PE19-010

NISSAN

6-16-2020

ATTACHMENT B

REQUEST NUMBER 2

DOCUMENT

CONSUMER COMPLAINTS

1 OF 2

PART 1

1 OF 16

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Darrius Allen
Contact Email		Type	CA Email Nissan
Home Phone		Case Origin	Web
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	6/19/2017	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	6/3/2017 7:11 PM
Social Media Involvement		Date/Time Closed	6/19/2017 12:46 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	1		
Description	C seeking assistance with getting FEB removed from VEH.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage		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	JN8AT2MV1HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	1
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	BELLEVUE NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Northwest Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	
Shared With		Requested Dealer Action	

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 [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date		Home Phone	[redacted]
LS Response Time		Work Phone	
		Mobile Phone	
		Email	[redacted]
		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	My Nissan Vehicle	Web Email	[redacted]
Created By	w2c Site Guest User, 6/3/2017 7:11 PM	Root Cause	
Last Modified By	NNAETL, 12/12/2018 10:35 PM	Root Cause Code	SCIN
Case Record Type	CA Closed Case	Root Cause Code (2)	
Days Closed	1,079	Document ID	[redacted]
Action Code	NT8H		
What action was taken?	8H Referred Customer to Dealer/Retailer		

Agent Comments

Agent Comments	Inform C that function cannot be disabled permanently.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
6/19/2017 12:46 PM	Darrius Allen	Changed **Status** from Open to **Closed**.
		Closed.
6/19/2017 11:59 AM	Managed Services	Changed **Reopen Date** to **6/19/2017**.
		Changed **Status** from Closed to **Open**.
6/19/2017 11:51 AM	Darrius Allen	Changed **Status** from Open to **Closed**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Darrius Allen (6/19/2017 12:45 PM) ****Revised Case Summary **** C contacted NNA CA regarding VEH FEB not being able to be permanently removed. CRT-DA reviewed with CATS-JW and was informed that FEB cannot be permanently removed from VEH but C can turn off function once inside VEH at startup. CRT-DA confirmed same information with DLRSHP. CRT-DA reached out to C with update but no response from C on call attempts. C emailed back to unable to respond email sent to C. CRT-DA reached out to C to inform there is no permanent disable option at this time. CRT-DA informed C that if C is having concerns till to take to DLRSHP for further diagnostics. CRT-DA closing case as no further assistance available at this time.
✓	**Created By: Darrius Allen (6/19/2017 12:43 PM)** CRT-DA placed outbound call to C @[redacted] CRT-DA asked for C to verify name. CRT-DA asked C if available to discuss concern? C stated yes. CRT-DA advised C, "Call may be recorded for quality and training purposes." CRT-DA verified Cs home address, email, and best contact # CRT-DA stated C is seeking update for FEB function on VEH. C stated FEB is concern on VEH. C stated is fairly disappointing. C stated feels C has function that does not fully work as designed. C asked can part be removed. C stated is safety function of VEH but feels could be safety concern. CRT-DA empathized for Cs concerns with FEB. CRT-DA informed C as case manager looked into mater for C. CRT-DA informed C that unfortunately there is no permanent removal of the function from the VEH. CRT-DA stated C purchased version that does have function on VEH and if C would like version without function to speak with DLRSHP first. CRT-DA stated represents NNA manufacturer and cannot get into sales/contractual matters. CRT-DA stated after speaking with DRLSHP VEH performs as designed and VEH was manufactured to design as such and removal of function can only be disabled at start up. C stated understood. C stated has another question. C asked if there will be update for VEH. C stated lawsuit could ensue if something happens with that VEH. CRT-DA informed C that updates to VEH are possible in the near further as campaigns and recalls on VEHs are for safety and VEH efficient performance. CRT-DA stated at this current time there are no campaigns or recalls on Cs VEH and no recommended repairs at this time. CRT-DA informed C that VEH performs as designed for the model C purchased but if C has further concerns to take VEH back to DLRSHP for further diagnostics. C stated is unfortunate that function has to operate as such. C stated will definitely take VEH in for another look if needed.

C thanked CRT-DA for further looking into matter for C.

CRT-DA thanked C for contacting NNA CA.

Call ended mutually.

Created By: Darrius Allen (6/19/2017 11:50 AM)
**** Case Summary ****

✓ C contacted NNA CA regarding VEH FEB not being able to be permanently removed.
CRT-DA reviewed with CATS-JW and was informed that FEB cannot be permanently removed from VEH but C can turn off function once inside VEH at startup.
CRT-DA confirmed same information with DLRSHP.
CRT-DA reached out to C with update but no response from C on call attempts.
CRT-DA closing case pending C contact.

Created By: Darrius Allen (6/19/2017 11:47 AM)
✓ CRT-DA placed outbound call to C @[redacted].
CRT-DA left VMX stating CRT-DA is case manager and has final update for Cs case, case #, call back date, and contact #[redacted]

Created By: Darrius Allen (6/16/2017 11:34 AM)
✓ CRT-DA sent unable to contact C email.

Created By: Darrius Allen (6/16/2017 11:32 AM)
✓ CRT-DA placed outbound call to C[redacted]
CRT-DA left VMX stating CRT-DA is case manager and would like to review Cs case with C, case #, call back date, and contac[redacted]

Created By: Darrius Allen (6/16/2017 11:29 AM)
✓ CRT-DA notates reviewing with CATS-JW and informed that functio on VHE is not able to be turned off permanently and C would have to switch off setting each time VEH is started.

Created By: Darrius Allen (6/14/2017 7:27 PM)
✓ CRT-DA placed outbound call to C @[redacted].
CRT-DA left VMX stating CRT-DA is case manager and will be reviewing Cs case, case #, call back date, and contac[redacted]

Created By: Darrius Allen (6/14/2017 12:21 PM)
CRT-DA placed outbound call to Bellevue Nissan [redacted]
CRT-DA asked for SM.

SA-Adrian greeted CRT-DA.

CRT-DA stated reason for call is to verify information relayed to C.
CRT-DA provided last 6 of VIN.

SA-Adrian stated worked with C.
SA-Adrian Stated VEH was randomly braking in middle of the road.
SA-Adrian DLR test drove VEH and rand calibrations but no findings outside of normal operations.
SA-Adrian Stated C was requesting for system to be deactivated permanently.
SA-Adrian Stated C does not want to turn off constantly but C wants got.

CRT-DA stated is not sure C is seeking to have VEH bought back or not.

SA-Adrian Stated only other option is to go on main screen and tur setting off but would have to reset.

✓ CRT-DA confirmed C does not want that option.
CRT-DA stated is seeking an update from internal technician as well before giving C a final answer in case there may be some isolated information out there.

SA-Adrian Stated C only has concerns in certain locations.
SA-Adrian Stated has been getting concerns.
SA-Adrian Stated may be concern overall in a month.
SA-Adrian Stated VEH can only be modified.

CRT-DA confirmed.
CRT-DA stated is awaiting update from CATS-JW as well.

SA-Adrian confirmed.

CRT-DA thanked SA-Adrian for assistance.

SA-Adrian stated no problem.

Call ended mutually.

Created By: Darrius Allen (6/14/2017 10:31 AM) | Last Modified By: Darrius Allen (6/14/2017 12:21 PM)
First Name:[redacted]
Last Name[redacted]
Email Address:[redacted]
Twitter Name: -
Street Address:[redacted]
City: Seattle
State: WA
Zip: [redacted]1
Phone[redacted]
Is Nissan Owner: true
✓ VIN: jn8at2mv1hw[redacted]
Dealer Name: Bellevue Nissan
Dealer State: WA
Subject: My Nissan Vehicle
Comments: I recently purchased a new 2017 Nissan Rogue. The car comes with a forward emergency breaking system, and we've been having problems with it. 3 times in the 2 weeks after we purchased the car it triggered incorrectly and forced the car to a halt. Once was when exiting a parking garage (it seemed to sense the ramp in front of us as an obstacle) and twice while driving down a city street that had a metal plate on the road due to construction. In the second instance, it actually forced us to a complete stop in the middle of an intersection! To us, the car is a hazard with this feature turned on and we don't feel safe driving it.

I'm trying to find a way to permanently disable the FEB. I know how to turn it off temporarily but it comes back on every time the car is restarted which means we're likely to forget and could have another issue with the feature. I contacted our Nissan dealer but they did not know how to disable the feature permanently. So I'm contacting you. Frankly, from our experience this feature isn't ready for prime-time and should never have been shipped. But at this point, I just want to be rid of it.

[redacted]

Created By: Brent Espinet (6/13/2017 1:10 PM)
ECRR-BE received inbound email from C
ECRR- sent RCAS Escalation email template
ECRR-BE exiting case

✓ **Created By: w2c Site Guest User (6/3/2017 7:11 PM) | Last Modified By: Darrius Allen (6/14/2017 10:17 AM)**
First Name:[redacted]
Last Name:
Email Addr
Twitter Nam
Street Address:
City: Seattle
State: WA
Zip:[redacted]
Phone Number:[redacted]
Is Nissan Owne
VIN: jn8at2mv1hw[redacted]
Dealer Name: Bellevue Nissan
Dealer State: WA
Subject: My Nissan Vehicle
Comments: I recently purchased a new 2017 Nissan Rogue. The car comes with a forward emergency breaking system, and we've been having problems with it. 3 times in the 2 weeks after we purchased the car it triggered incorrectly and forced the car to a halt. Once was when exiting a parking garage (it seemed to sense the ramp in front of us as an obstacle) and twice while driving down a city street that had a metal plate on the road due to construction. In the second instance, it actually forced us to a complete stop in the middle of an intersection! To us, the car is a hazard with this feature turned on and we don't feel safe driving it.

I'm trying to find a way to permanently disable the FEB. I know how to turn it off temporarily but it comes back on every time the car is restarted which means we're likely to forget and could have another issue with the feature. I contacted our Nissan dealer but they did not know how to disable the feature permanently. So I'm contacting you. Frankly, from our experience this feature isn't ready for prime-time and should never have been shipped. But at this point, I just want to be rid of it.

[redacted]

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]	BRAKES	FRONT BRAKE (DISC/CALIPER/PAD/ROTOR)	POOR OR IMPROPER OPERATION	03	6/14/2017	YX	AD	121000	OA

Forms

Forms Help

No records to display

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] lia Johannes
Contact Email	[redacted]	Type	
Home Phone	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	10/4/2017	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	6/30/2017 7:11 AM
Social Media Involvement		Date/Time Closed	10/3/2017 2:52 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Lorain	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	2		
Description	BBB Auto Line voluntary repurchase due to 3 visits and 5 days out of service for FEB engaging with nothing in front of veh		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	10	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	3,700	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	8/16/2017
IIR Date		RHR Completed	8/16/2017
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN8AT2MV4HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	3
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	SMITHTOWN NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	7/5/2017
Responsible District	07	Dealer Instructions	Customer Contact
Shared With		Requested Dealer Action	Please review.

Bluetooth

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

Related Items

Approved Check Requests	$32,606.37	Goodwill Offered	
		VCAN	
		Goodwill Processed	1
		Vehicle Service Contract	
		VSC Reprint Request	Email

Contact Name [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date
LS Response Time

Home Phone [redacted]
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 Request Type
Inspection Time/Notes: Appointment Time:

Notes to Agent:

DTS Inspection Date Confirmed?
Notes for DTS (Vehicle Concerns)

System Information

Subject: CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MV4HW[redacted]
Created By: Eric Fowler, 6/30/2017 7:11 AM
Last Modified By: NNAETL, 9/18/2019 9:21 PM
Case Record Type: CA Closed Case
Days Closed: 973
Action Code: NT5F
What action was taken?: 5F Voluntary NNA Trade/Repurchase - NNA Inventory - 1 veh

Root Cause
Root Cause Code: SCMV
Root Cause Code (2)
Document ID [redacted]

Agent Comments

Agent Comments: RHR denial. Waiting to get update from DTS-KM.
Agent Next Step

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
10/3/2017 2:52 PM	Kalia Johannes	Changed **Status** from Open to **Closed**.
		Closed.
9/29/2017 1:15 PM	Kalia Johannes	Changed **Follow Up Date** from 9/28/2017 to **10/4/2017**.
9/25/2017 3:34 PM	Kalia Johannes	Changed **Follow Up Date** from 9/15/2017 to **9/28/2017**.
9/18/2017 6:57 AM	Kalia Johannes	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MV4HW[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: JN8AT2MV4H**[redacted]

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Case Comments

New

Case Comments Help

Public	Comment
	Created By: Kalia Johannes (10/3/2017 2:51 PM) ARBS-KJ closing case.
	Created By: Kalia Johannes (10/3/2017 2:51 PM) ARBS noting: Case Number:[redacted] Morley FedEx Shipment[redacted]
	Created By: Kalia Johannes (9/29/2017 1:14 PM) ARBS-KJ submitted check requests.
	Created By: Kalia Johannes (9/29/2017 1:10 PM) ARBS received and attached corrected signed letter
	Created By: Kalia Johannes (9/29/2017 12:49 PM) ARBS sent corrected letter to c.
	Created By: Kalia Johannes (9/29/2017 12:46 PM) ARBS-KJ called c and advised of ARBS error with forgetting to take the NY state sales tax out. C understood and asked if it is prorated as c has only paid 6 payments? ARBS advised that is not the case as the entire amount is paid for up front when the veh is funded so NNA deducts that from c's refund because c can file with NY to obtain the sales tax back, NY does not require the manufacturer to pay that. ARBS advised is sending the corrected letter now. C understood and call ended mutually.
	Created By: Kalia Johannes (9/29/2017 12:41 PM) ARBS-KJ noting corrected calculations: Lease Repurchase Down Payment $695.00 Additional Payments $2,154.00 Total Amounts Paid $2,849.00 Less Usage (no usage in NY for veh's under 12,000) $0.00 NY Sales Tax $1,114.57 Total Deductions $1,114.57 Total Refund $1,734.43 Lease Buyout/Payoff $30,871.94

Total Repurchase $32,606.37

Created By: Kalia Johannes (9/13/2017 11:37 AM)
Invoice needed

Created By: Kalia Johannes (9/13/2017 11:35 AM)
ARBS notes correction to spelling: [redacted]

Created By: Kalia Johannes (9/13/2017 11:34 AM) | Last Modified By: Kalia Johannes (9/13/2017 11:34 AM)
ARBS-KJ called dlr on [redacted] and spoke with the receptionist.
ARBS was advised that the POC for repurchases is [redacted]
ARBS was transferred to vmx for Ms. [redacted] and left a message with purpose for the call, c's name, direct line [redacted] with request for call back and an email address.

Created By: Kalia Johannes (9/13/2017 11:27 AM)
Vehicle concern-Forward Braking/Collision Sensor

Created By: Kalia Johannes (9/13/2017 10:47 AM)
ARBS-KJ sent repurchase offer letter to c and attached to case.

Created By: Kalia Johannes (9/13/2017 10:43 AM)
ARBS noting corrected calculations including updated payoff:
Lease Repurchase
Down Payment $695.00
Additional Payments $2,154.00

Total Amounts Paid $2,849.00

Less Usage (no usage in NY for veh's under 12,000) $0.00

Total Deductions $0.00

Total Refund $2,849.00
Lease Buyout/Payoff $30,871.94

Total Repurchase $33,720.94

Created By: Kalia Johannes (9/13/2017 10:42 AM)
ARBS-KJ called NMAC and spoke with Anisha.
ARBS advised is calling to confirm if c made c's payment for September, the payment amount, and the updated payoff amount.
NMAC-Anisha advised:
Updated payoff: $30,871.94 Good until 10-9-17
Most recent payment: 9/11/17 in the amount of $359
ARBS thanked Anisha and call ended mutually.

Created By: Kalia Johannes (9/13/2017 10:25 AM)
ARBS sent email to NMAC to confirm September payment received.
***
ARBS noting repurchase calculations taking September payment into account:

Lease Repurchase
Down Payment $695.00
Additional Payments $2,154.00

Total Amounts Paid $2,849.00

Less Usage (no usage in NY for veh's under 12,000) $0.00

Total Deductions $0.00

Total Refund $2,849.00
Lease Buyout/Payoff $31,230.94

Total Repurchase $34,079.94

Created By: Kalia Johannes (9/13/2017 10:24 AM)
ARBS-KJ spoke with c and ARBS advised received the NMAC info on Monday when ARBS was OOO.
ARBS asked if the c made the September payment?
C advised yes.
ARBS understood and advised would add that into the letter and request the updated information from NMAC.
C understood and thanked ARBS.
C advised c took the VPP code to the IN retailer and c has a deal with the INF rtlr so c is just waiting to receive the surrender date. ARBS understood and advised will send the offer letter to c and once c signs and returns the letter, ARBS can submit the check request. ARBS advised once the checks are received from accounting, ARBS will overnight them to Morley and transmit the case. ARBS advised Morley will contact c and the dlr within a week to schedule the surrender.
C understood and thanked ARBS for the explanation. C asked for email updates along the way and ARBS agreed.
Call ended mutually.

Created By: Kalia Johannes (9/13/2017 10:12 AM)
SR# [redacted]
[redacted]
Customer: [redacted]
Payoff amount is $ 31230.94 good thru 10/9/2017
Payments received 6
Payment amount $359.00
Recent payment received on 8/8/2017 in the amount of $359.00

Copy of Contract, Payment History and Title are attached. The account is SOC eligible.

Created By: Kalia Johannes (9/13/2017 10:01 AM)
ARBS-KJ received NMAC info, pictures of veh, and registration and attached to case.

Created By: Kalia Johannes (9/12/2017 3:12 PM)
ARBS noting VPP was processed.

Created By: Leslie Griffin (9/8/2017 11:36 AM)
[redacted] DRTS-LG rec'd Settlement from BBB on 09/08/17, dated same. NNA agrees to repurchase C's 2017 Nissan Rogue under the standards of New York Lemon Law.

Created By: Kalia Johannes (9/8/2017 8:50 AM)
ARBS-KJ sent request to NMAC for c's payoff info and docs.

Created By: Kalia Johannes (9/8/2017 8:46 AM)
ARBS-KJ made outbound call to c on [redacted] and spoke with c.
ARBS advised that NNA is going to offer to repurchase c's veh and provide c with the VPP so that c may switch to an INF veh.
C thanked ARBS and advised c knew NNA would come through for c but c was worried for a moment c was going to have to go through the hearing process.
ARBS understood.
ARBS advised will need a picture of c's registration and pictures of the veh one of each side on the outside and one of each row on the inside.
C understood and advised c would send the info.
ARBS asked if the veh is financed with NMAC? C advised yes.

ARBS advised can get the rest of the info from NMAC.
ARBS advised will submit the VPP request now.
C understood and thanked ARBS and NNA.
Call ended mutually.

Created By: Kalia Johannes (9/8/2017 8:34 AM)
ARBS-KJ received instruction from MGR-BG to repurchase with VPP or replace c's veh.

Created By: Kalia Johannes (9/7/2017 3:19 PM)
ARBS emailed DTS-KM and advised that c is checking c's calendar and asked for several dates that week as c is amenable to meeting at Smithtown Nissan.

Created By: Kalia Johannes (9/7/2017 3:15 PM)
ARBS-KJ emailed BBB-MU as BBB-MU is attempting to schedule a hearing for c the week of 9/18/17-9/22/17.
ARBS advised that per review with MGR-BG the hearing needs to be postponed to allow for a DTS inspection of the veh and that c has agreed to a DTS inspection the week of 9/25/17 and that c is to get back to ARBS after reviewing c's calendar for inspection dates.

Created By: Kalia Johannes (9/7/2017 3:12 PM)
ARBS-KJ made outbound call to c on [redacted] and spoke with c.
ARBS advised that the DTS can meet with c at Smithtown Nissan.
C advised that would be fine. C asked when? ARBS advised that the DTS has training next week and an engineering event the week after so c would be looking at the week of 9/25 - 9/29.
C advised c would email ARBS the best dates that week for c.
ARBS understood and thanked c, call ended mutually.

Created By: Kalia Johannes (9/7/2017 3:08 PM)
ARBS-KJ spoke with DTS and DTS advised can meet with c at Smithtown Nissan if it will be easier for c.

Created By: Kalia Johannes (9/7/2017 3:02 PM)
ARBS-KJ reviewed with MGR-BG and if c will allow the final repair attempt and the DTS can not repair the issue of the FEB engaging on the train tracks that NNA will offer to repurchase or replace the veh.

Created By: Kalia Johannes (9/7/2017 2:32 PM)
ARBS-KJ made outbound call to c on [redacted] and spoke with c.
C advised that c spoke with the BBB yesterday and that this has been dragging on since April now. C advised that this is dangerous.
ARBS understood and offered empathy. ARBS advised NNA would like the opportunity for a final repair attempt. ARBS advised if the veh can be repaired, NNA can certainly look at compensating c for the experience and if not ARBS will see what can be done as far as repurchasing or replacing the veh.
C understood and advised that c would be willing to allow the DTS to ride with c, if c could get some assurances, a guarantee that even if the DTS cannot figure it out, NNA will do something to get c out of this veh.
ARBS advised will look into this to see what the options are.
ARBS advised that ARBS will call c back when ARBS has more information.
C understood and call ended mutually.

Created By: Kalia Johannes (9/7/2017 2:24 PM)
ARBS received a vmx from C requesting a call back.

Created By: Kalia Johannes (9/6/2017 12:32 PM)
ARBS-KJ made outbound call to c on [redacted] and spoke with c. ARBS advised has reviewed c's video with the DTS and management and that NNA would like to schedule a DTS to ride with c in the area that the concern occurs so that NNA can determine if the concern is environmental or veh related.
C understood, c asked if C can call ARBS back as c is in a meeting.
ARBS agreed.
ARBS thanked c and call ended mutually.

Created By: Kalia Johannes (9/5/2017 12:46 PM)
ARBS sent email to DTS-KM with request to determine if DTS can drive with c over the tracks near c's home that cause the concern to happen.

Created By: Kalia Johannes (9/5/2017 12:43 PM)
Per Sr. PLN-FD, ARBS to offer a DTS inspection as more information is needed. Sr PLN-FD advised that the DTS needs to ride with c over the tracks where the concern can be duplicated.

Created By: Kalia Johannes (9/1/2017 12:40 PM)
ARBS notes Sr. PLN-FD OOO 8/31 and 9/1.

