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Derek Latta

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Case Detail

Reopen Case Clone Closed Case

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

Account Name	[REDACTED]	Case Owner	Eli Garland
Contact Email	[REDACTED]	Type	CA
Home Phone	[REDACTED]	Case Origin	Telephone/Cell
Letter Sent Date		Executive Referral	<input type="checkbox"/>
Letter Received Date		Exec-Received-Date	
Follow Up Date	5/21/2020	Status	Closed
Supporting Documents	<input type="checkbox"/>	Date/Time Opened	4/23/2020 11:04 AM
CA Multiple Repairs	<input type="checkbox"/>	Date/Time Closed	5/21/2020 3:15 PM
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 NNA CA requesting NNA to reimburse C for the \$1,000 deductible because the axle broke while driving causing C to get in an accident and VEH was t		

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	55,016
Make	NISSAN	Beyond Basic Warranty Months1	56
Model Line	ALTIMA	Beyond PT Warranty Miles1	31,016
Model Code	13213	Beyond PT Warranty Months1	32

Dealer Detail

Bluetooth

Related Items

Sales & Service Campaign Specific Information

Hot Alert Date		Home Phone	[REDACTED]
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] PHONE: [REDACTED] VIN: [REDACTED] Root Cause

Created By Simrandeep Kaur, 4/23/2020 11:04 AM

Root Cause Code

Last Modified By NNAETL, 5/25/2020 9:04 PM

Root Cause Code (2)

Case Record Type CA Closed Case

Document ID [REDACTED]

Days Closed 117

Action Code 3K

What action was taken? 3K Declined - Vehicle Modified

Agent Comments

Reopen Case Clone Closed Case

Case Comments

New

Case Comments He

Public Comment

Created By: Eli Garland (5/21/2020 3:14 PM)
RCAS-EG is closing Case as no further assistance can be offered at this time.

\*\*\*CASE SUMMARY\*\*\*
C contacted NNA CA requesting NNA to reimburse C for the \$1,000 deductible because the axle broke while driving causing C to get in an accident and VEH was totaled.
RCAS-EG reviewed case with Senior IIR-Samantha Dixon who advised IIR would be needed since C is seeking assistance in regards to the accident.
RCAS-EG reviewed case with SA-Roy Slertrink who advised the VEH had not been to the DLR since 2017.
RCAS-EG noting RCAS-EG has read CA SOP 2.13: CRR Accident / Incident Investigation Report and will follow SOP during duration of the call with C.

\*\*\*STATEMENT OF DECISION\*\*\*
RCAS-EG asked C if the VEH had been repaired and C stated the VEH was repaired.
RCAS-EG advised that NNA would not be able to assist as NNA cannot investigate the VEH if it is not in the same state as it was when the accident happened.
C was dissatisfied with the decision advised C would not buy an NNA VEH again and would retain an attorney.

Created By: Eli Garland (5/21/2020 3:14 PM)
RCAS-EG sent 'attorney letter of representation' email to C.

Created By: Eli Garland (5/21/2020 3:07 PM)
RCAS-EG placed outbound call to C @ [REDACTED].
RCAS-EG asked if now is a good time to discuss C's case.
RCAS-EG advised "This call may be recorded for quality and training purposes."
RCAS-EG verified C's name, email address, mailing address, & phone number.
Previous UNRELATED Case(s) Found: 0
Previous RELATED Case(s) Found: 0
.....
RCAS-EG stated that RCAS-EG is C's regional specialist with Nissan Consumer Affairs.
RCAS-EG will be assisting C with any questions or concerns that C may have as well as make any decisions pertaining to C's case and address the concerns accordingly with the DLR.
RCAS-EG gave C the case number and RCAS-EG's direct number.
RCAS-EG verified the VEH information and mileage.
RCAS-EG checked for open recalls/campaigns and found: 1 / RC-8240200 - REAR LOWER LINK
RCAS-EG verified concern.
C confirmed.
C stated the VEH was not totaled at this accident but was totaled a week later by a different accident.
C stated C had to pay \$1,000 deductible and C is getting a sur-charge.
RCAS-EG apologized for C's son's wreck.
RCAS-EG asked if the VEH is repaired or is getting repaired.
C stated C had the break down of the repairs and C's son has pictures of the VEH.
RCAS-EG asked if the VEH is repaired.
C stated yes.
RCAS-EG advised unfortunately if the VEH is repaired NNA would not be able to assist as NNA cannot investigate the VEH if it is not in the same state as it was when the accident happened
C stated it would have been hard for NNA to investigate.
C stated C had the break down of the repairs and C's son has pictures of the VEH.
RCAS-EG advised unfortunately if the VEH is repaired NNA would not be able to assist as NNA cannot investigate the VEH if it is not in the same state as it was when the accident happened
C stated C understood.
C stated the control arm was rusted.
C stated C can't understand why NNA cannot be responsible.
C stated C did not know about recall until the VEH was in the body shop.
RCAS-EG advised NNA cannot further assistance at this time since the VEH is repaired at this time.
C stated C will seek legal help since C has documentation of the repairs.

