/9/2020 2:27 PM)
CRR-DB Assisting with case
CRR-DB Received DOC from case [REDACTED]
CRR-DB Noting C submitted Nissan RO showing campaign closure
CRR-DB Attached DOCS to case
- Created By: [David Bautista](#) (4/9/2020 2:24 PM)
CRR-DB Exiting case
- Created By: [David Bautista](#) (4/9/2020 2:23 PM)
CRR-DB Assisting with case
CRR-DB Received DOC from case [REDACTED]

CRR-DB Noting C submitted Valid PO
CRR-DB Attached DOCS to case

Created By: **Kassie Thurston** (4/3/2020 3:12 PM)

***** [CASE SUMMARY] *****

C wanted to know if NNA received the PO.

CrrKT informed C that NNA have not yet received the PO.

CRR-KT closing case pending PO.

Created By: **Kassie Thurston** (4/3/2020 3:09 PM)

CRR-KT VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number

CRR-KT VERIFIED VEH Information including: VIN #, Current Mileage, Warranty & Service History

CRR-KT CHECKED for open recalls/campaigns and found: 0

CRR-KT CHECKED for previous UNRELATED Case(s) and found: 0

CRR-KT CHECKED previous RELATED Case(s) and found: 0

CRR-KT NOTED concern is: Follow up.

CRR-KT received inbound call from C's [REDACTED]).

C stated C stated had three repair done on the rear lower link, two different time and third time would be after the open campaign.

C stated that one repair when the first one broke which was on June 8 2018, the second one was broke just one side which was January 21 2019, and the third March 9th 2020 that when both or low link was repair when the campaign was on the VEH.

CRR-KT informed that once NNA as received the PO and that everything is update then C would receive a contact.

CRR-KT asked C if there was anything else CRR-KT could assist with.

C declined.

CRR-KT confirmed case# [REDACTED].

C understood.

CRR-KT closing case.

Call ended mutually.

Created By: **Amanda Clark** (4/3/2020 1:23 PM)

ECRR-AC made outbound call to number listed as 'Daytime contact' on assist form, 5073139588.

ECRR-AC reached VMX.

ECRR-AC left message with case number & CA number.

ECRR-AC advised ECRR needed to confirm C was looking for reimbursement for 2 separate repairs made on VEH due to the same issue prior to the campaign.

ECRR-AC advised PO is expired - needed before reimbursement processing.

ECRR-AC emailed C requesting PO and confirmation C is requesting reimbursement for both repairs.

ECRR-AC closing case pending PO.

Created By: **Amanda Clark** (4/3/2020 1:17 PM)

ECRR-AC began calculating reimbursement prior to approval:

FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:

ECRR-AC reviewed check request

ECRR-AC verified account mailing address as follows:

[REDACTED]
Winona, MN [REDACTED]
USA

Details of the reimbursement: 0041965.00

Name of facility: Pischke Motors/PISCHKE MOTORS NISSAN

Mileage: 123,162

Invoice Number: [REDACTED]

Date of Invoice: 5/18/18

Part Name(s): Control Arm, nut/bolt, mud guard, Tail lamp assembly, Rear bumper

Part Amount(s): \$350.73

Labor Costs: \$1,723.60, \$527.00, \$97.50 = \$2,348.1

Subtotal: \$3,171.78

Tax: \$174.46

Total Reimbursable Amount: \$3,346.24

Customer Pay Verified By: Check - 4459

ECRR-AC submitting check request

FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:

ECRR-AC reviewed check request

ECRR-AC verified account mailing address as follows:

[REDACTED]
Winona, MN [REDACTED]
USA

Details of the reimbursement:

Name of facility: PISCHKE MOTORS NISSAN

Mileage: 138,815

Invoice Number: [REDACTED]

Date of Invoice: 1/21/19

Part Name(s): Complete Link/Rear Suspension, nut/nut-knuckle spindle, bolt

Part Amount(s): \$430.93

Labor Costs: \$575.46

Shop Supplies: \$50.00

Subtotal: \$1,056.39

Tax: \$58.10

Total Reimbursable Amount: \$1,114.49

Customer Pay Verified By: Mastercard

Created By: **Amanda Clark** (4/3/2020 11:08 AM)

ECRR-AC made outbound call to PISCHKE MOTORS NISSAN - 6087913000

ECRR-AC spoke to SA Ian:

ECRR-AC requested more information regarding RO.

ECRR-AC asked if SA was able to tell which Labour was body work and which was Control Arm related.

SA advised there was no notation which was which.
 ECRR-AC asked if the body work was directly related to the control arm breaking.
 SA confirmed.
 ECRR-AC thanked.
 Call ended mutually.