Created By: Kalia Johannes (8/30/2017 4:21 PM)
ARBS-KJ reviewed case with DTS-KM and DTS advised that the video was geo-stamped and so engineering is doing a scramble on the 20th to get out there with a Rogue equipped with more diagnostic equipment.
DTS advised no additional information and no recommended repairs yet.
ARBS understood and call ended mutually.
***
ARBS reviewed with Sr PLN-SG and recommended to wait until Sr PLN-FD comes in to discuss further.
***
ARBS-KJ made outbound call to c on [redacted] and spoke with c.
ARBS advised that the video c sent in has been helpful and engineering is looking to get out to investigate the area.
ARBS advised is still looking into what can be done for c and will keep c posted as ARBS receives info.
C thanked ARBS and advised c has not heard back from the BBB yet.
C advised NNA could buy c out of this lease and c could switch c's wife to a QX60 that doesn't have these issues.
ARBS understood and thanked c.
Call ended mutually.

Created By: Kalia Johannes (8/28/2017 1:19 PM)
ARBS-KJ made outbound call to c on [redacted] and spoke with c.
ARBS advised that c's video has been received and is being reviewed.
ARBS advised that ARBS will contact c when ARBS has more information.
C understood and call ended mutually.

Created By: Kalia Johannes (8/28/2017 1:10 PM)
PLN-CA advised to review video with Sr. PLN-FD and DTS-KM.
ARBS forwarded links to DTS and Sr. PLN for review.

Created By: Kalia Johannes (8/28/2017 12:59 PM)
ARBS sent link to c's video to PLN-CA for review.

Created By: Chi Orji (8/28/2017 8:02 AM)
ECRR-CO logging email received in [redacted] and exiting case:

Re: Case [redacted]
Good Morning Markita Just a note to let you know that we experienced another malfunction of the forward emergency breaking system. This time we captured the malfunction on a video. You can access the video from the forwarded email below. I emailed a copy of the video to 112 Nissan (Mr Alvarez and asked him to forward it to Kevin, Nissan Regional Tech. Since I don't have contact info for your Dispute Resolution Dept, I am unable to send them a copy. Thanks [redacted]

Sent from my Galaxy Tab A
——— Original message ———From: [redacted] vtext.com Date: 8/23/17 6:47 PM (GMT-05:00) To: [redacted] Subject: Fwd: [redacted] shared an album with you https://...
Fwd: [redacted] shared an album with you https://photos.app.goo [redacted] on Google Photos
Reply STOP to stop receiving shares

Created By: Markita Scott (8/24/2017 3:31 PM)
RCAS-MS received VMX from Customer on 08/24/2017 at 12:00pm requesting contact number to ARBS.

RCAS-MS forwarding VMX to ARBS for further handling.

Created By: Kalia Johannes (8/23/2017 3:15 PM)
ARBS sent in completed MRF and attached to case.

Created By: Kalia Johannes (8/23/2017 3:04 PM)
ARBS-KJ made outbound call to c on [redacted] and spoke with c.
ARBS advised that NNA had reviewed the service history and that at this time as there has been no duplication of the concern, no repairs made, and no data recorded, NNA is not in the position to offer to replace or repurchase the veh.
C advised that is fine, c will just continue to follow the process.
ARBS understood and apologized. C thanked ARBS.
Call ended mutually.

Created By: Kalia Johannes (8/23/2017 3:01 PM)
ARBS reviewed case with PLN-CA and was advised not to offer anything.

Created By: Kalia Johannes (8/23/2017 2:58 PM)
ARBS noting summary:

State: NY
Veh acquired: New lease
In Service Date 3/11/2017

3 v for FEB engaging with nothing in front of veh -
1 @ 3,425 miles - Found codes

1 @ 3,787 miles - DTS installed data recorder
1 @ 4,449 miles - Data recorder removed. DTS advised that there was no data captured

ARBS noting 5 days out of service.

Created By: Kalia Johannes (8/23/2017 2:47 PM)
ARBS-KJ noting the following repair history review:

06/28/17 @ 3,425 Miles, RO:[redacted] - Days Down: 2
CONCERN:
1. C/S THE FRONT CRASH WARNING COMES ON AND VEHICLE WILL STOP WHEN THERE IS NO ONE IN FRONT OF THE VEHICLE
ACTION:
1. TECH FOUND FRONT CRASH SENSOR CAMARA HAD BIRD DROPPINGS ON LENS CLEANED OF LENS CODES U10000 C1A16-97. CLEARED CODES AND ROAD TESTED MULTIPLE TIMES OVER TWO DAY OKAY AT THIS TIME

07/10/17 @ 3,787 Miles, RO:[redacted] - Days Down: 2
CONCERN:
1. C/S FRONT CRASH SENSOR ENGAGES AND VEH COMES TO A STOP WHILE DRIVING WITH NO OBJECTS IN FRONT OF VEH
ACTION:
1. DTS INSPECTION – DATA RECORDER INSTALLED

07/28/17 @ 4,449 Miles, RO:[redacted] - Days Down: 1
CONCERN:
1. C/S THE CAR BRAKES BY ITSELF, KEVIN MASTER TECH PUT IN A DATA CATCHER PLEASE REMOVE AND CHECK
ACTION:
1. TECH REMOVED DATA CATCHER FROM VEHICLE, LOCKED UP DATA FOR DTS TO PICK UP

Created By: Leslie Griffin (8/23/2017 7:17 AM)
– [redacted] DRTS-LG rec'd Add'l Docs from BBB on 08/23/17, dated 08/22/17.

Created By: Leslie Griffin (8/23/2017 7:15 AM)
[redacted] DRTS-LG rec'd MRF from BBB on 08/23/17, dated 08/22/17. C seeks NNA to terminate the lease, so he can get something else due to numerous concerns.

Created By: Africa Liles (8/21/2017 2:31 PM)
DRTS-AL placed outbound call to dlr NISSAN 112 SALES CORP@[redacted] requesting RO[redacted] LVM

Created By: Kalia Johannes (8/21/2017 11:01 AM)
ARBS set task for DRTS to collect missing RO.

Created By: Kalia Johannes (8/21/2017 11:00 AM)
ARBS sent IM to Sr, PLN-FD to determine if FEB can be turned off permanently.

Created By: Kalia Johannes (8/21/2017 10:58 AM)
ARBS-KJ made outbound call to c on [redacted] and c advised that there are 3 RO's:[redacted] and [redacted] C advised that the dlr and NNA is baffled by this problem and c advised that every time it occurs it appears to be on railroad tracks. C advised c found a case online for a Murano that does it as well.
C advised that c and c's wife are long time NNA c's and that c proposes two solutions:
1. Permanently turn off the FEB system, c advised c's wife loves the veh but is afraid to drive it
2. Repurchase the veh/pay off c's lease and allow c to go get an INF QX50 for c's wife in a new lease.
ARBS understood and advised NNA would call the dlr to obtain the missing RO.
ARBS advised will take another look at the service history and determine if there is anything that can be done for c.
ARBS advised will look into if the FEB can be turned off permanently or not.
C agreed and thanked ARBS for the call.
Call ended mutually.

Created By: Kalia Johannes (8/21/2017 10:46 AM)
ARBS-KJ reviewed case with PLN-CA.
PLN-CA advised as there has been no duplication with the installation of the data recorder and no repairs have been made, PLN would not recommend offering anything at this time.

Created By: Kalia Johannes (8/21/2017 10:40 AM)
[redacted] ARBS-KJ noting other cases for this veh:
[redacted] - Survey cases for veh's FEB, case was closed with no action taken.

Created By: Kalia Johannes (8/21/2017 10:36 AM)
ARBS noting:
JN8AT2MV4HW[redacted] 2017 NISSAN ROGUE
JN1AJ0HR9AM[redacted] 2010 INFINITI EX
JNKAY01F78M[redacted] 2008 INFINITI M
JNRAS08W83X[redacted] 2003 INFINITI FX35/FX45
1N4AA5AP5BC[redacted] 2011 NISSAN MAXIMA
JN8AZ1MW0BW[redacted] 2011 NISSAN MURANO
JNKAY01F96M[redacted] 2006 INFINITI M
5N1AT2MVXE[redacted] 2014 NISSAN ROGUE
5N1AT2MV8EC[redacted] 2014 NISSAN ROGUE
5N1AT2MV5GC784[redacted] NISSAN ROGUE

Created By: Kalia Johannes (8/21/2017 10:36 AM)
ARBS-KJ made outbound call to DTS-Kevin Mackay on [redacted] and spoke with DTS.
ARBS advised is calling in regards to c's case and the DTS inspection that resulted in a data recorder being installed in the veh.
ARBS advised wanted to determine if the concern was duplicated?
DTS advised no, DTS advised the data recorder is no longer installed in the veh and that c did not push the button to capture any data as DTS showed c to do so there is no duplication of the issue and the dlr did not make any repairs.
ARBS understood.
DTS advised the veh should not be at the dlr and that engineering is doing a scramble to look at a few of these veh's the first week in September.
ARBS understood and thanked DTS, call ended mutually.

Created By: Kalia Johannes (8/21/2017 10:33 AM)
ARBS sent IM to Sr. PLN-FD about the case and Sr. PLN advised no additional information from engineering and to find out if the concern was duplicated.

✓ **Created By: Markita Scott (8/18/2017 1:12 PM)**
RCAS-MS placed outbound call to Customer at [redacted] on 08/18/2017 at 11:33am.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS stated that RCAS-MS has a decision rendered in Customer's case and would like to go over that information with Customer.
RCAS-MS stated that following the review and careful consideration, Nissan is not in a position to offer a repurchase or replacement of the vehicle.
RCAS-MS stated that Nissan will continue to honor the terms and conditions of all applicable warranties.
RCAS-MS stated that Customer will be receiving documentation in the mail regarding the decision that has been made in Customer's case should Customer seek to dispute the decision.

Customer asked RCAS-MS where that dispute would take place.

RCAS-MS stated that the dispute goes through BBB Auto Line Dispute Resolution Division.

Customer asked RCAS-MS for phone number of department.

RCAS-MS provided.
RCAS-MS stated that RCAS-MS will also be sending Customer documentation with the information.

Customer understood.
Customer stated that to Customer's understanding, Customer's vehicle qualified for the lemon law.

RCAS-MS stated that RCAS-MS is not versed in lemon law and cannot go into detail the specifics of the rejection.
RCAS-MS stated that RCAS-MS can say that the review is based on the criterion of Customer's state lemon law.
RCAS-MS recommended that Customer revisit and review Customer's state lemon law if Customer is questioning the specifics of state lemon law.

Customer understood.
Customer asked RCAS-MS what happens now.

RCAS-MS stated that DTS-KM is still working with engineering regarding the concern that Customer is having.
RCAS-MS stated that when DTS-KM provides RCAS-MS with additional information, RCAS-MS will reach back out to Customer.

Customer stated that this is a safety concern.

RCAS-MS stated that RCAS-MS understands Customer's position, however the concern has not been duplicated by the DLR or the DTS.
RCAS-MS stated that without a duplication, there is not a repair that can be recommended.
RCAS-MS stated that recommending a repair without fully understanding the root cause of the concern will not resolve the concern that Customer is having.

Customer understood.
Customer thanked RCAS-MS.

RCAS-MS asked Customer if Customer has any further—

Customer interrupted and stated have a great day.

Call ended mutually.

Created By: Leslie Griffin (8/18/2017 12:26 PM)
NIS1723268. DRTS-LG rec'd CCF from BBB on 08/18/17, dated same. C seeks NNA to terminate the lease, so he can get something else due to numerous concerns.

Created By: Ryan Powell (8/18/2017 11:37 AM)
SECRR-RP logged email from case #[redacted]
SECRR-RP exiting case

Good Morning Markita As we agreed, please bring us up to date on the status ofour request for Nissan to early terminate our lease on the 2017Rogue. Thanks [redacted]

Sent from my Galaxy Tab A

Created By: Freddie King (8/17/2017 8:58 AM)
ARBS notes based on a good faith review, NNA is not in a position to offer a repurchase/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 the use, safety, or value of the vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.

ARBS recommends RCAS review case with TL and Region to discuss possible resolutions based on the specifics of this case.

Created By: Freddie King (8/16/2017 2:07 PM)
ARBS-FK RHR review
State: NY
In service date: 03/11/17
Mileage: 3,700
Concern: FEB system is forcing the car to brake on its on
DTS: Kevin Mackay on 07/10/17 (Attached a VDR on the vehicle for 30 days)
VSC cases: 0
Warranty cases: 0
Purchased: Leased

06/28/17 @ 3,425 miles – 2 days down – [redacted]
Concern: Front crash warning comes on and will stop with nothing in front of vehicle
Action: cleaned off the lens and cleared codes (Test drove)

07/28/17 @ 4,449 – 1 day down – RO# [redacted]
Concern: DTS installed data catcher
Action: Removed data catcher and provided info to the DTS.

Created By: Freddie King (8/16/2017 2:06 PM)
ARBS-FK RHR summary

06/28/17 06/30/17 3,425 miles 2 days down
1. C/S THE FRONT CRASH WARNING COMES ON AND VEHICLE WILL STOP WHEN THERE IS NO ONE IN FRONT OF THE VEHICLE

1. TECH FOUND FRONT CRASH SENSOR CAMARA HAD BIRD DROPPINGS ON LENS CLEANED OF LENS CODES U10000 C1A16-97CUST CLEARED CODES AND RAODTESTED MULTIPLE TIMES OVER TWO DAY OKAY AT THIS TIME PFP28438-5FA1A .5

07/28/17 07/28/17 4,449 miles 1 day down
1. C/S THE CAR BRAKES BY ITSELF, KEVIN MASTER TECH PUT IN A DATA CATCHER PLEASE REMOVE AND CHECK

1. TECH REMOVED DATA CATCHER FROM VEHICLE, LOCKED UP DATA FOR DTS TO PICK UP AND ADVISED CUSTOMER WILL BE CONTACTED WHEN NEXT STEPS ARE PROVIDED BY DTS

Created By: Nicki Barror (8/16/2017 12:59 PM)
DRTS received the RHR. The RHR was assigned to ARBS Freddie King for review.

Created By: Amanda Clark (8/15/2017 12:29 PM)
ECRR-AC exiting case

Created By: Amanda Clark (8/15/2017 12:29 PM)
ECRR-AC received inbound email from C in [redacted] with the following information:

Hi Markita This is to confirm our phone conversation today wherein you indicated that the problem relating to the forward emergency breaking system in our 2017 Rogue has not yet been resolved and resolution will take more time. I reiterated the fact that the malfunction in the breaking system is significant and causes the car to be unsafe, and that we think it is reasonable at this point to terminate the existing lease. We discussed the process for seeking approval from Nissan to terminate the existing lease. You indicated that you would notify the appropriate department at Nissan to start the process. You also indicated that you will continue to be our point of contact until we're advised otherwise, but in any event you will contact us again this Friday. Thank you. [redacted]

Sent from my Galaxy Tab A

✓ **Created By: Markita Scott (8/15/2017 9:28 AM)**
RCAS-MS placed outbound call to Customer at [redacted] on 08/15/2017 at 9:07am.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS stated that RCAS-MS received Customer's e-mail from 08/14/2017 but RCAS-MS was out of the office on 08/14/2017.
RCAS-MS asked Customer if Customer received RCAS-MS's VMX from 08/11/2017.

Customer declined.

RCAS-MS understood.
RCAS-MS stated that RCAS-MS is not sure what happened.
RCAS-MS stated that the update that RCAS-MS has from DTS-KM is that engineering is looking into the concern before a recommended repair can be provided.
RCAS-MS stated that a concern such as this cannot have a repair thrown at it but does require engineering involvement in order to bring sound resolution to Customer's concern.

Customer understood.

RCAS-MS stated that RCAS-MS knows by the e-mail that Customer wrote in that Customer is wanting action taken if a timely solution cannot be completed.
RCAS-MS stated that at this time, no repair can be completed until further advised by DTS-KM.

Customer stated that at this point, Customer is tired of waiting and Customer's wife will not even drive the vehicle.
Customer stated that this is a safety concern and Customer would like this lease ended.

RCAS-MS expressed understanding.
RCAS-MS stated that from a corporate level, there is a process of review that can be initiated.
RCAS-MS informed Customer that the process takes about 10 business days and is not guaranteed.
RCAS-MS informed Customer that Nissan reviews Customer's repair history as it relates to Customer's states lemon law to determine if NNA is in a position to repurchase or replace the vehicle.

RCAS-MS asked Customer the following questions:
Why do you want to return the vehicle to Nissan North America?
The vehicle has concerns with the forward emergency braking system and the vehicle is not safe to drive.

Where is the vehicle currently?
With Customer at Customer's home.

Where was the vehicle purchased?
Nissan 112.

Was it purchased new or used?
New.

Where is the vehicle serviced?
Nissan 112.

Has the vehicle been taken to multiple Nissan dealers?
No.

Customer asked RCAS-MS if the review is approved, will Customer be obligated to get another Nissan vehicle.

RCAS-MS stated that RCAS-MS cannot speak to what Nissan will offer Customer in the event that the review is approved as RCAS-MS is not in the department that completes the reviews.
RCAS-MS stated that to RCAS-MS's understanding, if approved, a repurchase or a replacement can be offered but RCAS-MS cannot speak further in regards to that.

Customer understood.
Customer asked RCAS-MS if a person from that department will contact Customer.

RCAS-MS stated that RCAS-MS will remain Customer's point of contact throughout the review process.
RCAS-MS stated that RCAS-MS will follow up with Customer every third business day until a decision is rendered.

Customer understood.

RCAS-MS stated that the next follow up date would be 08/18/2017.

Customer understood.

RCAS-MS stated that if RCAS-MS gets additional information from DTS-KM sooner, RCAS-MS will be in touch sooner than 08/18/2017.

Customer understood.
Customer thanked RCAS-MS.

Call ended mutually.

Created By: Sandra Bidwell (8/15/2017 8:23 AM)
CRR-SB VERIFIED Account Info including: C's name, home address, phone# & best contact#[redacted]
CRR-SB CHECKED for previous UNRELATED Case(s) and found: 5
CRR-SB CHECKED for previous RELATED Case(s) and found: [redacted] & [redacted] & [redacted]
CRR-SB NOTED Concern is: Case Follow Up

CRR-SB received inbound call from C

C stated C is having concerns with brake system
C provided case#
C stated Nissan tech installed data recorder in VEH to see what was causing malfunctions
C stated RCAS was supposed to get back to C on Friday will results but did not

CRR-SB advised C that CRR-SB will update case
CRR-SB advised C that RCAS placed outbound call to C Friday and left VMX
CRR-SB advised C that RCAS will be contacting C today no later than 5 pm C time

C thanked CRR-SB for information provided

CRR-SB gave C CRR-SB name Sandra & ID[redacted]

Call ended mutually

Created By: Markita Scott (8/15/2017 7:57 AM)
RCAS-MS received e-mail from DTS-KM with the following:

-FQI requests additional information on vehicle concerns and conditions.
-Concern is being discussed and another inspection is to be expected soon.

Created By: Ryan Powell (8/14/2017 3:32 PM)
email logged from case #28069022

Good Afternoon Markita I am assuming that your failure to contact me me on Friday, and your failure to respond to my email and phone call today indicate that at this point you do not have a solution to our problem. Since the dealership has demonstrated over a period of 3 months that they are incapable of remedying the problem, we have been depending on Nissan to remedy the problem. As I noted in my email this morning, we have tried to be very reasonable in providing Nissan with the time to diagnose and remedy the problem. However, we need to be kept up to date on what is being done to rectify the problem. If there is no reasonable expectation of getting a timely solution to the problem, we will be forced to seek a refund of our costs and cancelation of our lease. Please contact me.[redacted]

Sent from my Galaxy Tab A

Created By: Markita Scott (8/11/2017 3:32 PM)
RCAS-MS placed outbound call to Customer at[redacted] on 08/11/2017 at 3:17pm.

Customer did not answer.

RCAS-MS left VMX with direct contact information and follow up date of 08/15/2017.

Created By: Markita Scott (8/11/2017 12:56 PM)
RCAS-MS sent e-mail to DTS-KM on 08/11/2017 at 12:56pm asking for update on vehicle concerns and data recorder.

Created By: Markita Scott (8/9/2017 1:55 PM)
RCAS-MS placed outbound call to Customer at[redacted] on 08/09/2017 at 1:48pm.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS stated that DTS-KM is working with NNA Engineering to pinpoint the concern and provide next steps.
RCAS-MS stated that RCAS-MS should have additional information no later than 08/11/2017.

Customer understood.

RCAS-MS stated that RCAS-MS will follow up with Customer as soon as RCAS-MS has some updated information.

Customer understood.
Customer thanked RCAS-MS for calling.

RCAS-MS asked Customer if Customer has any other questions at this time.

Customer declined.

Call ended mutually.

Created By: Markita Scott (8/9/2017 1:04 PM)
RCAS-MS placed outbound call to Customer at[redacted] on 08/09/2017 at 1:02pm.

Customer asked RCAS-MS to call Customer back at about 2:30pm EST.

RCAS-MS understood.

Call ended mutually

Created By: Markita Scott (8/8/2017 9:26 AM)
RCAS-MS placed outbound call to Customer at[redacted] on 08/08/2017 at 9:23am.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS stated that RCAS-MS has reached out to DTS-KM regarding Customer's vehicle and RCAS-MS is waiting to hear back from DTS-KM on next steps.
RCAS-MS stated that RCAS-MS has gotten Customer's e-mail and VMX from 08/07/2017.

Customer thanked RCAS-MS for following up.

RCAS-MS stated that RCAS-MS will be in contact as soon as RCAS-MS knows something further.

Customer thanked RCAS-MS.

Call ended mutually.

Created By: Markita Scott (8/7/2017 1:29 PM)
RCAS-MS sent e-mail to DTS-KM on 08/07/2017 at 1:29pm requesting update on vehicle.

Created By: Markita Scott (8/7/2017 11:55 AM)
RCAS-MS received VMX from Customer on 08/07/2017 at 11:55am requesting call back regarding case.