RCAS-EG advised that RCAS-EG understood and respected C's decision if C decides to retain an attorney.  
RCAS-EG advised that RCAS-EG can send C an email with the address for C's attorney to send their letter of representation to.

C stated for RCAS-EG to do this.

RCAS-EG asked if C had other questions or concerns.

C declined further assistance.  
C stated NNA is trying to get the easy way out so C will get legal assistance and report to consumer affairs.

RCAS-EG advised that C has case and contact number and advised C to call RCAS-EG if C has any questions.  
RCAS-EG thanked C for C's time.

C stated C will not buy an NNA VEH again and go to social media.  
C stated thank you.

C disconnected the call.

Created By: Eli Garland (5/21/2020 9:43 AM)  
RCAS-EG noting RCAS-EG has read CA SOP 2.13: CRR Accident / Incident Investigation Report and will follow SOP during duration of the call with C.

Created By: Eli Garland (5/21/2020 9:36 AM)  
RCAS-EG placed outbound call to KELLY NISSAN OF LYNNFIELD @7815981234.  
RCAS-EG spoke with SA-Roy Sletterink because SM-Ryan Ferguson was not in SM-RF's office.

RCAS-EG gave last 8 of VIN and asked if SA-RS knew anything of the accident.

SA-RS stated the VEH not been to the DLR since 07/28/2017.  
SA-RS stated the VEH has not been to the DLR anytime recently.

RCAS-EG advised that C stated the axle broke causing the accident.

SA-RS stated the axle would not have anything to do with the rear control arm recall.  
SA-RS stated that the insurance company probably sold VEH to salvage yard and C had to pay the deductible.

RCAS-EG thanked SA-RS.

Call ended mutually.

Created By: Samantha Dixon (5/21/2020 9:24 AM)  
SR IIR ARBS received email from RCAS EG:

Good Morning Samantha!  
I hope you are doing well. I am an RCAS agent in the NER/MAR district and Charity suggested for me to email you about this case. This customer called into NNA CA stating the rear control arm broke causing their son to get in an accident. The customer stated the vehicle was totaled and C does not have it anymore. Ultimately, the customer is seeking a letter from NNA stating the camp on the VEH caused the accident and for NNA to reimburse C for the \$1,000 deductible. The customer stated to the inbound agent that they were not sure of when the accident happened.

Would this require an IIR?

I greatly appreciate any help or information you can give me!

SR IIR ARBS notes that c is alleging that c believes that the accident is related to the recall and c is seeking documentation stating that the accident was caused by that, that an IIR needs to be completed.

SR IIR ARBS notes that NNA will not just provide that sort of documentation without an investigation completed to either confirm or deny the allegation.  
SR IIR ARBS notes that SR IIR ARBS will respond to RCAS EG email recommending IIR be completed.

Created By: Eli Garland (5/21/2020 9:19 AM)  
RCAS-EG sent email to Senior IIR-Samantha Dixon and cc'd TL-Charity Trull.  
RCAS-EG advised of C's son's accident which C claimed was caused by the control arm breaking.  
RCAS-EG advised C was seeking a letter from NNA stating that there was a campaign on VEH which caused the incident to happen, and for NNA to reimburse C for the 1,000 deductible.  
RCAS-EG advised that C was unsure of when the accident happened.  
RCAS-EG asked if this would require an IIR.