Created By: [Lori Derflinger](#) (4/3/2020 11:08 AM)
 RCAM-LC approves campaign reimbursement in the amount of \$3,346.24.

Created By: [Amanda Clark](#) (4/2/2020 1:53 PM)
 ECRR-AC emailed RCAM-LC to request information related to C's claim VEH was in accident due to control arm break.

Created By: [Amanda Clark](#) (4/2/2020 1:50 PM)
 I received an email stating to go to the CasePortal but I click on the link and I get a message stating that the site is down for maintenance. I have tried for 3 days. Please advise.

[REDACTED] is down for maintenance

Sorry for the inconvenience. We'll be back shortly.
 Thank you!

[REDACTED]

On February 24, 2020 at 10:33 AM, [REDACTED] wrote:

Attached is my information regarding my claim for both the left AND right lower suspension.
 Please let me know if there is any other information you may need to process this claim.
 Thank you

[REDACTED]

[REDACTED]

Created By: [Amanda Clark](#) (4/2/2020 1:50 PM)
 I received an email stating to go to the CasePortal but I click on the link and I get a message stating that the site is down for maintenance. I have tried for 3 days. Please advise.

[REDACTED] is down for maintenance

Sorry for the inconvenience. We'll be back shortly.
 Thank you!

[REDACTED]

On February 24, 2020 at 10:33 AM, [REDACTED] wrote:

Attached is my information regarding my claim for both the left AND right lower suspension.
 Please let me know if there is any other information you may need to process this claim.
 Thank you

[REDACTED]

[REDACTED]

Created By: [Managed Services](#) (4/1/2020 4:02 PM)
 I received an email stating to go to the CasePortal but I click on the link and I get a message stating that the site is down for maintenance. I have tried for 3 days. Please advise.

[REDACTED] is down for maintenance

Sorry for the inconvenience. We'll be back shortly.
 Thank you!

[REDACTED]

On February 24, 2020 at 10:33 AM, [REDACTED] wrote:

Attached is my information regarding my claim for both the left AND right lower suspension.
 Please let me know if there is any other information you may need to process this claim.
 Thank you

[REDACTED]

[REDACTED]

Case Categorizations

[Case Categorizations He](#)

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern
	[REDACTED]	Mechanical	Suspension	Control Arm	02	4/16/2020	CE	CA	337270	OA

Open Activities

[Open Activities He](#)

Action	Subject	Status	Type	Task	Name	Due Date	Priority	Assigned To
	[REDACTED]							

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		✓	4/16/2020	Mags Rice	4/16/2020 7:34 PM
Edit Del	Email: Your inquiry to Nissan		✓	4/3/2020	Amanda Clark	4/3/2020 1:28 PM

Emails

[Send an Email](#)

[Emails He](#)

Action	Status	Subject	Email Address	Message Date
Reply To All Del	Sent	Your inquiry to Nissan 4/16/2020 Case # [redacted] VIN # [redacted], Thank ...	ltcattle@acegroup.cc	4/16/2020 7:34 PM
Reply To All Del	Sent	Your inquiry to Nissan 4/3/2020 Case # [redacted] VIN # [redacted], Dear [redacted], Thank y...	ltcattle@acegroup.cc	4/3/2020 1:28 PM
Reply To All Del	Read	Re: Nissan Information regarding REAR LOWER LINK claim I received an email stating to go to the CasePortal but I click on the link a...	[redacted]	4/1/2020 3:45 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	NISSANRC [redacted].JPG	125KB	4/9/2020 2:28 PM	David Bautista
View	PC [redacted].JPG	108KB	4/9/2020 2:24 PM	David Bautista
View	EMAIL [redacted].png	35KB	4/2/2020 1:49 PM	Amanda Clark
View	ASSIST RO POP PC [redacted].pdf	611KB	4/2/2020 1:49 PM	Amanda Clark

Chat Transcripts

No records to display

Case History

[Case History He](#)

Date	User	Action
4/16/2020 7:36 PM	Mags Rice	Changed Case Record Type from CA Email Nissan to CA Closed Case. Changed Status from Open to Closed.
4/16/2020 1:38 PM	Amber Thaxter	Changed Follow Up Date from 4/3/2020 to 4/17/2020.
4/9/2020 2:22 PM	David Bautista	Changed Reopen Date from 4/3/2020 3:06 PM to 4/9/2020 2:22 PM. Changed Status from Closed to Open.

[Show more >](#) | [Go to list >](#)

DTS Field Inspections

[DTS Field Inspections He](#)

No records to display

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Always show me [more](#) records per related list