✓ Created By: Janisha Wilkerson (8/3/2017 8:21 AM)
SRCAS-JW is assisting case

SRCAS-JW called C at [redacted]

SRCAS-JW left vmsg for C to return call including RCAS-MS contact number [redacted] hours of operation, and case number and advised C that NNA CA is waiting on status update of DTS specialist analysis of the data recorder and follow up is 8-7-17

SRCAS-JW sent direct email to DTS Kevin requesting status update-waiting on response

Created By: Markita Scott (7/31/2017 10:29 AM)
RCAS-MS placed outbound call to Customer at [redacted] on 07/31/2017 at 10:23am.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS stated that RCAS-MS received Customer's e-mail from 07/28/2017.
RCAS-MS thanked Customer for sending an update regarding the data recorder.
RCAS-MS stated that RCAS-MS spoke with DTS-KM and DTS-KM has arranged to pick the data recorder up from the DLR today.
RCAS-MS stated that RCAS-MS will follow up with Customer once RCAS-MS has an update regarding the data recorder results after the recorder is analyzed.

✓ Customer understood.

RCAS-MS asked Customer if Customer has any questions at this time.

Customer declined.
Customer thanked RCAS-MS for following up and following through on this.

RCAS-MS thanked Customer.

Call ended mutually.

✓ Created By: Markita Scott (7/31/2017 7:41 AM)
RCAS-MS received e-mail from DTS-MG that data recorder is getting picked up from DLR on 07/31/2017.

✓ Created By: Markita Scott (7/27/2017 12:51 PM)
RCAS-MS received VMX from Customer on 07/27/2017 at 9:09am stating that vehicle is being taken to DLR on 07/28/2017 to get data recorder removed.

✓ Created By: Markita Scott (7/27/2017 8:46 AM)
RCAS-MS sent contact attempt e-mail on 07/27/2017 at 8:46am.

Created By: Markita Scott (7/27/2017 8:45 AM)
RCAS-MS placed outbound call to Customer at [redacted] on 07/26/2017 at 8:43am.

✓ Customer did not answer.

RCAS-MS left VMX with direct contact information and request for call back.

RCAS-MS setting follow up date to check with DLR on Data Recorder removal for 07/31/2017.

Created By: Markita Scott (7/26/2017 8:57 AM)
RCAS-MS placed outbound call to Customer at [redacted] on 07/26/2017 at 8:55am.

✓ Customer did not answer.

RCAS-MS left VMX requesting update if DLR contacted Customer and provided direct contact information.

✓ Created By: Markita Scott (7/26/2017 8:44 AM)
RCAS-MS received e-mail from DTS-KM stating that DTS-KM instructed SM at DLR to remove Data Recorder at this time and make contact with Customer in order to do so.

Created By: Markita Scott (7/24/2017 2:54 PM)
RCAS-MS placed outbound call to Customer at [redacted] on 07/24/2017 at 2:48pm.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS asked Customer if Customer received RCAS-MS's VMX from 07/21/2017.

Customer stated that Customer did not.

RCAS-MS stated that Customer needs to take vehicle to DLR to have data recorder removed.

✓ Customer stated that Customer did that but the DLR indicated that DLR cannot remove without DTS-KM present.

RCAS-MS understood.
RCAS-MS stated that RCAS-MS will get with DTS-KM and ask DTS-KM when DTS-KM will be at the DLR again.

Customer understood.
Customer stated that the vehicle is not safe to drive so the sooner, the better.

RCAS-MS understood.

Customer thanked RCAS-MS.

Call ended mutually.

✓ Created By: Markita Scott (7/21/2017 8:34 AM)
RCAS-MS sent e-mail to DTS-KM on 07/21/2017 at 8:33am regarding Customer's continued concerns.

Created By: Markita Scott (7/21/2017 8:32 AM)
RCAS-MS placed outbound call to Customer at [redacted] on 07/21/2017 at 8:27am.

✓ Customer did not answer.

RCAS-MS left VMX requesting that Customer take data recorder back to DLR and RCAS-MS will follow up with DTS-KM regarding concerns.

RCAS-MS setting new follow up date of 07/24/2017.

Created By: Jane Wills (7/20/2017 12:55 PM)
ECRR-JW copied C's comments received from case # [redacted] below:
Good afternoon Markita
The Forward Collision Emergency Breaking System malfunctioned again. This
time we received a message on the dash (see attached).
I would like to have someone review the data recorder that Kevin your
regional tech installed so we can get to the bottom of this problem. This
time the car came to a very hard stop and a car behind us came close to
hitting us.
Please get back to me asap.
Thank you
[redacted]

ECRR-JW replied to C to advise that C's comments have been received and RCAS will attempt to contact C by end of next business day July 21st.
ECRR-JW noting C's best contact # [redacted] and exited case.

✓ Created By: Markita Scott (7/20/2017 8:08 AM)
*** [Added after the case is closed.] ***
RCAS-MS received VMX from Customer on 07/19/2017 at 2:04pm requesting call back.

Created By: Markita Scott (7/11/2017 1:13 PM)
RCAS-MS is closing Case as no further assistance can be offered at this time.

✓ ***CASE SUMMARY***
Customer contacted Nissan regarding concern with Emergency Braking feature in vehicle.

STATEMENT OF DECISION:
RCAS-MS advised Customer that at this time, DTS-KM has provided a data recorder in vehicle in an effort to get duplication of concern. RCAS-MS advised Customer to contact RCAS-MS if concern happens again.

✓ Created By: Markita Scott (7/11/2017 1:12 PM)
RCAS-MS placed outbound call to Customer at [redacted] on 07/11/2017 at 12:58pm.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS stated that RCAS-MS is following up regarding the inspection that was completed on 07/10/2017.

Customer understood.

RCAS-MS confirmed that Customer's vehicle is getting a data recorder installed.

Customer confirmed.
Customer stated that Customer has concerns.
Customer stated that Customer understands the need for the data recorder in order to duplicate the concern if it happens again.
Customer stated that it is dangerous, though, if Customer is driving 60 mph and the concern happens.

RCAS-MS expressed understanding.
RCAS-MS stated that in order to recommend a repair or find a resolution, the concern must be duplicated.
RCAS-MS stated that RCAS-MS completely understands Customer's concern.
RCAS-MS stated that RCAS-MS recommends Customer take the vehicle to the area where the concern was duplicated in an effort to get the concern recorded sooner rather than later.
RCAS-MS stated that at that point, Customer will be able to get recording to DTS-KM and Customer will be able to turn the feature off in the vehicle.

Customer understood.
Customer stated that Customer will do that then.

RCAS-MS stated that RCAS-MS is going to follow up with Customer in a couple of weeks to see how things are going if RCAS-MS hasn't heard anything from Customer by that time.

Customer understood.
Customer thanked RCAS-MS.

Call ended mutually.

Created By: Markita Scott (7/11/2017 11:09 AM)
RCAS-MS received e-mail from DTS-KM with the following:

✓ -Data recorder was placed in vehicle as of 07/10/2017.
-Data recorder is to stay in vehicle for a period of 30 days.
-Customer has been given instructions on what to do in the event that concern presents itself.
-Customer should return data recorder to DLR no later than 08/10/2017.

✓ Created By: Markita Scott (7/7/2017 9:42 AM)
RCAS-MS sent DTS appointment confirmation to SM-Elton on 07/07/2017 at 9:39am.

Created By: Markita Scott (7/7/2017 9:41 AM)
RCAS-MS placed outbound call to Customer at [redacted] on 07/07/2017 at 9:34am.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS stated that RCAS-MS has spoken with DTS-KM and DTS-KM will be at DLR to inspect vehicle on 07/10/2017 at 11:30am.
RCAS-MS stated that if Customer would like to be present during this inspection time, Customer can talk with DTS-KM regarding vehicle concerns.

Customer stated that Customer would like that.
Customer asked RCAS-MS for DTS-KM's name.

✓ RCAS-MS provided Kevin MacKay.

Customer thanked RCAS-MS for setting this up.

RCAS-MS stated that RCAS-MS will be following up with Customer after the inspection to ensure that Customer does not have any additional questions.

Customer understood.
Customer thanked RCAS-MS.

Call ended mutually.

✓ Created By: Markita Scott (7/6/2017 9:09 AM)
RCAS-MS received e-mail from DTS-KM that DTS-KM can come to DLR on 07/10/2017 to inspect vehicle.

✓ Created By: Markita Scott (7/5/2017 2:02 PM)
RCAS-MS consulted DTS-Kevin McKay regarding vehicle concerns.

Created By: Markita Scott (7/5/2017 1:57 PM)
RCAS-MS placed outbound call to Nissan 112 on 07/05/2017 at 1:52pm and spoke with SA-Chris.

SA-Chris stated that the camera lens had been cleaned off as there were bird droppings on the lens.

✓ RCAS-MS stated that it has happened since that was completed.
RCAS-MS stated that the Customer is coming back on 07/10/2017.
RCAS-MS asked SA-Chris who the assisting advisor is.

SA-Chris stated that SA-Frank is the assisting advisor.

RCAS-MS understood.

✓ Created By: Markita Scott (7/5/2017 1:51 PM)
RCAS-MS VERIFIED C's name, mailing address, e-mail, phone #, vehicle
RCAS-MS CHECKED for open recalls/campaigns and found: None
Previous UNRELATED Case(s) Found: None
Previous RELATED Case(s) Found: None
RCAS-MS ADVISED "This call may be recorded for quality and training purposes."

RCAS-MS placed outbound call to Customer at [redacted] on 07/05/2017 at 1:38pm.

RCAS-MS stated that RCAS-MS is Customer's Regional Consumer Affairs Case Manager and in short, that means that RCAS-MS is Customer's point of contact with Nissan Corporate regarding Customer's concerns or questions with vehicle or DLR.
RCAS-MS provided direct contact information.
RCAS-MS confirmed Customer's concern.

Customer agreed.

RCAS-MS asked Customer where the vehicle was taken.

Customer stated that Customer took the vehicle to Nissan 112.

RCAS-MS asked Customer when the vehicle was taken to the DLR.

Customer stated that Customer took vehicle a couple of weeks ago and the DLR indicated that the sensor was dirty.
Customer stated that the DLR cleaned the sensor off and indicated that the concern wouldn't happen again.
Customer stated that it did happen again so Customer took the vehicle back to the DLR on 07/03/2017 but the DLR asked Customer to bring the vehicle back on 07/10/2017.

RCAS-MS understood.
RCAS-MS asked Customer how many times the concern has happened.

Customer stated that the concern has happened three times total.
Customer stated that it happened about a month ago.
Customer stated that it happened two more times in the last two weeks also.

RCAS-MS understood.
RCAS-MS thanked Customer for the information.
RCAS-MS stated that RCAS-MS is going to reach out to area DTS and see if DTS can come out and look at the vehicle as well.

Customer stated that would be great.

RCAS-MS stated that RCAS-MS will look into this further and will follow up with Customer on 07/07/2017.

Customer thanked RCAS-MS.

Call ended mutually.

Created By: Erikka Miotto (7/5/2017 12:37 PM)
VSCS-EM received inbound call from C
CRR-EM VERIFIED Account Info including: C's name, home address, best contact#
CRR-EM CHECKED for open recalls/campaigns and found: 0
CRR-EM CHECKED for previous UNRELATED Case(s) and found: 0
CRR-EM CHECKED for previous RELATED Case(s) and found: 0
****

C called in regards to VEH concern with forward collision braking system

C stated C would be driving approx 50 mph and the VEH will detect an object that isnt even there causing the VEH to brake abruptly and this is very unsafe

C stated C has had VEH to DLR a few times for this and the VEH keeps malfunctioning

CRR-EM apologized to C for VEH concern and advised RCAS-MS will be contacting C by EOB today

C appreciated assistance

Call ended mutually

best contact #[redacted]

Created By: Mubah Butt (7/3/2017 10:27 AM)
CRR-MB <OPENED or VERIFIED> Account Info including: C's name, home & email address, phone# & best contact#
CRR-MB VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History

CRR-MB CHECKED for open recalls/campaigns and found: 0
CRR-MB CHECKED for previous UNRELATED Case(s) and found: 0
CRR-MB CHECKED previous RELATED Case(s) and found: 0

CRR-MB received a call from C concerning forward collision bare system.

C stated that c spoke with agent before and advised to take the VEH to DLSRHP, and also was informed that Nissan CA is not is a position to assist C with this concern.
C stated that this would be C's 3rd times taking VEH in the DLSRGHP.
C stated that when C is driving a VEH, it automatically goes to emergency mode.
C stated that it is dangerous when C is driving for 70 miles and suddenly it goes to emergency mode.
C stated that C took the VEH in the DSRHP and DLSRHP was unable to diagnose it and informed c that there is a communication error and informed C that sensor was dirty which DLSRHP have cleaned it.
C stated that yesterday C picked up a VEH and today it did the same thing.

CRR-Mb asked how long c has been having issue.

C stated that it started 4 weeks ago and C already has been taken the vEH to DLSRHP twice.
C asked if C can get assistance from Nissan to have the resolve ion this issue.
C stated that C own 13 Nissan VEH.

CRR-MB provided C with Case #
CRR-MB informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day <5 July, 2107> regarding the C concern

C understood and appreciated the assistance

Best Contact #:[redacted]

Call ended mutually

Created By: Eric Fowler (6/30/2017 7:21 AM)
CRR-EF < VERIFIED> Account Info including: NAME, ADDRESS, EMAIL, PHONE & BEST CONTACT
CRR-EF VERIFIED VEH VIN, MODEL, MILEAGE, DLR
CRR-EF CHECKED for open recalls/campaigns and found: 0
CRR-EF CHECKED for previous UNRELATED cases and found: 0
CRR-EF CHECKED previous related cases and found: 0

CRR-EF received inbound call from C.

C stated [redacted] – 2017 rogue
Long island - Leased it. Had two problems with the fwd collision warning system.
Took to leasing DLR, they say that the sensor got dirty
Describes concern thus: – 45mph, no cars around, suddenly hard-brakes. This happened again last weekend, did this on a railroad crossing.
DLR kept car for a short period while looking at it,, they said it was dirty, cleaned it.
C asked to have system disabled or if such a thing is possible.
VIN: JN8AT2MZ4HW[redacted]

CRr-Ef verified C data
CRR-EF verified VEH data
CRR-Ef consulted owner's manual and noted FEB can be turned off temporarily but will restart with engine restart. It can be overridden by holding down acceleration.
CRR-Ef noted to C that the function, being a safety feature, may not have a hard deactivation.
CRr-EF referred C to DLR, as we do not have the necessary technical training to make technical statements. CRr-EF did note that if C does not like what one DLR says they can seek a second opinion.

C acknowledged and thanked.

CRR-EF Provided Case #[redacted] and agent ID
CRR-EF asked if any other assistance could be offered at this time.

C declined

Call ended mutually

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]	INTERIOR ELECTRICAL	FORWARD EMERGENCY BRAKING (FEB)	MULTIPLE REPAIR ATTEMPTS	26	7/11/2017	YE	AV	320500	OA

Forms

Forms Help

No records to display

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [42] | Case Categorizations [1] | Forms [1]

Case Detail

Reopen Case | Clone Closed Case

Number of open vehicle campaigns = 1

Account Name	[redacted]	Case Owner	[redacted] Dakota McGregor
Contact Email	[redacted] yahoo.com	Type	CA
Home Phone	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	9/7/2017	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	8/8/2017 10:22 AM
Social Media Involvement		Date/Time Closed	9/7/2017 9:09 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	IIR- FEB-EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	SMITHTOWN NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	3,400	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

Incident Date	7/6/2017	Rollover	
Sent to Legal		Property Damage	
Accident	✓	Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	1	RHR Started	
IIR Date		RHR Completed	
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	5N1AT2MV1H[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	1
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	2

Dealer Detail

Case Servicing Dealer	SMITHTOWN NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	no action needed

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 [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date		Home Phone	[redacted] PRIMARY
LS Response Time		Work Phone	[redacted]
		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: 5N1AT2MV1H[redacted]	Root Cause	
Created By	Meghann Farraway, 8/8/2017 10:22 AM	Root Cause Code	LCIN
Last Modified By	NNAETL, 12/12/2018 11:02 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	999		
Action Code	NT8G		
What action was taken?	8G Provided Other Information		

Agent Comments

Agent Comments	no duplication from dealer
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
9/7/2017 9:09 AM	Dakota McGregor	Changed **Status** from Open to **Closed**.
		Closed.
9/6/2017 4:26 PM	Dakota McGregor	Changed **Follow Up Date** from 9/11/2017 to **9/7/2017**.
9/5/2017 2:00 PM	Dakota McGregor	Changed **Follow Up Date** from 9/8/2017 to **9/11/2017**.
9/5/2017 12:25 PM	Dakota McGregor	Changed **Follow Up Date** from 9/7/2017 to **9/8/2017**.

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Case Comments

New

Case Comments Help

Public	Comment
	Created By: Dakota McGregor (9/7/2017 10:08 AM) *** [Added after the case is closed.] *** ARBS notes reviewed case with SRPLNR FD
✓	ARBS notes that due to CRT including region and DTS and SD in a previous e-mail ARBS sent e-mail to region to inform of resolution
	Created By: Dakota McGregor (9/7/2017 9:09 AM) CASE CLOSING SUMMARY
✓	ARBS sent resolution letter to C via FEDEX ARBS notes per PL review no defect found ARBS closing case
	Created By: Dakota McGregor (9/7/2017 9:07 AM) ARBS sent resolution letter to C via FEDEX ARBS notes FEDEX Tracking Label#[redacted] ARBS attached letter and label to case
✓	**Created By: Dakota McGregor (9/7/2017 9:02 AM)** ARBS placed outbound to C[redacted] ARBS verified C had time to speak to ARBS ARBS informed that a thorough review of Cs claim was conducted ARBS informed that no defect was found with the veh that would have contributed to the incident C states then what caused the incident ARBS informed that is unable to advise what caused the incident ARBS informed that review was conducted and no defect was found that would have contributed to the incident C understood ARBS referred C to insurance ARBS informed that ARBS would be sending C a letter in the mail with the resolution C states that C would like the inspector's report ARBS informed that report is proprietary information to Nissan C states that ARBS HA informed C that C could have a copy ARBS apologized for any miscommunication and informed that maybe that C and ARBS were discussing the resolution letter C understood ARBS offered further asssistnace C declined ARBS thanked C C thanked ARBS Call ended mutually
✓	**Created By: Dakota McGregor (9/6/2017 4:25 PM)** ARBS received e-mail from PL-WR informing that no defects were found

ARBS attached e-mail to case

Created By: Dakota McGregor (9/6/2017 3:38 PM)
ARBS sent e-mail to PL-WR inquiring about decision

Created By: Dakota McGregor (9/6/2017 3:33 PM)
ARBS placed outbound to C [redacted]
ARBS inquired how ARBS could help C
C inquired about decision
ARBS informed that does take 2-4 weeks from inspection date for results
ARBS informed that ARBS does understand that ARBS HA and C discussed this
C understood
C states that Cs rental from insurance runs out tomorrow
ARBS informed that Nissan does not provide a loaner/rental veh for this type of claim
ARBS informed that if at end of process is determined that Nissan is in a position to assist, then C could submit rental expense receipts for review for reimbursement
C understood
ARBS informed that will let C know once decision is available
ARBS offered further assistance
C declined
ARBS provided ARBS direct #
ARBS thanked C
C thanked ARBS
Call ended mutually

Created By: Dakota McGregor (9/6/2017 3:22 PM)
ARBS received vmx from C requesting callback

Created By: Dakota McGregor (9/5/2017 1:59 PM)
ARBS reviewed case with PL-WR
PL informed that has spoken with engineer and is still under review
PL informed that engineer has reached out to another department to verify some info before coming to a resolution potentially FQI
PL informed that resolution should be provided by Engineer after receiving info
ARBS understood

Created By: Dakota McGregor (9/5/2017 12:24 PM)
ARBS placed outbound to PL-WR
ARBS requested review be expedited
ARBS informed that RCAS has informed that FQI is interested in inspecting the veh
ARBS inquired if PL is aware of this
ARBS informed that date scheduled is for 09/20/17 according to RCAS
PL informed that would check with engineer/FQI and get back in touch with ARBS

Created By: Dakota McGregor (9/5/2017 12:22 PM)
ARBS reviewed case with SRPLNR FD

Created By: Dakota McGregor (9/5/2017 12:18 PM)
ARBS received e-mail from RCAS-MS informing that FQI might be interested in inspecting the veh on 09/20/17 at 9AM EST

Created By: Holly Allen (8/31/2017 1:10 PM)
ARBS notes case is waiting on results

Created By: Holly Allen (8/25/2017 3:06 PM)
ARBS contacted c at [redacted] about the case
ARBS advised c that ARBS had spoken with the dealer, the SM advised c cannot keep the rental, c will have to pick up c's vehicle and return the rental
ARBS advised c that it can take 2-4 weeks to get the results from the inspection so it may be best for c to file an insurance claim and get a rental that way if c does not want to drive c's vehicle, if a defect is found NNA can reimburse c for rental or out of pocket expenses but we have to get the results first
c stated ok
c stated c would return the rental
ARBS thanked c and advised c to have a nice day

Created By: Holly Allen (8/25/2017 2:57 PM)
ARBS contacted the Nissan dealer and spoke with SM Andrew
SM advised that the dealer needs the rental back as the insurance is going to be up as c has had the vehicle 30 days
SM advised vehicle was inspected and dealer has not been able to duplicate anything, c needs topick up c's vehicle

Created By: Holly Allen (8/25/2017 2:48 PM)
ARBS received a call from c about the case
c stated the dealer called c and told c that c will have to return the rental
c stated the dealer is saying c's vehicle is driveable
c stated c wanted to see if ARBS can help
ARBS advised c that ARBS would call the dealer and call c back but cannot gaurantee anything
c stated ok and thanked ARBS
ARBS advised c to have a nice day

Created By: Holly Allen (8/25/2017 2:08 PM)
ARBS contacted c back at [redacted] got no answer, left a voicemail with case # and contact info

Created By: Holly Allen (8/25/2017 2:06 PM)
ARBS received a voicemail from the customer asking for a callback

Created By: Holly Allen (8/24/2017 3:30 PM)
ARBS received an email from DTS-KM advising that the IIR was uploaded to FTP
ARBS setting case out 10 days to allow for PL determination

Created By: Holly Allen (8/24/2017 1:49 PM)
ARBS contacted c at [redacted] about the case
ARBS advised c that the vehicle was inspected Monday, August 21st and NNA is waiting on the report, once the report is received it is reviewed and can take 2-4 weeks to get the results
c stated ok
ARBS advised c that ARBS would follow up with c once the results were made available
c stated ok and thanked ARBS
ARBS advised c to have a nice day