Created By: Lori-Ann Sanders (5/20/2020 1:57 PM)  
CRR-LS VERIFIED Account Info including: C's name, home & email address, phone#  
CRR-LS VERIFIED VEH Info including: VIN#,  
CRR-LS CHECKED and ADVISED for open recalls/campaigns and found :  
CHECKED for previous UNRELATED Case(s) and found:  
CRR-LS CHECKED previous RELATED Case(s) and found:  
CRR-LS NOTED concern is : Follow Up

C called in to follow up on case.

CRR-LS in conversation determined that C was not looking for campaign reimbursement. [REDACTED]

C stated that son was driving VEH and that the axle broke causing C to total VEH.  
C stated that the insurance company has done what needed to be done.  
C was not sure of date of incident.

C is looking for a letter from NNA stating that there was a campaign on VEH which caused the incident to happen, and for NNA to reimburse C for the 1,000 deductible.

C states that insurance rates are going up as insurance company is not aware that this malfunction was the cause of the incident  
C advised that son has pictures of the rust that was on VEH.

CRR-LS advised would forward case to an RCAS agent for review.  
CRR-LS advised C to expect a call from a 615 area code by EOB 05/21/20.

CRR-LS provided C with name and Case #: [REDACTED]

Call ended mutually

Created By: Simrandeep Kaur (4/23/2020 11:07 AM)  
\*\*\*Case Summary\*\*\*

CRR-SK closing case pending receipt of documents.

Created By: Simrandeep Kaur (4/23/2020 11:07 AM)  
CRR-SK VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number  
CRR-SK VERIFIED VEH Information including: VIN #, Current Mileage, Warranty & Service History  
CRR-SK CHECKED for open recalls/campaigns and found: 1: Rear lower link.  
CRR-SK CHECKED for previous UNRELATED Case(s) and found: 0.  
CRR-SK CHECKED previous RELATED Case(s) and found: 0.  
CRR-SK NOTED concern is: Campaign Reimbursement.

CRR-SK received inbound call from C: [REDACTED].

C stated C was calling to get reimbursement for repairs done on C's VEH.  
C stated C the VEH was totalled and C does not have it anymore.

CRR-SK apologized for this concern and was more than happy to look into this for C.  
CRR-SK verified C's info name, address, phone, email, VIN and mileage.  
CRR-SK checked and informed C about the open campaign.  
CRR-SK informed C that a case is made and gave number.  
CRR-SK informed C that C needs to send a document proving the VEH being totalled.  
CRR-SK advised C, an email would go out asking for C to provide the following:

- Repair Order & Rental Agreement
- Proof of Payment for the rental
- Proof of Ownership

C understands.

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

C declined.

CRR-SK provided C with agent ID and case number.

C understands.

Call ended mutually.

**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]	Roadside Assistance	Roadside Assistance	Reimbursement Request - OOW	QF	5/21/2020	6N	CP	337630	OI

**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
<a href="#">Edit</a>   <a href="#">Del</a>	Email: Your inquiry to Nissan [REDACTED]	[REDACTED]	<input checked="" type="checkbox"/>	5/21/2020	Elli Garland	5/21/2020 3:13 PM

**Emails**

[Send an Email](#)

[Emails He](#)

Action	Status	Subject	Email Address	Message Date
<a href="#">Reply</a>   <a href="#">To All</a>   <a href="#">Del</a>	Sent	Your inquiry to Nissan [REDACTED] 5/21/2020 Case # [REDACTED] VIN # [REDACTED] to Dear [REDACTED], T...	[REDACTED]	5/21/2020 3:13 PM

**Customer Support Tools**

[Service Credit](#)

[Customer Support Tools He](#)

No records to display

**Forms**

[Forms He](#)

No records to display

**Attachments**

[Attachments He](#)

No records to display

**Chat Transcripts**

No records to display

**Case History**

[Case History He](#)

Date	User	Action
5/21/2020 3:15 PM	Elli Garland	Changed Case Record Type from CA to CA Closed Case. Changed Status from Open to Closed.
5/21/2020 7:37 AM	Elli Garland	Changed Data Net from false to true.
5/21/2020 7:36 AM	Elli Garland	Changed Description.
5/20/2020 1:58 PM	Lori-Ann Sanders	Changed Escalated By ID to 0050G00000DEh7q.

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**DTS Field Inspections**

[DTS Field Inspections He](#)

No records to display

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