Created By: Holly Allen (8/24/2017 1:41 PM)
ARBS received a voicemail from the customer asking for an update on the case

Created By: Holly Allen (8/17/2017 11:01 AM)
ARBS contacted c at [redacted] about the case
ARBS advised c that the vehicle inspection is set for Monday August 21st
c stated ok
ARBS advised c that ARBS also let the dealer know and asked about the rental
c stated ok
ARBS advised c that it can take a week or two after the inspection to get the results but ARBS will follow up with c as soon as the results are available
c stated ok and thanked ARBS
ARBS advised c to have a nice day

Created By: Holly Allen (8/17/2017 10:54 AM)
ARBS contacted the Nissan dealer and left a voicemail for SM Andrew, ARBS advised of dts inspection set for Monday August 21st at 10am and to have a lift available
ARBS also emailed SM all info and customer's allegation

Created By: Holly Allen (8/16/2017 4:03 PM)
ARBS emailed Eng-SC advising of customer's FEB concern

Created By: Holly Allen (8/16/2017 3:33 PM)
ARBS submitted DTS request

Created By: Holly Allen (8/16/2017 3:29 PM)
IIR- FEB-SEATBELT- EST

Created By: Holly Allen (8/16/2017 3:28 PM)
ARBS contacted c at [redacted] about the case
ARBS advised c that ARBS was calling about the incident in c's vehicle and would need about 20-30 minutes of c's time
c stated ok
ARBS asked questions and completed IIR probe

c stated c was driving on a main two lane road
c stated c went to make a turn
c stated all of a sudden the vehicle made a beeping sound

c stated the vehicle stopped all of a sudden
c stated there were not other vehicles around
c stated c lost control of car because c was in the middle of the curve when it happened
c stated c ran off the road and c hit some rocks off the road
c stated it knocked off the front license plate, cracked the bumper and the windshield
c stated c it happened again two weeks later
c stated c was driving about 50 mph with no vehicles around and the vehicle came to a complete stop
c stated the kids flew forward and c hit c's head on the steering wheel
c stated c parked the car and calmed the kids down
c stated it has happened about 6 times total

ARBS advised c that NNA would be interested in inspecting this vehicle, it can take 2-4 weeks to get an inspector out and another 2-4 weeks to get the results from the inspection, so it is a 6-8 week process
c stated ok
ARBS asked if the dealer had c in a loaner
c stated yes but has been asking for it back
ARBS advised c that ARBS would talk to the dealer for about the loaner but could not guarantee anything
c stated ok
ARBS explained about the seatbelt operation advising the seatbelts would only lock in an emergency braking situation where c had slammed on the brakes
c stated ok c thought so
ARBS advised c that in this dept, NNA does not offer a loaner, rental, towing etc until it can be proven there is a defect with the vehicle
c stated ok
ARBS advised c that ARBS will request c's vehicle inspection and would let c know when the vehicle will be looked at, ARBS should have the date in a day or two
c stated ok
ARBS provided c with ARBS contact info and advised c that ARBS would be handling c's case from here on
c stated ok
ARBS thanked c for c's time and advised c to have a nice day

Created By: Holly Allen (8/16/2017 2:45 PM)
IIR- SEATBELT- EST

Created By: Holly Allen (8/16/2017 2:42 PM)
ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE
****

Created By: Samantha Dixon (8/16/2017 7:16 AM)
c is having numerous concerns

Created By: Janisha Wilkerson (8/15/2017 4:58 PM)
SRCAS-JW called DTS Kevin who stated the dlr has not made any repairs for dlr stated to DTS that dlr cannot duplicate a concern

DTS Kevin stated that that the veh is should be returned back to the customer at this time

DTS Kevin stated that engineering is aware of the concern and is investigating at this time

DTS Kevin stated that if dlr cannot duplicate a concern the dlr will not be able to make a repair

DTS Kevin stated that dlr called DTS directly to provide information

---

SRCAS-JW is assisting sup esc call

SRCAS-JW called C back at [redacted]

SRCAS-JW informed C the call may be recorded for training and quality purposes

SRCAS-JW informed C that the dlr want the the loaner vehicle back at this time since it is dlrs property for they have not been able to duplicate a concern

C stated that there is a concern

C asked about the damages to the vehicle bumper and windshield

SRCAS-JW advised C the dlr will tell C if the concerns are of a warranty concern or if it is not.

C stated there were codes

SRCAS-JW informed C that the dlr stated to NNA CA there were no codes

SRCAS-JW informed C that the dlr has advised us that they have not been able to find any concerns C is stating and NNA CA relies on the info provided by the dlrs since SRCAS-JW not being mechanically inclined

SRCAS-JW informed C if concerns occur after picking up vehicle C is more than welcome to call NNA CA back at that time as well as visit the closest NNA dlr for a diagnsotic

SRCAS-JW referred C back to dlr and advised C that the SM is Andrew.

C thanked SRCAS-JW

Call ended mutually

Created By: Janisha Wilkerson (8/15/2017 4:24 PM)
SRCAS-JW called C at [redacted]

SRCAS-JW informed C the call may be recorded for training and quality purposes

C stated the dlr wants the rental vehicle back

C stated C wants the vehicle repaired

C stated C was going about 50 mph and the vehicle stopped all of sudden that made C veer off side of road that caused the damages to the crack in the bumper and to the license plate being ripped off

C stated the dlr also wrote the information on the repair order

SRCAS-JW informed C that the dlr will be contacted and C will be contacted by 8-16-17

C thanked SRCAS-JW

Call ended mutually

SRCAS-JW submitted IIR for review

Created By: Tyrus Smith (8/14/2017 4:18 PM)
RCAS-TS called C[redacted]
RCAS-TS adv C that this call may be recorded for quality and training purposes

RCAS-TS advised C that dealership is not able to duplicate concerns

RCAS-TS advised C that there was no mention of windshield being cracked or bumper being scratched

RCAS-TS advised C to take veh back into another dealership

C stated it is on the original RO

C stated that is a complete lie

C stated that is who wrote the RO up

RCAS-TS advised C to take veh to another dealership for diagnosis or speak with SM-Andrew regarding concerns

C stated dealer turned off XM radio

C wants guarantee that rental will be reimbursed

C stated wants to return rental back to dealer and get another rental

RCAS-TS advised C that would have to review for rental reimbursement which is not a guarantee

C asked to have that in writing

RCAS-TS stated cant provide that statement in writing

C stated Janisha was supposed to give C a call back and never did

C stated wants to speak to Janisha

RCAS-TS stated will authorize a call back

RCAS-TS stated it will be within the next business day

C understood

Call ended mutually

Created By: Tyrus Smith (8/14/2017 3:41 PM)
RCAS-TS made outbound call to Smithtown Nissan requesting info

SM-Andrew stated that could not verify C's concern
SM-Andrew stated found no codes
SM-Andrew stated has no knowledge of windshield being cracked or bumper being scratched
SM-Andrew stated Accident avoidance keeps going off in certain places
SM-Andrew stated C still has rental veh

RCAS-TS understood and call ended mutually

Created By: Tyrus Smith (8/11/2017 4:21 PM)
RCAS-TS called C [redacted]
RCAS-TS adv C that this call may be recorded for quality and training purposes

RCAS-TS stated still collecting information about case

RCAS-TS stated will follow up on Monday 8/14

C asked if other concerns were addressed

C stated lost control of the car

C stated chipped windshield and bumper is scuffed

RCAS-TS stated when collecting more information regarding case will inquire about those concerns

C understood

RCAS-TS stated will follow up with 8/14

Created By: Tyrus Smith (8/11/2017 3:27 PM)
RCAS-TS made outbound call to Smithtown Nissan requesting info

ASM-Mike stated that code coming up is not an operation failure code
ASM-Mike stated nothing is broke, and nothing to fix
ASM-Mike air bag code is similar where nothing is broke, there is something too heavy in the seat
ASM-Mike stated C is not realizing this
ASM-Mike stated rental bill is up to 500

RCAS-TS understood and call ended mutually

Created By: Janisha Wilkerson (8/10/2017 9:38 AM)
SRCAS-JW called C at [redacted]

C stated the veh was taken to the dlr on July 25,2017

C stated that the dlr informed C there were codes for the vehicle that the dlr advised C of

C stated the dlr informed C that the concern is not fixed

C stated C has been working with SA Andy, SA Andrew, and SA Mike all in the service department

C stated that the concern is not fixed and the dlr disabled the breaking system

C stated that the dlr informed C that 4 codes came up on the vehicle

C stated the dlr told C a leaf hit the sensor that caused the concern

C stated C doesn't believe that a leaf would cause this type of concern to occur

SRCAS-JW informed C that the dlr will be contacted for further details of the concern and C will have a follow up by RCAS-TS by 8-11-17

C thanked SRCAS-JW

Call ended mutually

Created By: Tyrus Smith (8/9/2017 12:15 PM)
RCAS-TS made outbound call to Smithtown Nissan requesting info

ASM-Mike stated could provide C with the code but C will have to return the rental

RCAS-TS understood and call ended mutually

Created By: Tyrus Smith (8/9/2017 12:14 PM)
RCAS-TS called C [redacted]
RCAS-TS data netted case with dlrhsp
RCAS-TS notes no related or unrelated cases
RCAS-TS notes no open campaigns or recalls
RCAS-TS adv C that this call may be recorded for quality and training purposes
RCAS-TS verified address, email address, phone number, make and model veh

C stated veh 4,500 miles

C stated had brought veh the automatic

C stated the car was stopping on the highway

C stated no one was in front of veh

C stated that found a code of some kind

C stated that there is nothing wrong with the veh

C sttsaed

C stated in order to get a second opinion, they need what is on the RO

RCAS-TS apologized for C concern

RCAS-TS stated the veh is ready

RCAS-TS stated C needs to return the veh

C stated dealer could

C stated only way will pick up veh is C has another car to drive

C stated if dealer can right down code so C can take the veh

C stated not picking up the car

RCAS-TS stated could possibly review for rental reimbursement but cannot guarantee it

RCAS-TS stated can call dealer and advise to give the information so C can take veh to another dealer

RCAS-TS stated C has to pick up the veh and return the rental

C stated your not listening

C stated not returning rental

C asked to speak with supervisor

RCAS-TS stated that C is speaking to the right person

C stated would like to speak with a supervisor

RCAS-TS stated a supervisor will call C back within the next business day

C stated wants the code that the dealer has

RCAS-TS stated C will receive a supervisor call back within the next business day

Call ended

Created By: Tyrus Smith (8/9/2017 11:32 AM)
RCAS-TS made outbound call to Smithtown Nissan requesting info

ASM-Mike stated that the code thtat popped up was for the rain stain, which is where the veh detected something is on the sensor

ASM-Mike stated the veh is operating normally
ASM-Mike stated C still has rental veh

RCAS-TS understood and call ended mutually

Created By: Meghann Farraway (8/8/2017 10:28 AM)
******[CASE SUMMARY]******

CRR-MF forwarding case to RCAS due to assistance request

Created By: Meghann Farraway (8/8/2017 10:27 AM)
CRR-MF received incoming call from C[redacted]

C called in regards to VEH concern
C stated C was called over phone who advised that DLR found code for VEH
C stated DLR was originally waiting for NNA engineer to find concern and were waiting for update
C stated DLR put on RO that DLR found nothing wrong with VEH at all
C stated C wants to take VEH to another DLR for second opinion
C stated C would like straight answer as to what DLR found so C can pass information to second DLR
C stated C would like assistance from Nissan
C stated C has to also return rental VEH from 1st DLR
C stated if C has to pay for rental VEH, C would like NNA to cover rental VEH as well

CRR-MF assured C of assistance
CRR-MF verified account with c's name, home & e-mail address, best contact #[redacted] make/model/year, VIN # ending in 819120, Smithtown Nissan
Previous RELATED case(s) found: none
Previous UNRELATED case(s) found: none
Open Campaigns found: none

CRR-MF noted concern is: C wants diagnostic and rental assistance

CRR-MF stated case will be forwarded to a RCAS agent for further review
CRR-MF advised that C would be contacted by end of next business day

C understands and did not prompt further questions.

CRR-MF offered case number[redacted]
CRR-MF offered agent ID[redacted]
CRR-MF offered further assistance.

C declined further assistance.

CRR-MF and C ended call mutually.

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]	ENGINE MECHANICAL	ENGINE ASSEMBLY	HARD START/NO START/STALL	06	8/8/2017	ZT	AG	138000	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Janisha Wilkerson, 8/15/2017 4:04 PM	8/15/2017

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [50] | Case Categorizations [1] | Forms [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	Luis Rodriguez
Contact Email	[redacted]	Type	CA
Home Phone	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	11/2/2017	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	8/19/2017 7:28 AM
Social Media Involvement	✓	Date/Time Closed	12/13/2017 4:50 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	2		
Description	Consumer Affairs Voluntary Repurchase due to 1 repairs and 45 days out of service for FEB inoperable.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	45	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	9/25/2017
IIR Date		RHR Completed	9/25/2017
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	5N1AT2MV1H[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	BARON NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	New Customer Contact
Shared With		Requested Dealer Action	Please review.

Bluetooth

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

Related Items

Approved Check Requests	$31,530.98	Goodwill Offered	
		VCAN	
		Goodwill Processed	1
		Vehicle Service Contract	
		VSC Reprint Request	Email

Contact Name [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date		Home Phone	[redacted]
LS Response Time		Work Phone	[redacted]
		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: 5N1AT2MV1HC[redacted]	Root Cause	
Created By	Matthew Yu, 8/19/2017 7:28 AM	Root Cause Code	SCMV
Last Modified By	NNAETL, 9/18/2019 9:22 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	902		
Action Code	NT5F		
What action was taken?	5F Voluntary NNA Trade/Repurchase - NNA Inventory - 1 veh		

Agent Comments

Agent Comments	#RHR.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
12/13/2017 4:50 PM	Luis Rodriguez	Changed **Status** from Open to **Closed**. Closed.
12/4/2017 2:29 PM	Luis Rodriguez	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MV1HC[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: 5N1AT2MV1HC**[redacted]
12/1/2017 9:04 PM	NNAETL	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MV1HC[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: 5N1AT2MV1HC**[redacted].
11/28/2017 2:42 PM	Luis Rodriguez	Changed **Reopen Date** from 11/2/2017 9:55 AM to **11/28/2017 2:42 PM**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
▌	**Created By: Rebecca Martin (12/4/2017 2:35 PM)** [redacted] check mailed
	Created By: Luis Rodriguez (12/4/2017 2:29 PM) ARBS notes no checks were received on Friday.
▌	_____ ARBS created new FedEx Shipping Label and attached it to the case. Tracking No.[redacted] –
	Created By: Kathryn Ludwikowski (11/30/2017 5:29 PM) SMS-KL documenting C's social media activity via Twitter. ***** C: @NissanUSA Day late dollar short. You already repurchased the vehicle after 2 months in a loaner car. The VPP plan A i was offered was a joke compared to the deal I was able to negotiate on my own. BTW-is it corporate policy that your arbitration specialists don't set up their voicemail?
✓	***** **Created By: Kathryn Ludwikowski (11/30/2017 5:12 PM)** SMS-KL documenting C's social media activity via Twitter. ***** C: @NissanUSA forward emergency braking fail on train tracks #nissanRouge #emergencybraking @Allstate @GEICO @StateFarm #unsafeatanyspeed SMS: Joseph, please DM us with your VIN, full name on your vehicle's registration & further details in order for us to properly assist you. Alternatively, for immediate assistance, a Specialist is available at 1-800-NISSAN-1, M-F from 7 a.m. to 10 p.m. & Sat from 7 a.m. to 5 p.m. CT. *****
▌	**Created By: Luis Rodriguez (11/30/2017 10:58 AM)** ARBS created VCAN[redacted] to pay dealership for the rental charges. –
	Created By: Luis Rodriguez (11/30/2017 10:45 AM) ARBS replied to the customer with the following email: Unfortunately I cannot send it regular mail but can definitely change the shipment for Monday, December 4th. I have created a new FedEx Shipping Label for you, tracking no.[redacted]

Thank you,

Luis Rodriguez | Arbitration Specialist I

–

Created By: Luis Rodriguez (11/30/2017 10:45 AM)
ARBS received the following email from the customer:

Awesome, thank you.

Is there any chance you can send it regular mail or send it out on Monday? I will not be home to receive it on Saturday.

Best,
Joe

–

Created By: Luis Rodriguez (11/30/2017 10:44 AM)
ARBS sent the following email to the customer:

Good morning Mr. [redacted]

This morning NMAC has confirmed there was an overpayment in the amount of $258.87. I am requesting your check today, it will be delivered to me tomorrow afternoon and will send it via FedEx for you to receive it on Saturday. I have created a FedEx shipping label for you already and tracking no. [redacted] was assigned.

When I received the check tomorrow afternoon I will let you know.

Regards,

Luis Rodriguez | Arbitration Specialist I

–

Created By: Luis Rodriguez (11/30/2017 10:37 AM)
ARBS submitted check request payable to the customer in the amount of $258.87

ARBS notes FedEx Shipping Label was created and attached to the case. Tracking No. [redacted]

–

Created By: Luis Rodriguez (11/30/2017 10:11 AM)
ARBS received the following email from NMAC:

Hi Luis:

[redacted] He made a payment on 10/24/2017 for $258.87. No other payment was posted in October. The payment before for the same amount was 9/25/2017. The Pay Off was on 11/10/2017 for $27556.87.

Hope that helps,

Peggy Holder | Fulfillment & Correspondence

–

Created By: Luis Rodriguez (11/28/2017 2:46 PM)
ARBS sent the following email to NMAC:

Good day,

Could you please confirm the last payment (amount) the customer sent? Customer is claiming he sent an extra payment for the month of October.

Thank you,

Luis Rodriguez | Arbitration Specialist I

–

Created By: Paige Gilliam (11/28/2017 9:22 AM)
*** [Added after the case is closed.] ***
DRTS PW: Check(s) from NMAC for Overpayment in the amount of $257.23 sent to LOCKBOX # [redacted] FED EX TRACKING # [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted] Case documented and copy of check attached to case.

Created By: Jeremy Angelini (11/2/2017 10:35 AM)
CRR-JA VERIFIED Account Info including: C's name, home & email address, phone# & best contact#

CRR-JA received inbound call from C

C called in to express frustration with buy back process
C stated that C every party that C has communicated with so far has been difficult, resilient, or hard to contact in some way
C stated that the initial DLR tried to say the VEH was working fine
C stated that RCAS-MS was very curt in RCAS-MS's approach to the buyback request initiation
C stated that ARBS-LR has been very difficult to contact
C stated that ARBS-LR does not even have a functioning VM setup on ARBS-LR's phone
C stated that C never gets an answer over the phone from ARBS-LR, and is left with a complete lack of ability to leave a VMX
C stated that this practice for any corporation, especially one as large as NNA, is very unprofessional and leaves a C feeling very uncomfortable
C stated that C has emailed ARBS-LR, and even still, has not been contacted
C stated that C is just trying to come to terms with everything that has occurred
C stated that C would like to walk away from this thinking that NNA did what it should have done, but so far, C does not feel that way
C stated that C was offered a VPP and pre-paid maintenance plan VSC
C stated that C does not know if this is truly as much as NNA could do for C
C stated that because of this buyback, C is having to buy a new Nissan VEH and is spending an extra $4000
C stated that C cannot understand why an entity as large as NNA cannot offer more than a VPP
C stated that the DLRSHP C is purchasing the new Nissan VEH from told C that the even the DLR can offer a better deal than a VPP

C stated that C ultimately wants contact from NNA-CA, because C believes that after everything C has gone through for this process, C deserves at bare minimum, a response to C's emails, or the basic ability to leave a VMX with C's Arbitration Specialist

Best Contact # [redacted]

Call ended mutually

Created By: Luis Rodriguez (10/19/2017 2:51 PM)
ARBS notes the Morley [redacted] was submitted and transmitted.

ARBS notes Check No. [redacted] payable to the customer and Check No. [redacted] payable to NMAC were sent via FedEx under Tracking No. [redacted]

–

Created By: Luis Rodriguez (10/17/2017 4:26 PM)
ARBS submitted check request payable to the customer in the amount of $3,715.24

ARBS submitted check request payable to NMAC in the amount of $27,556.87 good thru 10/27/2017

–

Created By: Luis Rodriguez (10/17/2017 4:19 PM)
Vehicle concerns-Emergency Braking System

Created By: Luis Rodriguez (10/17/2017 3:14 PM)
ARBS contacted the customer at [redacted] and talked to the customer. ARBS stated ARBS wanted to follow up on the repurchase agreement that has not been received or if the customer had any questions.

Customer stated customer was trying to fax it on Sunday and it looked like it went through. ARBS stated no faxes have been received.

Customer stated he will be faxing the signed agreement shortly.

ARBS thanked the customer and the call ended mutually.

–

Created By: Luis Rodriguez (10/13/2017 2:49 PM)
ARBS received inbound call from customer wanting ARBS to confirm there are no other incentives that could be offered to the customer. ARBS stated that Nissan will be repurchasing the customer's vehicle and give him

a refund on the payments he has made plus VPP (Plan A) if the customer decides to purchase another Nissan vehicle. ARBS stated no other purchase incentives can be provided at this time.

Customer understood and stated the signed agreement will be sent shortly. Customer asked to please send an email with some VPP information since the dealership is letting the customer know that the discount the customer is getting from Costco is better than the VPP Plan A Nissan is offering.

ARBS advised the customer the dealership will need to run numbers with the VPP Plan A and Costco discount and show those numbers to the customer, that way the customer can confirm which discount is more convenient for the customer.

Customer understood and appreciated ARBS' assistance.

The call ended mutually.

ARBS sent the following email to the customer:

Good day Mr.[redacted]

For customer satisfaction, Nissan North America is extending an offer of a Vehicle Purchase Program (VPP) discount "Plan A" on your next purchase of a new Nissan.

You will receive a separate email with the VPP Code. The authorization code will start with the letter "D" followed by 6-7 digits. Please be aware that any rebates apply to the VPP.

Since Nissan dealerships are independently owned and operated, some Nissan dealers will have different offers when it comes to selling vehicles.

Please let me know if you have any questions.

Regards,

Luis Rodriguez
Arbitration Specialist I

–

Created By: Luis Rodriguez (10/13/2017 1:47 PM)
ARBS received the following email from the customer:

So the VPP (Plan A) is the absolute best good will gesture NNA can offer?

ARBS replied to the customer with the following email:

Besides the vehicle repurchase under New York Lemon Law, VPP (Plan) would be the only assistance that Nissan will be offering at this time, Mr.[redacted]

Luis Rodriguez | Arbitration Specialist I

–

Created By: Luis Rodriguez (10/13/2017 12:15 PM)
ARBS replied to the customer with the following email:

Good day Mr.[redacted]

I have not mentioned at all that under the New York Lemon Law Nissan is prohibited to provide you with any sales/purchase incentives.
The VPP is being offered to you as a goodwill gesture in an effort to retain you as a Nissan customer.
Purchase incentives are set for Nissan dealerships.
Nissan North America and the Nissan dealerships are two independently owned and operated companies, therefore Nissan does not get involved in sales situations. Those are strictly handled between the customers, Nissan/Infiniti dealers and the lienholders.
As mentioned over our phone conversation on October 10th, a Nissan dealership will be in the best position to inform you what the discount on a specific model vehicle is as well as any other incentives that apply to the vehicle at that time.

Regards,

Luis Rodriguez | Arbitration Specialist I

–

Created By: Luis Rodriguez (10/13/2017 12:15 PM)
ARBS received the following email fromt he customer:

Hello Luis,

Thank you for your answers.

Are you maintaining that the New York State Lemon Law expressly prohibits Nissan from providing me with any incentive beyond the VPP (plan A) separate from the repurchase transaction of my defective vehicle? That the VPP (Plan A) is the best offer Nissan is able to make to promote brand loyalty and regain consumer trust? Furthermore, there is nobody in all of Nissan North America who is able to provide any additional incentive to enable me to lease a comparably equipped, upgrade to the Rogue SL that does not have the defective FEB System?

Best,
[redacted]

–

Created By: Luis Rodriguez (10/12/2017 2:37 PM)
ARBS replied to the customer with the following email:

Good day Mr.[redacted]

Nissan recommends that you keep making your vehicle payments until the repurchase process is completed. Once the account is closed, Nissan will be notified of any of any overpayments made in your account and I will be issuing a refund for any payments made after the September payment we have been informed it was made.

The refund check in the amount of $3,715.24 will be handed to you on the surrender date by the Morley VSPC agent (Morley is the third-party company Nissan uses to surrender vehicles).

Last time we spoke it was not clear you wanted to accept the VPP (Plan A). What I can do at this time is to request the VPP Code and you will be receiving an email from a different department with the VPP Plan A code.

Please let me know if you have any additional questions.

Regards,

Luis Rodriguez | Arbitration Specialist I

–

Created By: Luis Rodriguez (10/12/2017 2:36 PM)
ARBS received the following email from the customer:

A few questions:

What about any additional payments made between now and the surrender of the vehicle?
Will I receive the check immediately upon surrender?
There is no mention of your offer for employee pricing. I would like that in writing.

Regards,
Joseph

–

Created By: Luis Rodriguez (10/10/2017 4:28 PM)
ARBS sent the following email to the customer:

Good day Mr.[redacted]

Attached find the Vehicle Repurchase Agreement that needs to be signed. Please review the document and let me know if you have any questions. If you agree to the refund amount please sign the document and send it back to me either by email or fax [redacted]

Regards,

Luis Rodriguez
Arbitration Specialist I

–

Created By: Luis Rodriguez (10/10/2017 4:19 PM)
ARBS notes the following repurchase amount figures (LEASE):

(+) Down Payment including 1st payment $3,197.50
(+) Additional 2 Payments $517.74
(=) Total Amounts Paid $3,715.24

Refund Amount to Customer $3,715.24

–

ARBS notes there is no usage as vehicle has not exceeded the 12,000 miles.

–

Created By: Luis Rodriguez (10/10/2017 4:18 PM)
ARBS notes the customer has been on a rental vehicle since 08/24/2017.

ARBS also notes the customer declined the VPP (Plan A).

–

Created By: Luis Rodriguez (10/10/2017 3:54 PM)
ARBS sent email to NMAC requesting the payment history.

–

Created By: Luis Rodriguez (10/10/2017 3:53 PM)
ARBS received the following payoff information:

SR#1[redacted]
Account#[redacted]
Customer:[redacted]
Payoff amount is $ 27556.87 good thru 10/27/2017
Payments received 3
Payment amount $258.87
Recent payment received on 9/25/2017 in the amount of $258.87

Copy of Contract is attached. The account is SOC eligible.

Thanks,

Peggy Holder | Fulfillment & Correspondence

–

Created By: Luis Rodriguez (10/10/2017 3:36 PM)
ARBS received inbound call from customer stating customer would like to know what Nissan would offer to retain the customer as Nissan customer. Customer stated customer wants to get another Nissan vehicle and remembers ARBS mentioning VPP (Plan A). Customer stated the customer received a better deal when he purchased his current vehicle and customer would like to know if ARBS could match the discounts the customer received when the vehicle was purchased. Customer asked if the incentives can be matched or offer better incentives.

ARBS stated that besides processing the vehicle repurchase, ARBS can only offer VPP (Plan A). ARBS stated ARBS does not know what the discount might be and can only inform that any other incentives the Nissan dealer might have will also apply. ARBS stated ARBS cannot modify these incentives.

Customer stated that if ARBS cannot modify these incentives, the customer would like to talk to someone that can modify them.

ARBS explained these incentives are already set for all dealerships and cannot be modified. ARBS apologized there's no one the customer can talk to regarding these incentives.

Customer understood and stated the customer will have to do whatever he has to do (not sure what the customer meant by this comment). Customer stated he will wait for the repurchase agreement letter to review it and then will contact ARBS back.

ARBS understood and thanked the customer for the time.

The call ended mutually.

–

Created By: Luis Rodriguez (10/6/2017 12:33 PM)
ARBS contacted the Baron Nissan dealer at [redacted] and talked to the SA-Jason and asked to please send a copy of the vehicle registration and pictures of the vehicle to ARBS as the customer has opted for the vehicle repurchase and ARBS will be processing it.

ARBS provided SA-Jason with ARBS' email and SA stated the pictures and vehicle registration will be emailed shortly.

ARBS thanked the SA-Jason and the call ended mutually.

–

Created By: Luis Rodriguez (10/6/2017 12:25 PM)
ARBS sent email to NMAC requesting payoff information.

–

Created By: Luis Rodriguez (10/6/2017 12:16 PM)
ARBS notes the customer mentioned to ARBS that before the vehicle was dropped off at the Nissan dealer on 08/24/2017, the vehicle came to a full stop at the train tracks and the driver behind her followed his wife for over a mile because the other driver thought the customer's wife had slammed on her brakes. Customer stated the customer refuses to drive the vehicle again due to a safety concern. Customer's wife is afraid of getting rear-ended, get hurt and to have her infant child get hurt as well.

***

ARBS notes a video sent by the customer has also been attached to the case.

–

Created By: Luis Rodriguez (10/6/2017 11:55 AM)
ARBS received inbound call from customer returning ARBS' call. ARBS thanked the customer for calling ARBS back and ARBS apologized for the concern the customer is having with the FEB. ARBS stated ARBS has reviewed the customer's case and is well aware the vehicle has been down since 08/24/2017 -customer confirmed the information.

ARBS wanted to discuss with the customer what the customer would like Nissan to do for him at this time. ARBS mentioned monetary compensation in the amount of $3,000 but customer declined it. ARBS mentioned the repurchase and replacement options to the customer but customer stated customer wants to get out of this vehicle (repurchase).

ARBS requested the following documents from the customer:

- Lease agreement
- Vehicle registration
- Pictures of the vehicle

Customer stated that since the vehicle is at the dealership he doesn't have access to the documents and the dealership is an hour and half away to stop by.

ARBS stated ARBS will contact the dealership and will ask for the documents and pictures and once ARBS gets all the documents, including the payoff from NMAC, ARBS will send the repurchase agreement to the customer.

Customer thanked ARBS for the assistance and hopes to hear back from ARBS next week.

ARBS stated that as soon as ARBS gets all the documents, ARBS will contact the customer back to further discuss the repurchase option and/or the replacement of the vehicle.

Customer expressed he doesn't want another Rogue model vehicle and ARBS stated that ARBS will explain the replacement process if the customer decides to go with the replacement option instead.

Customer stated customer will also discussed these options with his wife as she is the main driver of this Rogue.

ARBS understood and stated ARBS will follow up with the customer next week.

Customer thanked ARBS and the call ended mutually.

–

Created By: Luis Rodriguez (10/6/2017 10:29 AM)
ARBS notes the following vehicle history repair:

08/18/17 ~ Mileage 551 ~ [redacted] ~ Days down 49 (as of 10/05/2017)
Concerns
1. C/s vehicle auto braking system activating on its own, NNA field team to inspect 09/22/2017
2. C/s radio reboots randomly, check and advise
Actions taken
1. No DTC's found, could not duplicate concern
2. Check unit with assist, no update available at this time

****

ARBS notes the following Summary of service history:

In-service date: 07/31/2017
Additional CA cases: None
Tech Line cases: None
VSC: None
DTS Inspection: Kevin MacKay _ 09/24/2017 _ Undesired FEB operation (vehicle stops over train tracks)

Repairs/visits made within the first 18,000 miles / 2 years from the in-service date:

1 visit for the FEB malfunction (stops on train tracks):
– No DTCs found / No duplication

1 visit for radio reboots randomly:
– No update available

Total days down: 44 (as of 10/06/2017)
–

Created By: Luis Rodriguez (10/6/2017 10:28 AM)
ARBs contacted the customer at [redacted] and left a voice message asking the customer to please return the call. ARBS informed the customer ARBS will be in the office until 2pm CT today (10/06). If customer cannot contact ARBS back today, ARBS will contact the customer back on Monday 10/09.
–

Created By: Luis Rodriguez (10/6/2017 10:01 AM)
ARBS contacted the Baron Nissan dealer at [redacted] and talked to the SA-Jason (SM was not in) who confirmed the vehicle was at the dealership on 08/18/2017 but it was dropped off on 08/24/2017.

SA-Jason stated Nissan set up itself up for a repurchase from the moment they asked the dealership to keep the vehicle and place the customer on a rental vehicle. SA stated the customer is in a rental and not a loaner.

ARBS thanked the SA-Jason for the information and the call ended mutually.
–

Created By: Markita Scott (9/29/2017 8:11 AM)
RCAS-MS received VMX from Customer on 09/28/2017 at 12:30pm asking if Customer's vehicle has the premium package or the premium platinum package and of the vehicles that have been affected, are the vehicles the same type as Customer's.

Created By: Markita Scott (9/28/2017 12:13 PM)
RCAS-MS placed outbound call to Customer at [redacted] on 09/28/2017 at 12:04pm.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS stated that the request is currently under review.
RCAS-MS stated that the next follow up will be 10/03/2017.

Customer understood.
Customer stated that the DLR has not reached out regarding the loaner vehicle.

RCAS-MS stated that the DLR will make contact regarding the loaner vehicle.

Customer understood.
Customer stated that Customer hopes that something can be resolved soon.

RCAS-MS understood.

Customer thanked RCAS-MS for keeping RCAS-MS's word and keeping Customer updated.

Call ended mutually.

Created By: Markita Scott (9/28/2017 11:46 AM)
RCAS-MS sent follow up e-mail to SM-Vinny on 09/28/2017 at 11:45am regarding days down for repair orders specified in the initial e-mail.

Created By: Nicki Barror (9/25/2017 12:13 PM)
DRTS received the RHR. The RHR was assigned to ARBS Luis Rodriguez for review.

Created By: Markita Scott (9/25/2017 11:18 AM)
RCAS-MS sent e-mail to SM-Vinny on 09/25/2017 at 11:18am confirming days down for repair orders: [redacted] and [redacted]

Created By: Markita Scott (9/25/2017 11:06 AM)
RCAS-MS placed outbound call to Baron Nissan on 09/25/2017 at 11:04am and spoke with SA-Jason.

RCAS-MS asked SA-Jason to send over open repair order for vehicle.
RCAS-MS provided direct fax number.

Created By: Markita Scott (9/25/2017 11:01 AM)
RCAS-MS placed outbound call to Customer at [redacted] on 09/25/2017 at 10:36am.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS stated that RCAS-MS has received the report from the inspection that was completed on 09/22/2017.
RCSA-MS asked Customer if Customer has any questions regarding the information that was relayed by DTS-KM.

Customer stated that the DTS-KM was able to duplicate the concerns on the test vehicle.
Customer stated that DTS-KM advised Customer that there is not an immediate resolution for the concern.

RCAS-MS understood.
RCAS-MS asked Customer what direction Customer would like to move regarding case at this point.

Customer stated that Customer is paying for a vehicle that Customer's wife only had vehicle for 20 days at this point.
Customer stated that Customer's wife is not comfortable driving this vehicle.

RCAS-MS understood.
RCAS-MS informed Customer that the process takes about 10 business days and is not guaranteed.
RCAS-MS informed Customer that Nissan reviews Customer's repair history as it relates to Customer's states lemon law to determine if NNA is in a position to repurchase or replace the vehicle.

RCAS-MS asked Customer the following questions:
Why do you want to return the vehicle to Nissan North America?
The vehicle is unsafe to drive.

Where is the vehicle currently?
Baron Nissan.

Where was the vehicle purchased?
Baron Nissan.

Was it purchased new or used?
New.

Where is the vehicle serviced?
It has never been serviced.

Has the vehicle been taken to multiple Nissan dealers?
No.

RCAS-MS stated that RCAS-MS will follow up with Customer every third business day until a decision is rendered.
RCAS-MS stated that RCAS-MS will follow up with Customer again on 09/28/2017.

Customer understood.

RCAS-MS asked Customer if Customer has any questions at this time.

Customer stated that Customer just hopes that the review is completed quickly.

RCAS-MS expressed understanding.

Customer asked RCAS-MS if Customer will get to stay in loaner vehicle until a decision is rendered.

RCAS-MS stated that at this time, that decision lies with the DLR.
RCAS-MS stated that if the DLR requires Customer's vehicle to be picked up, RCAS-MS cannot make the DLR provide Customer with a loaner vehicle.

Customer stated wow.
Customer stated that really puts a bad taste in Customer's mouth.

RCAS-MS understood.
RCAS-MS stated that Customer can follow up with RCAS-MS should any questions or concerns come up.

Call ended mutually.

Created By: Markita Scott (9/22/2017 8:55 AM)
RCAS-MS received inbound call from DTS-KM on 09/22/2017 at 8:34am.

DTS-KM stated that this case may need to be escalated to ARBS as the Customer has been out of vehicle for 29 days.
DTS-KM stated that DTS-KM is going to converse with Customer and go on test drive today.
DTS-KM stated that engineering currently investigating situation as concern was duplicated in scramble inspections.

Created By: Markita Scott (9/20/2017 8:13 AM)
RCAS-MS sent DTS reminder e-mail on 09/20/2017 at 8:13am.

Created By: Markita Scott (9/20/2017 8:11 AM)
RCAS-MS received inbound call from Customer on 09/20/2017 at 7:53am.

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

Customer stated that Customer is calling for time of inspection to take place this week.

RCAS-MS asked Customer if Customer had received RCAS-MS's e-mail regarding Customer's attorney's letter of representation.

Customer stated that Customer is waiting to have attorney get involved.

RCAS-MS asked Customer if Customer has actively retained an attorney.

Customer stated not at this time.

RCAS-MS understood.
RCAS-MS stated that the inspection time is 10:00am EST on 09/22/2017.
RCAS-MS stated that RCAS-MS will send Customer an e-mail with the specifics of the inspection prior to 09/22/2017.
RCAS-MS stated that RCAS-MS will be following up with Customer on 09/25/2017 regarding the inspection results.

Customer understood.
Customer thanked RCAS-MS.

Call ended mutually.

Created By: Markita Scott (9/19/2017 10:16 AM)
RCAS-MS received VMX from Customer on 09/19/2017 at 10:00am asking for the inspection date and time for Customer's vehicle.

Created By: Markita Scott (8/25/2017 9:58 AM)
RCAS-MS received incoming call from Customer on 08/25/2017 at 9:33am.

Customer stated that Customer had been put in a Jeep Cherokee which was not working as Customer is only 5'6" and Customer's wife is only 5'3".
Customer stated that Customer just got to switch out the vehicle for a Rogue, though.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS stated that RCAS-MS was following up with Customer regarding the VMX left.

Customer stated that the paperwork was just related to the rental vehicle and Customer did not know that but was wanting to make sure of that prior to going to the DLR to sign anything.

RCAS-MS understood.
RCAS-MS stated that from this point, the next time that Customer will hear from RCAS-MS is going to be the week of the inspection.
RCAS-MS stated that RCAS-MS will also be following up with Customer the day after the inspection to answer any questions or address any concerns that Customer may have at that time.
RCAS-MS stated that Customer knows that Customer can also touch base with RCAS-MS if any questions come up in the meantime.

Customer understood.
Customer thanked RCAS-MS.
Customer asked RCAS-MS if the DLR had reached out to RCAS-MS prior to RCAS-MS making contact with Customer.

RCAS-MS stated that once a CA case is opened, the CA agent will make contact with the DLR.
RCAS-MS stated that contact was made with DLR on 08/22/2017.

Customer understood.
Customer thanked RCAS-MS for everything.

RCAS-MS wished Customer a great weekend.

Call ended mutually.

Created By: Markita Scott (8/25/2017 9:30 AM)
RCAS-MS placed outbound call Customer at [redacted] on 08/25/2017 at 9:29am.

Customer stated that Customer will call RCAS-MS back in a moment because Customer is in a dead zone.

Call disconnected.

Created By: Markita Scott (8/24/2017 3:29 PM)
RCAS-MS received VMX from Customer on 08/24/2017 at 4:40pm stated that Customer has concerns regarding the paperwork that the DLR is requesting that Customer sign regarding the rental vehicle.

Created By: Markita Scott (8/23/2017 3:03 PM)
RCAS-MS placed outbound call to Baron Nissan on 08/23/2017 at 2:57pm and spoke with SA-Jason.

RCAS-MS provided SA-Jason with information regarding the concerns.
RCAS-MS stated that Customer will need a vehicle until the inspection can be completed.

SA-Jason stated that SA-Jason will get the Customer into a rental vehicle.

RCAS-MS thanked SA-Jason.

Call ended mutually.

Created By: Markita Scott (8/23/2017 3:02 PM)
RCAS-MS placed outbound call Customer at [redacted] on 08/23/2017 at 2:38pm.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS stated that RCAS-MS did receive the video that Customer sent and RCAS-MS will get it forwarded to DTS-KM.
RCAS-MS stated that at this time, the inspection will take place with NNA Engineers due to the severity of the concern.
RCAS-MS stated that the inspection will take place on 09/22/2017.
RCAS-MS stated that if Customer would like to take Customer's vehicle to the DLR and get into a loaner vehicle until after the inspection has been completed, Customer does have that option.

Customer understood.
Customer stated that Customer would like to do that.

RCAS-MS stated that RCAS-MS will let DLR know.

Customer understood.
Customer stated that Customer will need to be in a vehicle of comparable size.

RCAS-MS understood.

Customer thanked RCAS-MS for contacting Customer.

Call ended mutually.

✓ **Created By: Markita Scott (8/23/2017 8:30 AM)**
RCAS-MS received VMX from Customer on 08/22/2017 at 12:32pm asking RCAS-MS to confirm that RCAS-MS received the e-mail that Customer sent RCAS-MS.

Created By: Markita Scott (8/22/2017 8:58 AM)
RCAS-MS placed outbound call to Baron Nissan on 08/22/2017 at 8:53am and spoke with SA-Jason.

✓ SA-Jason stated that on a specific road by Customer's home, the vehicle emergency braking system kicks in.
SA-Jason stated that the DLR drove the vehicle two different times and could not get the concern to happen.
SA-Jason stated that the vehicle operating properly and is a design trade of the system.
SA-Jason stated that the vehicle was at the DLR on 08/18/2017.

Created By: Markita Scott (8/22/2017 8:52 AM)
RCAS-MS VERIFIED C's name, mailing address, e-mail, phone #, vehicle
RCAS-MS CHECKED for open recalls/campaigns and found: None
Previous UNRELATED Case(s) Found: None
Previous RELATED Case(s) Found: None
RCAS-MS ADVISED "This call may be recorded for quality and training purposes."

RCAS-MS placed outbound call to Customer at [redacted] on 08/22/2017 at 8:05am.

RCAS-MS stated that RCAS-MS is Customer's Regional Consumer Affairs Case Manager and in short, that means that RCAS-MS is Customer's point of contact with Nissan Corporate regarding Customer's concerns or questions with vehicle or DLR.
RCAS-MS provided direct contact information.
RCAS-MS confirmed Customer's concerns.

Customer agreed.

RCAS-MS asked Customer to clarify what is going on with vehicle.

Customer stated the first time that the concern happens, the vehicle just beeped and stopped on Customer over some train tracks.
Customer stated that the second time that the concern happens, the vehicle beeped and slammed on the brakes for the vehicle while Customer's wife was going over the same train tracks.
Customer stated that Customer's wife was almost rear ended and the vehicle stopped in the middle of the train tracks.
Customer stated that Customer was told by the DLR that the vehicle is operating normally.
Customer stated that if this is normal, Nissan is going to have a major issue because this is going to get people killed.
Customer stated that Customer's wife is scared to death to drive the vehicle at this point.
Customer stated that Customer is a patient person but Customer cannot be patient with this because this involves the safety of Customer's wife and daughter.
Customer stated that Customer has a video that Customer took when Customer drove over the train tracks and the concern happened.

RCAS-MS expressed understanding.
RCAS-MS stated that Customer can reply to the e-mail that RCAS-MS sent Customer with the video attached and RCAS-MS can forward to Customer's area DTS.
RCAS-MS stated that the first step that needs to be taken is for a request for a DTS to come and inspect the vehicle.
RCAS-MS stated that the DTS is going to be in the best position to determine the next steps with the vehicle.
RCAS-MS stated that RCAS-MS will forward the video to DTS and request that an inspection be completed.

✓ Customer stated that Customer will make sure to be available for that inspection.
Customer stated that Customer would like the DTS to drive over the train tracks where the concern is happening.

RCAS-MS stated that typically, the DTS will do that and will have the Customer drive and the DTS will drive the vehicle as well.

Customer understood.

RCAS-MS stated that RCAS-MS will have an inspection date and time by 08/23/2017.

Customer understood.
Customer stated that the only day that Customer is not available is 08/28/2017.

RCAS-MS understood.
RCAS-MS stated that RCAS-MS will include that in Customer's case.

Customer asked RCAS-MS what Customer's rights are in the event that DTS comes back with no recommended repairs with an unsafe vehicle.

RCAS-MS stated that Customer has a right to request a repurchase/replacement review.
RCAS-MS stated that this is when a separate department reviews the vehicle concerns under Customer's stated lemon law.
RCAS-MS stated that if Customer has questions regarding Customer's state lemon law, Customer will have to do independent research.

Customer understood.
Customer stated that Customer will cross that bridge when Customer gets to it.

RCAS-MS understood.

Customer thanked RCAS-MS for calling.

RCAS-MS stated that RCAS-MS will be following up with Customer by 08/23/2017.

Customer thanked RCAS-MS.

Call ended mutually.

Created By: Jeremy Angelini (8/21/2017 4:53 PM)
CRR-JA VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-JA NOTED concern is: C WANTED INFORMATION REGARDING STATUS OF CASE

CRR-JA received inbound call from C

C stated that C did not receive the callback was meant to get today
C stated that C is really hoping to speak with an RCAS
C stated that C just wants to get this concern resolved

Best Contact # (516)[redacted]

Call ended mutually

Created By: Sam Sultana (8/21/2017 3:04 PM)
CRR-SS <OPENED or VERIFIED> Account Info including: C's name, home & email address, phone# & best contact#
CRR-SS VERIFIED Veh Info including: VIN#, Current Mileage, Warranty & Service History
CRR-SS CHECKED for open recalls/campaigns and found: None
CRR-SS CHECKED for previous UNRELATED Case(s) and found: None
CRR-SS CHECKED previous RELATED Case(s) and found: None
CRR-SS NOTED concern is: RCAS UPDATE
****

CRR-SS received inbound call from C
C provided case number

C stated C was supposed to hear from rcas agent and still hasn't heard anything
C stated C's wife drives veh and feel super unsafe
C stated C's wife almost got rear ended
C stated C is very worried and wants a call from rcas

CRR-SS stated RCAS has until 5 pm to contact C

C understood and appreciated the assistance

CRR-SS provided additional assistance

C declined

CRR-SS provided case number and agent ID number

Call ended mutually

Created By: Pawandeep Singh (8/19/2017 1:04 PM)
CRR-PS received an inbound call from C
C provided CRR-PS with case number
CRR-PS verify name,address and phone
C stated that C has a video for C's braking system concern and want to submit it
CRR-PS inform C that C's case is already escalate to RCAs and C wll receive a cal back by 8/21/2017 by no later then 5pm
CRR-PS inform that RCAS will give further update on C's case
C understood
Call ended mutually

Created By: Matthew Yu (8/19/2017 7:35 AM)
CRR-MY VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-MY VERIFIED Veh Info including: VIN#, Current Mileage, Warranty & Service History
CRR-MY CHECKED for open recalls/campaigns and found:
CRR-MY CHECKED for previous UNRELATED Case(s) and found:
CRR-MY CHECKED previous RELATED Case(s) and found:
CRR-MY NOTED concern is:

[redacted] C's VEH is a 2017 Rogue with VIN: 5N1AT2MV1HC[redacted]
C states that the VEH always comes to halt whenever C stops by a train stopping due to the autonomous braking system
C states that C brought the VEH to the Baron Nissan dealership but the SA stated that there is nothing wrong with the VEH
C is not happy with the SA's diagnosis because clearly there is something wrong with the autonomous braking system
C also states that the radio automatically reboots and the SA at the dealership is not able to figure it out
C is wondering how to permanently disable the autonomous braking system on C's Rogue
C feels that when the autonomous braking system brakes improperly is a safety concern because C's spouse almost got rear ended when going on a drive
CRR-MY will escalate case to RCAS and provided C with case# and agent ID#
Please call C at[redacted] ext 101 and[redacted]

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]	BRAKES	GEN. BRAKE COMPONENT(S)	PREMATURE WEAR/FAILURE	03	10/17/2017	WA	AD	121500	OA

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Nam	[redacted]	Case Owner	[redacted] Amanda Yett
Contact Emai	[redacted]	Type	
Home Phone	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	8/25/2017	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	8/21/2017 8:24 AM
Social Media Involvement		Date/Time Closed	8/25/2017 7:41 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	C contacted NNA about accident and concern with ABS system.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	AUTOFAIR NISSAN OF CHELMSFORD
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	4,908	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	5N1AT2MV9H[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	AUTOFAIR NISSAN OF CHELMSFORD	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	8/21/2017
Responsible District	12	Dealer Instructions	
Shared With		Requested Dealer Action	Please review.

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 [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date	
LS Response Time	

Home Phone
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] VIN: 5N1AT2MV9H[redacted]	Root Cause	
Created By	Brandi King, 8/21/2017 8:24 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/12/2018 9:37 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	1,012		
Action Code	NT1J		
What action was taken?	1J Repaired – Technical Information Provided		

Agent Comments

Agent Comments: Follow up to see if concern has been resolved.
Agent Next Step

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
8/25/2017 7:41 AM	Amanda Yett	Changed **Status** from Open to **Closed**.
		Closed.
8/23/2017 1:45 PM	Amanda Yett	Changed **Subject** from CUSTOMER: [redacted] PHONE: VIN: 5N1AT2MV9H[redacted] to **CUSTOMER:** [redacted] **VIN: 5N1AT2MV9H[redacted]**.
8/22/2017 8:05 AM	Amanda Yett	Changed **Follow Up Date** from 8/22/2017 to **8/25/2017**.
8/22/2017 8:04 AM	Amanda Yett	Changed **Subject** from CUSTOMER: [redacted] VIN: 5N1AT2MV9H[redacted] to **CUSTOMER:** [redacted] **PHONE: VIN: 5N1AT2MV9H[redacted]**.

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Case Comments

New

Case Comments Help

Public	Comment
	Created By: Amanda Yett (8/25/2017 7:40 AM) RCAS-AY is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with FEB concern. C stated that C wants system turned off as it caused an accident. C took veh to DLR. SM-Austin Rush inspected veh with DTS. DTS advised toll pass in C's veh may be interacting with sensor. SM-AR removed pass. ***STATEMENT OF DECISION*** RCAS-AY is closing the case as no further assistance can be offered at this time.
✓	**Created By: Amanda Yett (8/25/2017 7:38 AM)** RCAS-AY placed outbound call to C @[redacted] RCAS-AY advised call may be recorded for quality and training purposes. RCAS-AY advised that RCAS-AY had spoken with SM-AR who notified RCAS-AY of DTS inspection. C stated toll pass may have been interfering with sensor. C stated that C was going to bring veh back to original parking garage to test system. RCAS-AY advised if C has more concerns and feels the system is still not working properly, C can call 1-800-Nissan1. C thanked RCAS-AY. RCAS-AY thanked C for contacting NNA. RCAS-AY asked if C had further questions or concerns. C declined. RCAS-AY advised C to have a good day. Call ended mutually.
✓	**Created By: Amanda Yett (8/25/2017 7:35 AM)** RCAS-AY received email from SM-AR. SM-AR stated that C wants FEB system turned off all the time. SM-AR stated that veh was inspected and reviewed with DTS. SM-AR advised there was a code for a radar interference and the customer has a ez pass for tolls on the top of C's license plate which is directly in line of both the camera and sensor that interacts with the system in question. SM-AR advised SM-AR reviewed with C and removed the pass as per C's request.
✓	**Created By: Amanda Yett (8/24/2017 3:14 PM)** RCAS-AY placed outbound call to DLR @ [redacted]. RCAS-AY left VMX for SM-Austin Rush requesting callback.

✓ **Created By: Amanda Yett (8/22/2017 9:42 AM)**
RCAS-AY sent email to SM-AR regarding disabling front emergency braking system.

✓ **Created By: Amanda Yett (8/22/2017 9:40 AM)**
RCAS-AY consulted with CATS-JW who advised video that shows how to disable system:
http://www.nissanownersinfo.mobi/Home/Topic/2017/Rogue/3593

Created By: Amanda Yett (8/22/2017 8:16 AM)
RCAS-AY placed outbound call to DLR.
RCAS-AY asked SM-Austin Rush about disabling system.

✓ SM-AR stated that SM-AR is uncomfortable with proceeding with repair.
SM-AR stated that SM-AR would like DTS to look at veh.

RCAS-AY advised that RCAS-AY will speak with CATS-JW.

Call ended mutually.

Created By: Amanda Yett (8/22/2017 8:03 AM)
RCAS_AY placed outbound call to C @[redacted]
RCAS-AY VERIFIED C's name, home & email address, concern, and phone.
RCAS-AY ADVISED "This call may be recorded for quality and training purposes."

RCAS-AY CHECKED for open recalls/campaigns and found: 0
Previous UNRELATED Case(s) Found: 0
Previous RELATED Case(s) Found: 0

RCAS-AY verifieid C's cocnerns.
C stated that C has concerns with emergency braking system not ABS>

RCAS-AY apologized for misunderstanding.

C stated that 2 veh behind C rear-ended.
C stated that emergency braking system false triggers at night and in rain.
✓ C stated that veh will kill somebody.
C stated that veh is unsafe.

RCAS-AY apologized for C's cocnerns.
RCAS-AY asked how C would like NNA to be involved.

C stated that C wants emergency braking system permanently disabled.
C stated that C has presented request in writing to DLR.
C stated that C's veh is at DLR now.

RCAS-AY understood.
RCAS-AY stated that RCAS-AY will look into concern.
RCAS-AY advised C of case number and direct line.
RCAS-AY advised C that RCAS-AY will follow up on Friday, 8/25.

C thanked RCAS-AY.

Call ended mutually.

Created By: Amanda Yett (8/22/2017 7:51 AM)
✓ RCAS-AY reviewed with SRCAS[redacted] Jones.
SRCAS-AJ recommended advising C to bring veh into DLR.

✓ **Created By: Service Manager (8/21/2017 10:12 AM)**
dealer revised. what would you like us to do?

Created By: Brandi King (8/21/2017 8:30 AM)
CRR-BZ VERIFIED VEH Info including: VIN#, Current Mileage
CRR-BZ CHECKED for open recalls/campaigns
CRR-BZ CHECKED for previous UNRELATED Case(s)
CRR-BZ CHECKED previous RELATED Case(s)

CRR-BZ Noted Concern is: ABS brake system

C Stated ABS brake engaged and caused two VEH's behind C to hit each other
C Stated no lights came on
C Stated no one was injured just the VEH's behind C were really mad
C Stated the parking garage had a little hill and C thinks the VEH sensed it and engaged the ABS
C Stated C doesn't feel safe in the VEH anymore
C Stated C doesn't stated VEH was not operating improperly
C Stated VEH should have realized there was no need for the ABS brake to be engaged

CRR-BZ Apologized and Empathized with C and informed C CRR-BZ will document all C's concerns
CRR-BZ Placed C on a brief hold to consult TL-LH

TL-LH informed CRR-BZ this is not an IIR and should go to RCAS

CRR-BZ Informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by end of next business day regarding the C's concern

C understood and appreciated the assistance
CRR-BZ offered further assistance.
C declined.

CRR-BZ provided C with Agent ID[redacted] and case number
CRR-BZ and C ended call ***mutually***

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]	BRAKES	ANTI-LOCK BRAKE SYSTEM	POOR OR IMPROPER OPERATION	04	8/21/2017	YX	AD	118500	OA

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [76] | Case Categorizations [1] | Forms [0]

Case Detail

Reopen Case | Clone Closed Case

Number of open vehicle campaigns = 1

Account Name	[redacted]	Case Owner	[redacted] Zachary Case
Contact Email	[redacted]	Type	CA
Home Phone	[redacted]	Case Origin	Phone
Letter Sent Date	9/8/2017	Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	12/5/2017	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	8/22/2017 12:39 PM
Social Media Involvement		Date/Time Closed	12/21/2017 3:58 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Franklin	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Consumer Affairs Voluntary Replacement due to 2 repairs and 32 days out of service for Forward Emergency Braking error.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	1,735	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	10/3/2017
IIR Date		RHR Completed	10/3/2017
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	KNMAT2MV8HP[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29417	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	NISSAN 112 SALES CORP	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	New Customer Contact
Shared With		Requested Dealer Action	Please review.

Bluetooth

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

Related Items

Approved Check Requests	$31,156.70	Goodwill Offered	
		VCAN	
		Goodwill Processed	0
		Vehicle Service Contract	
		VSC Reprint Request	Email

Contact Name [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date	
LS Response Time	

Home Phone	[redacted]
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: KNMAT2MV8H[redacted]	Root Cause	
Created By	David Bedard, 8/22/2017 12:39 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 9/18/2019 9:23 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	894		
Action Code	NT5C		
What action was taken?	5C Voluntary NNA Trade/Repurchase - NNA Inventory - 2 vehs		

Agent Comments

Agent Comments	
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
12/21/2017 3:58 PM	Zachary Case	Changed **Status** from Open to **Closed**.
		Closed.
12/6/2017 3:51 PM	Zachary Case	Changed **Description**.
12/1/2017 10:16 AM	Zachary Case	Changed **Follow Up Date** from 11/16/2017 to **12/5/2017**.
11/9/2017 9:46 AM	Zachary Case	Changed **Follow Up Date** from 10/24/2017 to **11/16/2017**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Zachary Case (12/15/2017 7:16 AM) ARBS ZC notes the following scheduled surrender: 12/21/2017 10:00 AM @ SMITHTOWN NISSAN, INC.
[redacted]	**Created By: Zachary Case (12/14/2017 3:34 PM)** ARBS awaiting scheduled surrender from Morley.
	Created By: Zachary Case (12/8/2017 2:34 PM) ARBS emailed C Morley case transfer confirmation.
	Created By: Zachary Case (12/8/2017 2:31 PM) ARBS received check and transferred case to Morley [redacted] Morley [redacted] Check #: [redacted]
[redacted]	**Created By: Zachary Case (12/7/2017 1:49 PM)** ARBS ZC notes the following: Requested check in the amount of $31,156.70 payable to DLR.
	Created By: Zachary Case (12/6/2017 3:59 PM) ARBS ZC notes the following: ARBS drafted DLR replacement agreement, and emailed to SM Eddie. (+) New Vehicle Invoice: $27,590.00 (+) Transportation Fee: $605.00 (+) Dealer Fee: $329.00 (+) Sales Tax: $2,460.20 (+) Tire Disposal Fee: $12.50 (+) N.Y. State Inspection Fee: $85.00 (+) Dealer Processing Fee: $75.00 (=) Total NNA Pays to Dealer: $31,156.70
	Created By: Zachary Case (12/6/2017 3:51 PM) Vehicle concerns-Emergency Braking System
	Created By: Zachary Case (12/6/2017 3:33 PM) ARBS drafted replacement agreement, and emailed to C.
	Created By: Zachary Case (12/6/2017 3:27 PM) ARBS received NMAC SOC documents, and attached to case.
	Created By: Zachary Case (12/5/2017 11:36 AM) ARBS ZC notes the following: Proposed replacement VIN: 5N1AT2MV4J[redacted].

Created By: Zachary Case (12/5/2017 11:32 AM)
ARBS ZC notes the following:

ARBS received email from SM Eddie stating C came in and approved replacement vehicle.

ARBS attached replacement invoice and replacement buyers order to case.

ARBS requested NMAC SOC docs.

Created By: Zachary Case (11/29/2017 10:05 AM)
ARBS ZC notes the following:

Called C @ [redacted]

ARBS told C that ARBS received word from SM Eddie that C was contacted?

C said yes, last night.
C said that C is going in on Saturday.

ARBS understood.
ARBS advised that SM sent ARBS an email stating that he has already located a proposed replacement.
ARBS told C to let ARBS know once C takes a look if C is ok with that vehicle, and if so ARBS will start the paperwork.

C agreed, and thanked ARBS.

Call ended mutually.

Created By: Zachary Case (11/28/2017 3:02 PM)
ARBS ZC notes the following:

Received VMX from SM Eddie:

Called SM @[redacted]

ARBS told SM that NNA is working to replace C's vehicle.
ARBS told SM that ARBS was working with SM Andrew.
ARBS told SM that ARBS has not received a response and C is ready to get things going.

SM said he would help.
SM asked ARBS to email: edwardodonohue@smithtownnissan.com

ARBS agreed and explained process.

SM understood and advised he would call or email with any questions or concerns.

Call ended mutually.

Created By: Zachary Case (11/28/2017 2:28 PM)
ARBS ZC notes the following:

Called SMITHTOWN NISSAN @[redacted]

Left VMX for SM Edward to call ARBS back.

Created By: Zachary Case (11/28/2017 2:24 PM)
ARBS ZC notes the following:

Received VMX from C requesting call back.

Called C @[redacted]

ARBS asked C if C has heard anything?

C said no, C is starting to get irritated.
C asked who is supposed to be contacting C?

ARBS told C Andrew.

C understood.

ARBS told C that ARBS will call the DLR now again and see if there is another contact that ARBS can reach out to.

C agreed.

ARBS told C that ARBS will call C back tomorrow afternoon and if C has not received a call ARBS will contact another DLR.

C agreed.

Call ended mutually.

Created By: Zachary Case (11/22/2017 7:18 AM)
ARBS ZC notes the following:

Called SMITHTOWN NISSAN SM Andrew @ 703-497[redacted]

Left VMX for SM to call or email ARBS back.

[redacted] ARBS emailed SM Andrew:

Good morning Andrew,

Any luck in locating a replacement vehicle for Ms. O'Hagan?

Thank you,

Created By: Zachary Case (11/17/2017 9:52 AM)
ARBS emailed SM Andrew and asked he call C.

Created By: Zachary Case (11/17/2017 9:50 AM)
ARBS ZC notes the following:

Received email from C:

Good morning Zach, I have not heard from anyone from the dealership yet. I hope to hear from someone soon. This process is taking a while, I know you are doing your best just frustrating. Hopefully I'll have some good news next week. Thanks for your help!

- Tara O'Hagan

ARBS responded:

Ms. O'Hagan,

I apologize! I will reach out to Andrew again and ask that he reach out to you at his earliest convenience.

Thank you,

Created By: Zachary Case (11/17/2017 8:41 AM)
ARBS ZC notes the following:

ARBS emailed C:

Good morning Ms. O'Hagan,

Have you received any contact from the sales manager Andrew at Smithtown Nissan?

He advised me Wednesday he was searching for a replacement vehicle.

Thank you,

Created By: Zachary Case (11/15/2017 9:04 AM)
ARBS ZC notes the following:

Called SMITHTOWN NISSAN SM Andrew @[redacted]

ARBS asked if a replacement vehicle was located?

SM said that SM was off, and SM would get to work on it today.

ARBS agreed and thanked SM.

Call ended mutually.

Created By: Zachary Case (11/9/2017 9:45 AM)
ARBS ZC notes the following:

Called C @[redacted]

ARBS asked if SM Andrew has reached out to C regarding the replacement process?

C said no.

ARBS understood and advised ARBS would contact SM.

[redacted] C thanked ARBS.

Call ended mutually.

ARBS emailed SM Andrew:

Good morning Andrew,

Any update on locating a replacement vehicle for this customer?

Thank you,

Created By: Zachary Case (11/6/2017 10:22 AM)
[redacted] ARBS received confirmation email from SM-AP. ARBS emailed SM replacement details.

Created By: Zachary Case (11/6/2017 9:55 AM)
SM Andrew Payne.

Created By: Zachary Case (11/6/2017 9:55 AM)
ARBS emailed SM Andrew Payment at Smithtown Nissan requesting assistance with vehicle replacement.

Created By: Zachary Case (11/6/2017 6:59 AM)
ARBS ZC notes the following:

Received email from C stating C would like to use Smithtown Nissan, and asked if she will keep her current lease terms.

ARBS agreed to using Smithtown, and advised the only thing that will change is a new VIN on the current agreement.

Created By: Zachary Case (11/3/2017 1:21 PM)
[redacted] ARBS emailed C inquiring which DLR C would like to use for replacement process.

Created By: Zachary Case (11/3/2017 10:33 AM)
ARBS retrieved original invoice, and attached to case.

Created By: Zachary Case (11/3/2017 10:12 AM)
[redacted] ARBS received vehicle pictures, and attached to case.

Created By: Zachary Case (11/1/2017 2:18 PM)
ARBS received registration from C, attached to case.

Created By: Zachary Case (10/31/2017 3:12 PM)
ARBS ZC notes the following:

[redacted] Called C @[redacted]

Left VMX for C to call back.

Created By: Zachary Case (10/26/2017 10:03 AM)
ARBS ZC notes the following:

Below is the payment/payoff information that you requested.

SR# 1[redacted]
Account#[redacted]
Customer:[redacted]
Payoff amount is $ 26366.99 good thru 11/4/2017
Payments received 5
Payment amount $ 309.99
Recent payment received on 10/5/2017 in the amount of $ 309.99

Copy of Contract, Payment History are attached. The account is SOC eligible.

Thanks,

ARBS attached email and documents to case.

Created By: Zachary Case (10/26/2017 8:09 AM)
[redacted] ARBS awaiting requested documents from C, and payoff information from NMAC.

Created By: Zachary Case (10/24/2017 1:35 PM)
ARBS ZC notes the following:

ARBS drafted Intent to replace letter, emailed to C, and attached to case.

ARBS requested payoff from NMAC.

Created By: Zachary Case (10/24/2017 1:31 PM)
ARBS ZC notes the following:

Received VMX from C.

Called C @[redacted]

C said that the vehicle is just sitting in the lot.
C said that the DLR has been terrible.
C said that C calls up there once a week and no one has any idea what is going on.
C said that C is paying for a Rogue but driving an Altima.
C said that C is going up there today to give the loaner back so C can have what C is paying for.
C said that C will just cut off the FEB when C gets in the vehicle.
C said that this whole process has been a S%^& show and C is sick of it.

ARBS advised that if C shuts it off to drive C will need to do it at each key cycle.

C said that C is aware.

ARBS apologized and asked if DLR advised C that they could wait for a comparable Rogue for a loaner for C?

C said no, C said that C has a better idea of what is going on with everything than the DLR does.
C said nothing is passed along and the person C spoke to last didn't even know C's vehicle was there.
C said that C just wishes NNA would step up and do something.

ARBS apologized, and informed C that ARBS would replace C's vehicle on behalf of NNA.

C said that is the best news C has heard!
C thanked ARBS.

ARBS understood, and apologized for C's inconveniences.
ARBS asked if C would like to conduct the process through Smithtown Nissan?

C agreed.
C asked what ARBS needs?

ARBS verified C's email.
ARBS told C that ARBS would email C a letter with a request for additional information.

C thanked ARBS.

Call ended mutually.

Created By: Zachary Case (10/24/2017 11:18 AM)
ARBS ZC notes the following:

[redacted]

Received email from ASM Nick:

Hi Zachary. Ms. O'Hagan contacted us that she would like to pick up her vehicle until a remedy is available. Thanks. Nick. Nissan 112.

Created By: Zachary Case (10/18/2017 11:04 AM)
ARBS ZC notes the following:

Received VMX from ASM Nick.

ARBS asked ASM if the rental company had any more vehicles that could be comparable?

ASM said that they were able to secure a loaner Altima.
ASM asked if C had concerns with the loaner?

ARBS told ASM that C mentioned C would like a comparable vehicle since C may be with the vehicle for a little while.

ASM understood.
ASM told ARBS that he would keep an eye out for a Rogue to come in and when it is available they will ask C to come swap it out.

ARBS understood and thanked ASM.

Call ended mutually.

Created By: Zachary Case (10/18/2017 9:45 AM)
ARBS ZC notes the following:

ARBS called ASM Nick @[redacted]

Left VMX for ASM to call ARBS back.

ARBS emailed ASM requesting a call at ASM's earliest convenience.

Created By: Zachary Case (10/18/2017 9:42 AM)
ARBS ZC notes the following:

Received VMX from C.

Called C @[redacted]

ARBS advised C that ARBS received C's VMX and wanted to return C's call.

C said that C dropped off the vehicle, and has taken a rental.
C said that C is now in a base line Altima.
C said that the rental is not comparable with C's Rogue.
C said that C wanted to speak with ARBS, because C has consulted with Atty and C is well aware the vehicle meets LL.
C said that NNA has taken responsibility by admitting it is under review, and placing C in a rental at NNA's expense.
C said that additionally this is a safety concern, and C has kids.
C said that C would like ARBS to take a second look at C's case, as it clearly has been down over 30 days, and this is a safety concern.

ARBS advised that ARBS has been directed that NNA is not in a position to repurchase or replace the vehicle at this time.
ARBS told C that ARBS hands are currently tied.

C said that by the end of it, if it is ever fixed, and if C has the repurchase/replacement, NNA will end up paying for the long term loaner, and C's lease repurchase.
C said that C cannot believe it, C is not going to be an NNA C anymore.
C said that this whole experience has left a bad taste with C.
C said that it is just a leased vehicle.
C said that NNA needs to take responsibility and follow the LL.
C apologized to ARBS and told ARBS that C knows its not ARBS fault, but this whole experience is frustrating.
C said that C is a nurse and C's husband is a cop.
C said that they are always stressed and this does not help.
C asked if there is anything ARBS can do?

ARBS advised that ARBS will continually follow up with C, and ARBS is asking daily for any update on C's concerns.
ARBS said unfortunately at this time there is no ETA.

C asked ARBS to speak with anyone ARBS can so that C can have a resolution.
C said that RCAS-MS advised C would receive reimbursement for payments while the vehicle was down, but it would be once the vehicle is returned to C.
C said that there is no telling how long that will be, and C doesn't want to have to wait another 30 days.
C said that C just cannot see why NNA will not follow the LL since C's vehicle already meets.

ARBS understood, and apologized.
ARBS told C that ARBS would investigate further and get back with C by 10/25.

C agreed, and thanked ARBS.

Call ended mutually.

ARBS reviewed case with Senior Planners; SG, and MM.
ARBS to contact DLR and see if comparable rental/loaner is available.
ARBS authorized to repurchase vehicle due to C's specific case circumstances if ARBS cannot get C to settle.

Created By: Zachary Case (10/17/2017 7:16 AM)
ARBS ZC notes the following:

Received confirmation from ASM Nick:

"Hi Zachary. Tara O'Hagan will be picking up loaner tomorrow. "

Created By: Zachary Case (10/13/2017 2:14 PM)
ARBS ZC notes the following:

Received email from ASM Nick:

Hi Zachary. My service manager wanted me to let you know that we would have to get a loaner vehicle from an outside source. Is Nissan going to pay for the loaner for the customer?

ARBS responded:

Nick,

Please try to keep it reasonable, we will cover it through a warranty account. I will reach out to the warranty manager for specifics and let you know.

Could you please advise when Ms. O'Hagan is contacted?

Thank you,

Created By: Zachary Case (10/13/2017 1:51 PM)
ARBS emailed ASM Nick requesting a call.

Created By: Zachary Case (10/13/2017 1:36 PM)
ARBS reviewed case with ARBSP-SG.
ARBS was advised no repurchase/replacement.
ARBS to follow up with DLR to provide C loaner/rental.

Created By: Zachary Case (10/13/2017 1:33 PM)
ARBS ZC notes the following:

Called C @[redacted]

ARBS asked C if C has heard from the DLR?

C said no.

ARBS advised that NNA would like to place C in a loaner/rental vehicle.

C said that C just wants to be done with this vehicle.

ARBS advised that at this time NNA is not in a position to repurchase or replace the vehicle.
ARBS told C that NNA can provide C with alternate transportation.

C asked why.

ARBS told C that currently NNA is unaware if this is a product or an environmental concern.
ARBS told C that this is NNA's position at this time.

C asked what if C does not accept?

ARBS told C that ARBS will review, and get back with C by next Wed.
ARBS asked C if in the meanwhile could ARBS set up with C and DLR a loaner/rental?

C agreed, C said that C is just tired of going back and forth.

ARBS understood.
ARBS advised that ARBS would look into providing compensation for the time C has been without the vehicle.

C thanked ARBS.

ARBS provided C with ARBS number, and advised ARBS would call C back next week.

C agreed.

Call ended mutually.

Created By: Zachary Case (10/13/2017 12:58 PM)
ARBS ZC notes the following:

Received email from ASM Nick:

I will follow up with the service advisor that I that I had contact the customer and get back to you asap.

Created By: Zachary Case (10/13/2017 10:54 AM)
ARBS ZC notes the following:

ARBS emailed ASM Nick:

Good morning Nick,

Have you been able to reach this customer?

Thank you,

Created By: Zachary Case (10/10/2017 2:36 PM)
ARBS ZC notes the following:

Called C @[redacted]

Left VMX for C to call ARBS back.

Created By: Zachary Case (10/10/2017 1:16 PM)
ARBS ZC notes the following:

Received email from ASM Nick:

I will call customer to come and be given a loaner vehicle.

ARBS responded:

Thank you Nick, Once you speak with the customer could you please let me know?

Thank you again!

Created By: Zachary Case (10/10/2017 8:20 AM)
ARBS ZC notes the following:

Received email from ASM Nick:

Hi Zachary. We had the DSM come and road test vehicle. He did not find anything wrong with vehicle at this time. I was informed customer picked up their vehicle.

ARBS responded:

Nick,

Engineering is currently investigating the concerns, Nissan would like to place the customer into a loaner or rental vehicle until we are able to determine further if it is a actual concern or environmental. Please advise if you can assist.

Thank you,

Created By: Zachary Case (10/10/2017 7:42 AM)
ARBS ZC notes the following:

Received email from ASM Nick 10/5/17:

Hi Zachary. I'll check on the status of this vehicle. I'm out tomorrow but will email you Saturday.
Thanks Nick Caiazzo

ARBS responded:

Good morning Nick,

Any update on this? I need to contact the customer today, but first I need confirmation your dealership will have a loaner or rental available for the customer.

Thank you,

Created By: Zachary Case (10/5/2017 3:49 PM)
ARBS ZC notes the following:

emailed ASM Nick:

Nick,

Could you please advise on this vehicle? I have been unable to reach anyone by phone at your dealership.

Is the vehicle currently there? If not could you have a loaner vehicle made available for the customer upon their return?

Thank you,

Created By: Zachary Case (10/5/2017 2:51 PM)
ARBS ZC notes the following:

Called NISSAN 112 SALES CORP @[redacted]

ARBS held for 3 min 10 seconds, no answer, and call was ended.

Created By: Zachary Case (10/5/2017 1:48 PM)
ARBS ZC notes the following:

Called NISSAN 112 SALES CORP @[redacted]

ARBS held for 3 min 3 seconds, no answer, and call was ended.

Created By: Zachary Case (10/4/2017 10:04 AM)
ARBS taking over case.

Created By: Zachary Case (10/4/2017 10:00 AM)
ARBS ZC notes the following:

32 days out of service.

State: NY
Mileage: 2,402
Inservice: 6/5/17

2 repairs related to FEB stops the vehicle inappropriately.
1. DTS will inspect 2. Under engineering review

NO ADDITIONAL CASES FOUND
NO TECH LINE CASE FOUND
1 DTS FOUND
NO VSC's FOUND
NO WARRANTY CASES FOUND

Created By: Zachary Case (10/4/2017 9:55 AM)
ARBS ZC notes the following:

08/07/17 @ 2,402 miles...[redacted] days down
Issue:
1. C/s the front sensors are saying something is in front of vehicle and applies the brakes when nothing is there.
Action:
1. Nissan is involved, as per dts-km, customer will pick up vehicle and return on inspection date.

09/25/17 @ 2,402 miles...[redacted] 1 day down
Issue:
1. C/s vehicle stops by itself.
Action:
1. DTS could not duplicate, under engineering review.

Created By: Zachary Case (10/4/2017 9:52 AM)
ARBS reviewed case with ARBM-BG.

ARBS taking over case to offer rental/loaner until repairs are available.

Created By: Zachary Case (10/3/2017 2:56 PM)
ARBS provided VIN to ARBSP-FD.

Created By: Nicki Barror (10/3/2017 11:15 AM)
DRTS received the RHR. The RHR was assigned to ARBS Zachary Case for review.

Created By: Markita Scott (10/3/2017 11:05 AM)
RCAS-MS placed outbound call to Customer at[redacted] on 10/03/2017 at 11:02am.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS stated that RCAS-MS would like to look into case and vehicle concerns a little further prior to closing case out.
RCAS-MS stated that RCAS-MS is going to look into things further and RCAS-MS will follow up with Customer by 10/06/2017, at the latest.

Customer understood.
Customer thanked RCAS-MS.

Call ended mutually.

Created By: Markita Scott (10/3/2017 10:48 AM)
RCAS-MS to resubmit RHR for second review.

Created By: Markita Scott (10/3/2017 9:57 AM)
RCAS-MS reviewed case with TL-GD and consulted ARBS that reviewed case initially regarding case and vehicle specifics.

Created By: Markita Scott (10/3/2017 9:18 AM)
RCAS-MS sent reimbursement review to TL-GD/srRCAS-JW on 10/03/2017 at 9:16am.

Created By: Markita Scott (9/29/2017 10:32 AM)
RCAS-MS consulted NMAC on 09/29/2017 at 10:32am for monthly payment information.

Created By: Markita Scott (9/29/2017 10:31 AM)
RCAS-MS placed outbound call to Customer at[redacted] on 09/29/2017 at 10:08am.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS stated that RCAS-MS is following up with Customer regarding the inspection that was completed on vehicle earlier this week.
RCAS-MS asked Customer if Customer was able to attend the inspection.

Customer stated that Customer was at work.

RCAS-MS asked Customer if Customer has been contacted regarding the inspection.

Customer confirmed.
Customer stated that the DLR had Customer pick vehicle up as DTS was not able to duplicate the concern.

RCAS-MS asked Customer if the concern has happened since Customer picked the vehicle up.

Customer stated that it has not.

RCAS-MS understood.
RCAS-MS stated that Customer has RCAS-MS's direct phone number so if the concern does happen again, Customer can contact RCAS-MS.
RCAS-MS stated that NNA's Engineering Dept. is currently investigating the concern.

Customer understood.
Customer asked RCAS-MS about the payment reimbursement that was previously discussed for the time that the vehicle has spent at the DLR.

RCAS-MS stated that RCAS-MS will reach out to NMAC and the DLR and get additional information to review for that reimbursement.

Customer thanked RCAS-MS.

RCAS-MS stated that RCAS-MS will follow up with Customer on 10/02/2017.

Customer thanked RCAS-MS.

Call ended mutually.

Created By: Amanda Yett (9/21/2017 3:13 PM)
RCAS-AY placed outbound call to C@[redacted]
RCAS-AY advised call may be recorded for quality and training purposes.

RCAS-AY advised calling on behalf of RCAS-MS to remind C of appointment with DTS on 9/25 @ 2 pm.

C understood.

RCAS-AY asked C if C had any other questions.

✓ C asked what would happen if DTS could not find a fix for concern.

RCAS-AY advised cannot speculate, have to wait on results of inspection.
RCAS-AY advised that RCAS-MS will follow up with C no later than Thursday, 9/28.

C understood.

RCAS-AY thanked C for C's time.

C advised RCAS-AY to have a nice day.

Call ended mutually.

Created By: Markita Scott (9/5/2017 3:19 PM)
RCAS-MS placed outbound call to Customer at [redacted] on 09/05/2017 at 3:09pm.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS stated that RCAS-MS has a decision rendered in Customer's case and would like to go over that information with Customer.
RCAS-MS stated that following the review and careful consideration, Nissan is not in a position to offer a repurchase of the vehicle.
RCAS-MS stated that Nissan will continue to honor the terms and conditions of all applicable warranties.
RCAS-MS stated that Customer will receive documentation in the mail with next steps should Customer dispute the decision that has been rendered in the review.

Customer understood.

RCAS-MS stated that the inspection is set for 09/25/2017 at 2:00pm EST and Customer is welcome to be present.

Customer understood.

RCAS-MS stated that the next steps regarding Customer's vehicle will be provided once that inspection has been completed.

Customer understood.

RCAS-MS stated that RCAS-MS will be following up with Customer the day after the inspection to answer any questions that Customer may have at that time.
RCAS-MS asked Customer if Customer has any questions at this time.

Customer stated that it is just frustrating paying for a vehicle that Customer does not have.

RCAS-MS expressed understanding.
RCAS-MS stated that a monthly payment reimbursement can be reviewed for once the inspection has been completed.

Customer stated that sounds good.
Customer thanked RCAS-MS for calling.

Call ended mutually.

Created By: Markita Scott (8/31/2017 2:50 PM)
RCAS-MS placed outbound call to Customer at [redacted] on 08/31/2017 at 2:47pm.

✓ Customer did not answer.

RCAS-MS left VMX with update in case, DTS inspection time, direct contact information, and follow up date of 09/05/2017.

Created By: Zachary Case (8/29/2017 8:20 AM)
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 work with DLR, TECHLINE, and DTS to resolve C's concerns.

Created By: Zachary Case (8/29/2017 8:20 AM)
ARBS ZC notes the following:

NO WARRANTABLE REPAIRS MADE

State: NY
Mileage: unknown
Inservice: 6/5/17

NO ADDITIONAL CASES FOUND
NO TECH LINE CASE FOUND
NO DTS FOUND
NO VSC's FOUND
NO WARRANTY CASES FOUND

Created By: Nicki Barror (8/28/2017 10:29 AM)
DRTS received the RHR. The RHR was assigned to ARBS Zachary Case for review.

Created By: Markita Scott (8/28/2017 10:26 AM)
RCAS-MS placed outbound call to Customer at [redacted] on 08/28/2017 at 10:24am.

✓ Customer did not answer.

RCAS-MS left VMX with update in case, direct contact information, and follow up date of 08/31/2017.

✓ **Created By: Markita Scott (8/23/2017 2:33 PM)**
RCAS-MS VERIFIED C's name, mailing address, e-mail, phone #, vehicle
RCAS-MS CHECKED for open recalls/campaigns and found: None
Previous UNRELATED Case(s) Found: None
Previous RELATED Case(s) Found: None
RCAS-MS ADVISED "This call may be recorded for quality and training purposes."

RCAS-MS placed outbound call Customer at [redacted] on 08/23/2017 at 2:18pm.

RCAS-MS stated that RCAS-MS is Customer's Regional Consumer Affairs Case Manager and in short, that means that RCAS-MS is Customer's point of contact with Nissan Corporate regarding Customer's concerns or questions with vehicle or DLR.
RCAS-MS provided direct contact information.
RCAS-MS confirmed Customer's concerns.

Customer agreed.
Customer stated that Customer's vehicle went into the DLR in June and Customer has not had the vehicle since.
Customer stated that the DLR has not been able to fix Customer's vehicle.

RCAS-MS expressed understanding.
RCAS-MS stated that RCAS-MS can provide clarification on what is going on with the vehicle.
RCAS-MS stated that at this time, the DLR is waiting for an inspection to be completed by a group of engineers from NNA.
RCAS-MS stated that without finding the root cause of the concern and this being a safety feature, DLR's do not want to simply try a repair without knowing definitively that the repair will resolve the concern.

Customer understood.
Customer asked RCAS-MS if Customer can just get into a new vehicle.

RCAS-MS stated that there is a process where that request can be reviewed but there is not a guarantee.
RCAS-MS informed Customer that the process takes about 10 business days and is not guaranteed.
RCAS-MS informed Customer that Nissan reviews Customer's repair history as it relates to Customer's states lemon law to determine if NNA is in a position to repurchase or replace the vehicle.

RCAS-MS asked Customer the following questions:
Why do you want to return the vehicle to Nissan North America?
The vehicle has a safety concern has not been resolved to date.

Where is the vehicle currently?
Nissan 112.

Where was the vehicle purchased?
Nissan 112.

Was it purchased new or used?
New.

Where is the vehicle serviced?
It has not with Customer long enough for service.

Has the vehicle been taken to multiple Nissan dealers?
No.

RCAS-MS stated that throughout this process, RCAS-MS will follow up with Customer every third business day.
RCAS-MS stated that RCAS-MS will follow up with Customer again on 08/28/2017.

Customer understood.
Customer thanked RCAS-MS.

RCAS-MS asked Customer if Customer has any questions.

Customer declined.

Call ended mutually.

Created By: Markita Scott (8/23/2017 2:13 PM)
RCAS-MS placed outbound call to Nissan 112 on 08/23/2017 at 2:10pm and spoke with SA-Gabby.

SA-Gabby stated that the vehicle is at the DLR for emergency braking concern.
SA-Gabby stated that NNA Engineering will be at the DLR to inspect the concern the week of 09/19.

Created By: Kelli Donovan (8/23/2017 11:05 AM)
RCAS-KD placed call to Nissan 112 and spoke to SA-Robert.

RCAS requested that dlr contacts tech line in regards to c's veh.

SA inquired to what tech line is.

RCAS explained it is a contact for dlrs when dlrs are having concerns with getting vehs diagnosed/repaired.
RCAS stated NNA will not be able to send out DTS until this has been done.

SA stated SA will provide this information to SA-Gabby.
Call ended mutually.

Created By: David Bedard (8/22/2017 12:45 PM)
****** [CASE SUMMARY] ******

SCRR-DB sending case to RCAS for further review.

Created By: David Bedard (8/22/2017 12:42 PM)
SCRR-DB received inbound call from C
SCRR-DB verified account info including C's name, home & e-mail address, best contact phone number, VIN, & preferred dealer.
Previous UNRELATED case(s) found: 0
Previous RELATED case(s) found: 0
Open Campaigns found: 0
SCRR-DB noting concern is: VEH concerns and assistance

C stated C just got off the phone with the DLR in regards to the collision sensor
C stated C only just leased VEH in June and the VEH has been at DLR for just over 2 weeks now
C stated that the collision sensor went off when there was no other VEHs around and DLR hasn't been able to figure out why it went off even though diagnostics are pulling malfunction codes
C stated that the DLR has had specialists and techs come out and look at VEH but no resolution
C stated C is asking to just get another VEH as this once is only 2 months old and C was told by DLR to call NNA
C stated C has been working with SA-GABBY and she is the one that told C to call NNA

SCRR-DB apologized and advised C that this concern will be forwarded to RCAS for review and that C will be contacted back by end of day 8/23/17

SCRR-DB offered further assistance.

C declined.

SCRR-DB provided Name, ID number, and case #
SCRR-DB and C ended call mutually

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	ROGUE	GENERAL INQUIRY	QF	8/22/2017	ZR	AZ	270500	OF

Forms

Forms Help

No records to display

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	Rick McClure
Contact Email	[redacted]	Type	CA
Home Phone	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	3/2/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	8/22/2017 2:35 PM
Social Media Involvement	✓	Date/Time Closed	3/2/2018 2:10 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	6		
Description	IIR- FEB- EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	Nissan 112 Sales Corp
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	7,600	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	1	RHR Started	
IIR Date		RHR Completed	
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	5N1AT2MV9H[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	2
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	NISSAN 112 SALES CORP	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	10/4/2017
Responsible District	07	Dealer Instructions	New Customer Contact
Shared With		Requested Dealer Action	Please review.

Bluetooth

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

Related Items

Approved Check Requests	$873.94	Goodwill Offered	
		VCAN	
		Goodwill Processed	0
		Vehicle Service Contract	
		VSC Reprint Request	Email

Contact Name [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date	
LS Response Time	

Home Phone	[redacted]
Work Phone	[redacted]
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: 5N1AT2MV9H[redacted]	Root Cause	
Created By	Alina Kingston, 8/22/2017 2:35 PM	Root Cause Code	SCSV
Last Modified By	NNAETL, 12/12/2018 9:37 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	823		
Action Code	NT2A		
What action was taken?	2A Customer Reimbursement - Recall/Campaign		

Agent Comments

Agent Comments	2nd attempt. reimburse C
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
3/6/2018 5:10 PM	Rick McClure	Changed **Case Owner** from Grady Douglas to **Rick McClure**.
3/2/2018 2:26 PM	Amanda Yett	Changed **Case Owner** from Amanda Yett to **Grady Douglas**.
3/2/2018 2:10 PM	Amanda Yett	Changed **Status** from Open to **Closed**.
		Closed.
3/1/2018 1:35 PM	Amanda Yett	Changed **Follow Up Date** from 3/1/2018 to 3/2/2018.

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Case Comments

New

Case Comments Help

Public	Comment
	Created By: Amanda Yett (3/2/2018 12:53 PM) RCAS-AY is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with FEB concerns RCAS-MS completed IIR. DTS inspected veh and found system to be fully functional. C requested reimbursement for 2 monthly payments as veh was down at DLR for 2 months pending further inspection. RCAS-AY confirmed days down with SM-Mo Khan. RCAS-AY reviewed case with TL-Grady Douglas. TL-GD approved reimbursement for 2 monthly payments, in the amount of $873.94. RCAS-AY offered to reimburse C 2 monthly veh payments to promote customer loyalty and satisfaction with Nissan brand. ***STATEMENT OF DECISION*** RCAS-AY offered to reimburse C 2 monthly veh payments to promote customer loyalty and satisfaction with Nissan brand. C accepted offer of assistance and was pleased with decision.
✓	**Created By: Amanda Yett (3/2/2018 11:08 AM)** RCAS-AY sent C open campaign email for 2016-17 - Rogue; Left Hand Engine Mounting Insulator.
✓	**Created By: Amanda Yett (3/2/2018 11:07 AM)** C purchased veh new Current mileage: 7600 OOW- Basic: 0/0 Power train: 0/0 VSC: none Total customer pay at retailer: $827.78 Last service visit: 1/8/18 Previous owns veh: 0
✓	**Created By: Amanda Yett (3/2/2018 11:04 AM)** THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT: C IS ELIGIBLE FOR 2 MONTHS VEH PAYMENT REIMBURSEMENT ONLY. PAYMENT: $436.97 TOTAL AMOUNT: $873.94 Approved by: RCAS-AY Mailing Address: [redacted] Medford, NY 11763[redacted] USA.
✓	**Created By: Amanda Yett (3/2/2018 11:03 AM)** RCAS-AY placed outbound call to Customer at [redacted] on 3/2/18 at 10:48 AM. RCAS-AY ADVISED "This call may be recorded for quality and training purposes." RCAS-AY recapped case. RCAS-AY advised case has been further reviewed and NNA would like the chance to make this right. RCAS-AY advised would like to reimburse C for 2 monthly payments in the amount of $873.94.

C thanked RCAS-AY.

RCAS-AY asked C to verify mailing address.

C stated [redacted]
Medford, NY 11763[redacted]
USA.

RCAS-AY advised C will receive a check within 2-4 weeks.
RCAS-AY offered further assistance.

C declined.

RCAS-AY thanked C for C's time.

Call ended mutually.

Created By: Amanda Yett (3/1/2018 1:34 PM)
RCAS-AY placed outbound call to C @[redacted]
RCAS-AY left VMX with case number and direct line.
RCAS-AY requested callback.

Created By: Amanda Yett (3/1/2018 1:33 PM)
RCAS-AY placed outbound call to C @[redacted]
RCAS-AY unable to leave VMX as mailbox was full.

Created By: Amanda Yett (3/1/2018 7:00 AM)
RCAS-AY received email from NMAC advising that C's monthly payment is $436.97.

Created By: Amanda Yett (2/28/2018 12:50 PM)
RCAS-AY notes no POP attached to case.
RCAS-AY sent email to NMAC requesting monthly payment amount.

Created By: Amanda Yett (2/28/2018 12:48 PM)
RCAS-AY reviewed case further with TL-Grady Douglas.
TL-GD advised RCAS-AY to have C send in POP and reimburse C for 2 monthly payments.

Created By: Amanda Yett (2/27/2018 1:14 PM)
RCAS-AY placed outbound call to C @[redacted]
RCAS-AY VERIFIED C's name, home & email address, concern, and phone.
RCAS-AY ADVISED "This call may be recorded for quality and training purposes."

RCAS-AY recapped case.
RCAS-AY verified C's concerns—monthly payment reimbursement for FEB concerns.

C stated that C was speaking with someone previously.
C stated that RCAS-MS advised that RCAS-MS was going to review for reimbursement.
RCAS-AY advised did review case for assistance.
RCAS-AY advised NNA is not able to provide reimbursement for monthly payment.

C asked why.

RCAS-AY advised NNA found veh to be fully functional.

C stated that C will pursue this further.
C stated that C spoke to 2 people at DLR who said this was a known issue.

RCAS-AY apologized.

C declined further assistance.

RCAS-AY thanked C for C's time.

Call ended mutually.

Created By: Amanda Yett (2/26/2018 7:23 AM)
RCAS-AY placed outbound call to C @[redacted]
RCAS-AY left VMX with case number and direct line.
RCAS-AY requested callback.

Created By: Amanda Yett (2/26/2018 7:22 AM)
RCAS-AY placed outbound call to C @[redacted]
RCAS-AY unable to leave VMX as mailbox was full.

Created By: Amanda Yett (2/23/2018 8:33 AM)
RCAS-AY placed outbound call to C @[redacted]
RCAS-AY unable to leave VMX as mailbox was full.
RCAS-AY sent email to C requesting best contact number.

Created By: Amanda Yett (2/22/2018 12:52 PM)
RCAS-AY reviewed case with TL-Grady Douglas.
TL-GD declined further assistance.
RCAS-AY notes NNA is not in the position to provide monthly payment reimbursement.

Created By: Amanda Yett (2/22/2018 12:48 PM)
RCAS-AY placed outbound call to DLR.
RCAS-AY spoke with SM-Mo Khan.
SM-Mo Khan advised RO was opened and closed on 1/8 with drivability issue.
SM-Mo Khan advised C's original complaint was from 7/2017.
SM-MK advised was not SM at that time and whole service department staff is new since then.
SM-MK advised RO opened on 7/25/17 and RO closed out on 9/19/17 and C was provided with a loaner veh during that time.

Created By: Alex Kang (2/21/2018 2:27 PM)
ARBS emailed RCAS-AY and TL-GD regarding what C is seeking from Nissan.

Created By: Alex Kang (2/21/2018 2:26 PM)
ARBS transferring case to RCAS agent regarding C would like to be compensated.

Created By: Alex Kang (2/21/2018 2:23 PM)
ARBS made outbound call to C[redacted]

ARBS stated the decision still remains the same as there was nothing wrong found on the vehicle.

C stated C was talking to a woman previously and that woman stated that Nissan would reimburse C for the 2 months that C was not in the vehicle.

ARBS stated ARBS was reading the case notes and see that the RCAS agent would review on C's behalf.

C stated C would like this review to see if Nissan can offer this.

ARBS stated ARBS will have to transfer C's case back to the RCAS who is over this region to complete the review.

C stated ok.

C thanked ARBS.

ARBS thanked C for C's time.

Call ended mutually.

Created By: Alex Kang (2/16/2018 3:51 PM)
ARBS made outbound call to C a[redacted].

ARBS left VXM requesting call back.

✓ Created By: Lauren Roberts (2/16/2018 9:47 AM)
SMS-LB documenting C's social media activity via Facebook Comment.

*****

C: Christian Milton why should I have to turn off a feature I paid for? Why shouldn't it work?

*****

Created By: George Langill (2/15/2018 6:06 PM)
CRR-GL VERIFIED Account information including: C's name, home & e-mail address, phone number
CRR-GL CHECKED for open recalls/campaigns and found: 0
CRR-GL CHECKED for previous UNRELATED Case(s) and found: 0
CRR-GL CHECKED previous RELATED Case(s) and found: 0
CRR-GL NOTED concern is: C calling back about case

C stated C does not want to deal with specialist handling C's case

CRR-GL placed C on hold
CRR-GL returned to C and asked if C is still experiencing concern with veh

C stated yes

CRR-GL stated CRR-GL can see the specialist already told C what inspection had found

C stated yes

CRR-GL stated that CRR-GL cannot bring in another arbitration specialist, but can add documentation

C stated a dlrshp employee told C that the dlrshp knows there is no fix for this concern and that they are simply shutting the FEB system off to avoid addressing the concern until a fix is found
C stated C was advised by attorney to record call
C asked if C can speak to a supervisor

CRR-GL asked if C has retained attorney

C asked why C would need to disclose that info

CRR-GL stated CRR-GL cannot speak to C if C has retained an attorney and that C will need to send a letter of representation

C stated no, C only spoke to attorney

CRR-GL asked if C will allow Nissan opportunity to work with C towards resolution

C stated yes

CRR-GL placed C on hold
CRR-GL returned to C and asked if C is recording this call

C stated no

CRR-GL informed C that case will be updated and CRR-GL will email the specialists handling the case
CRR-GL asked if C would like further documentation

C stated C brought in veh twice last summer and had to get loaner veh both times
C stated C was under refunded for one of those loaner vehicles, after C's veh was held for six weeks
C stated C believed C was owed $200 for loaner veh refund

CRR-GL provided agent id
CRR-GL asked if CRR-GL can assist further

C stated no

Call ended mutually

Created By: Kathryn Ludwikowski (2/15/2018 5:56 PM)
*** [Added after the case is closed.] ***
SMS-KL documenting C's social media activity via Facebook Comment.

*****

✓ C: WARNING: I have a 2017 Rogue....it has break assist....it stops on its own with nothing in front of you...it's happened three times....the people at dealership say it's a known issue but when I brought it to Nissan specialist, claims it's fine. Again workers at Nissan know there's an issue, said they've had many Rogues in for same issue (usually happens at rail road track crossing) but do not have a fix....when you contact Nissan you get the run around....I advise to look elsewhere for a new car

*****

Created By: Kathryn Ludwikowski (2/15/2018 2:39 PM)
*** [Added after the case is closed.] ***
SMS-KL documenting C's social media activity via Facebook Private Message.

*****

C: Is there any other advice to offer? I don't want to work with Brandon again

✓ SMS: Michael,

Our Consumer Affairs department will be able to assist you further by calling the previously provided number.

All the best,
Samantha

*****

Created By: Kathryn Ludwikowski (2/15/2018 12:11 PM)
*** [Added after the case is closed.] ***
SMS-KL documenting C's social media activity via Facebook Private Message.

*****

✓ C: I did reach out to him....I can forward emails....he said nothings wrong and my case was closed

C: I see on websites people complaining about the same thing....three workers at the dealership said there was an issue....it's like no one higher up wants to acknowledge it....and now I paid for a higher model for features I can't/suggested not to use

*****

✓ Created By: Carrie Featherstone (2/15/2018 11:50 AM)
*** [Added after the case is closed.] ***
SMS-CF documenting C's Facebook Private Messages:
*****

C: My VIN is: 5N1AT2MV9HC[redacted]

C:[redacted]

C: Titled in my name,[redacted]

C: I also have statements from Citibank showing 2 deposits for loaner cars I had to lay out....and only one refund

SMS: Michael,

Thank you for returning with these details. It has allowed us to locate your recent case [redacted] with our Consumer Affairs department, and we see that you last received communication from your Specialist on Jan. 25. We want to encourage you to speak again with him by calling 1-800-NISSAN-1, Monday through Friday from 7 a.m. to 10 p.m. and Saturday from 7 a.m. to 5 p.m. CT and referencing your case number. We will make sure

that any feedback you wish to have provided is documented in your case. Please don't hesitate to also alert your Nissan dealer to any future concerns.

We appreciate you reaching out to us,
Audrey

*****

Created By: Kathryn Ludwikowski (2/15/2018 11:08 AM)
*** [Added after the case is closed.] ***
SMS-KL documenting C's social media activity via Facebook Private Message.

*****

C: Hello, you wanted a private message....I've had a terrible experience with a dealership (Nissan 112) in Patchogue NY, and I spoke with a Brandon from Incident investigations and got no where....I was bounced between different departments for days....I'm just so frustrated. I paid extra for additional features and the dealership just tells me turn them off until their is a fix....and then the specialist says there's nothing wrong....and when I go to the dealership they say it's a known issue

✓ C: I laid out 400$ for loaner cars and only got 200$ back.....I was without my car for almost two months and was told oh well....awful customer service

SMS: Hello [redacted]

In order for us to properly look into this matter, we ask that you reply with the previously requested information. Alternatively, for immediate support, a Specialist is available by calling 1-800-NISSAN-1, Monday through Friday between 7 a.m. and 10 p.m. or on Saturday from 7 a.m. to 5 p.m. CT.

Thank you,
Samantha

*****

Created By: Carrie Featherstone (2/15/2018 10:11 AM)
*** [Added after the case is closed.] ***
SMS-CF documenting C's Facebook activity:
*****

✓ C: Nissan DO NOT BUY. I own one and there is an issue with the Forward Breaking System....even an employee told me they know there's an issue but no fix so they dismissed my case and said everything was fine.

SMS: Michael, we encourage you to send us a Private Message with further details, your VIN, any case numbers and the name on the title. In the meantime, we welcome you to connect with a Consumer Affairs Specialist by calling 1-800-NISSAN-1, Monday through Friday from 7 a.m. to 10 p.m. and Saturday from 7 a.m. to 5 p.m. CT. Thank you.

*****

Created By: Brandon Johnson (1/25/2018 12:59 PM)
*** [Added after the case is closed.] ***
ARBS placed outbound call to C [redacted] @ # [redacted] and left vmx.
✓ ARBS stated that ARBS had a resolution for C's case.
ARBS stated that NNA found no manufacturer's defects on C's veh.
ARBS stated that the FEB system was tested an inspected and found to be fully functional.
ARBS provided ARBS contact # and hours of operation.
Vmx ended.

Created By: Brandon Johnson (1/25/2018 12:50 PM)
✓ *** [Added after the case is closed.] ***
ARBS received vmx from C.

✓ Created By: Brandon Johnson (1/25/2018 7:38 AM)
ARBS re-closing case.

Created By: Brandon Johnson (1/25/2018 7:38 AM)
ARBS placed outbound call to C [redacted] @ [redacted] and left vmx.
✓ ARBS stated that ARBS had a resolution for C's case.
ARBS provided ARBS contact # and hours of operation.
Vmx ended.

Created By: Ethan Anderson (1/24/2018 4:17 PM)
CASE SUMMARY
_ C contacted Nissan CA requesting assistance with case update

CRR-EA advised C the Case has been documented and emailed ARBS

Set follow up date to 01/25/2018

Created By: Ethan Anderson (1/24/2018 4:16 PM)
CRR-EA VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-EA VERIFIED VEH Info including: VIN#
CRR-EA CHECKED for open recalls/campaigns and found: none
CRR-EA CHECKED for previous UNRELATED Case(s) and found: [redacted]
CRR-EA CHECKED previous RELATED Case(s) and found: none
CRR-EA NOTED concern is: case update
CRR-EA received call from: Mr. [redacted]

C stated C just asked for update on case
C stated C got a letter in the mail stating the VEH concern couldn't be resolved or duplicated
C would like to know what is going on with case

CRR-EA understood
CRR-EA asked C to hold

[redacted] C accepted

CRR-EA thanked C
CRR-EA provide C with Agent ID and Case #
CRR-EA noting C spoke to ARBS and notes stated that if C has concerns to contact ARBS
CRR-EA told C that it was left in a voicemail but CRR-EA will sent email to ARBS

C understood

CRR-EA offered further assistance

C declined

CRR-EA branded call

Call ended mutually

✓ Created By: Brandon Johnson (1/23/2018 8:40 AM)
ARBS closing C's case as NNA found no manufacturer's defects with the FEB system on C's veh.

Created By: Brandon Johnson (1/23/2018 8:40 AM)
ARBS placed outbound call to C [redacted] @ # [redacted] and left vmx.
ARBS stated that ARBS had a resolution for C's case.
✓ ARBS stated that ARBS had sent C a resolution letter.
ARBS stated that once C got that letter for C to read over that letter.
ARBS stated for C to contact ARBS back if C had any questions or concerns after reading over that letter.
ARBS provided ARBS contact # and hours of operation.
Vmx ended.

Created By: Brandon Johnson (1/23/2018 8:37 AM)
✓_ ARBS attached PL resolution email, PL resolution letter and Fedex label.

ARBS sent PL resolution letter to C via Fedex.
Tracking #: 7712-9889-5189.

✓ Created By: Brandon Johnson (1/15/2018 9:26 AM)
ARBS received email from DTS-KM stating that the IIR had been uploaded to the FTP site for review.

ARBS setting case for 1/29/2018 to wait for PL resolution.

✓ **Created By: Brandon Johnson (12/19/2017 11:30 AM)**
ARBS setting case for 1/17/2017 for inspection to be completed.

✓ **Created By: Brandon Johnson (12/19/2017 11:29 AM)**
ARBS emailed DLR-NISSAN 112 SALES CORP SM-Mohamed Khan inspection date and time via email: mkhan@nissan112.com.

✓ **Created By: Brandon Johnson (12/19/2017 11:25 AM)**
ARBS placed outbound call to DLR-NISSAN 112 SALES CORP @ #[redacted] and ARBS was unable to reach SM-Mohamed Khan.
ARBS received SM email of mkhan@nissan112.com from DLR secretary.
Call ended.

✓ **Created By: Brandon Johnson (12/19/2017 10:57 AM)**
ARBS placed outbound call to C[redacted] @ #[redacted]
ARBS stated that ARBS had an inspection set for C's veh on 1/8/2018 at 12:00 PM EST at DLR-NISSAN 112 SALES CORP.
C understood and C/s that the inspection date and time would work for C.
ARBS understood and ARBS stated that ARBS would make the DLR service department aware.
C understood and call ended.

✓ **Created By: Brandon Johnson (12/18/2017 11:33 AM) | Last Modified By: Brandon Johnson (12/18/2017 11:33 AM)**
ARBS submitted DTS request.

Created By: Brandon Johnson (12/18/2017 11:29 AM)
ARBS placed outbound call to C[redacted] @ #[redacted]
ARBS stated that ARBS would need 15-30 minutes of C's time to complete probe.
C agreed and ARBS completed probe questions.

ARBS asked for C to explain the most recent incident with C's veh FEB.

C/s that C's cousin Alissa Ayers was driving (C was in the passenger seat) on Middle Country Road headed towards Interstate 112.
C/s that C's cousin was going about 20 mph around a bend.
C/s that the veh broke on its own.

C/s that the veh was trying to stop because C could hear the brakes grinding.
C/s the braking concern occurred for around two seconds.
C/s that after C's cousin was able to drive the veh home with no problems afterwards.

✓

C/s that C did not see any lights on the dashboard or hear any audible noises from the veh from the passenger seat where C was.
C/s that there were vehs coming towards C's veh but no one was directly in front or behind C's veh.

ARBS stated that NNA would like to send an inspector to look at C's veh.
ARBS stated that the NNA IIR process was a six to eight week long process.
ARBS stated it could be two to four weeks before NNA could get an inspector out to look at C's veh.
ARBS stated that after inspection was completed NNA had two to four weeks to review the inspection report.

C understood and C/s that C would like to follow NNA's inspection process.
ARBS stated that ARBS would reach out to the inspector for DLR-NISSAN 112 SALES CORP and contact C back once ARBS had a date and time for C's veh inspection.
C understood and C inquired about a rental veh.
ARBS stated that ARBS could get with DLR about that now or after ARBS had a date and time for C.
C/s that C would wait until ARBS had a date and time.
ARBS understood and call ended.

✓ **Created By: Brandon Johnson (12/18/2017 10:43 AM)**
ARBS received vmx from C.

✓ **Created By: Brandon Johnson (12/18/2017 9:46 AM)**
12/20/2017

✓ **Created By: Brandon Johnson (12/18/2017 9:31 AM)**
ARBS setting case for 12/19/2017 for ARBS to follow up with C.

Created By: Brandon Johnson (12/18/2017 9:30 AM)

✓ [redacted]

ARBS-BJ called customer no answer was made ARBS left a message stating name and number for C to call ARBS back at[redacted] vmx ended.

✓ **Created By: Brandon Johnson (12/18/2017 9:28 AM)**
**********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********

Created By: Samantha Dixon (12/15/2017 10:41 AM)
Vehicle concerns-Emergency Braking System

Created By: Markita Scott (12/15/2017 8:52 AM)
RCAS-MS placed outbound call to Customer at[redacted] on 12/15/2017 at 8:35am.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS stated that RCAS-MS did receive Customer's e-mail about the Forward Emergency Braking concern happening again.

Customer agreed.

RCAS-MS asked Customer to describe exactly what happened when the event occurred.

Customer stated that the event happened on Thanksgiving night/Black Friday morning while Customer was out shopping.
Customer stated that Customer was driving down Middle Country Road and once the vehicle was getting on 112, the vehicle started trying to brake.
Customer stated that after a couple seconds, everything was fine and Customer was able to get home.

RCAS-MS understood.
RCAS-MS asked Customer if the vehicle came to a complete stop or if the vehicle tried to stop.

Customer stated that the vehicle tried to stop.

RCAS-MS asked Customer if any lights illuminated or any sounds could be heard.

✓

Customer stated that no lights came on and Customer doesn't remember if there were any sounds.

RCAS-MS understood.
RCAS-MS asked Customer how many times the concern has taken place.

Customer stated that the concern has happened three times total.

RCAS-MS understood.
RCAS-MS stated that RCAS-MS will get the case routed to the appropriate department at this time.
RCAS-MS stated that Customer will be contacted within the next day or two regarding the case.
RCAS-MS stated that Customer will need to have 20-30 minutes available to speak.

Customer understood.

RCAS-MS asked Customer if Customer has any other questions at this time.

Customer declined.
Customer thanked RCAS-MS.

Call ended mutually.

Created By: Markita Scott (12/13/2017 11:01 AM)
RCAS-MS placed outbound call to Customer at[redacted] on 12/13/2017 at 10:58am.

✓

Customer did not answer.

RCAS-MS left VMX with direct contact information, request for call back, and follow up date of 12/15/2017.

✓ **Created By: Markita Scott (11/30/2017 8:20 AM)**
RCAS-MS setting new follow up date to review case with TL-GD and potentially close for 12/01/2017.

✓ **Created By: Markita Scott (11/22/2017 10:42 AM)**
RCAS-MS placed outbound call to Customer at [redacted] on 11/22/2017 at 10:42am.

Customer did not answer.

RCAS-MS left VMX with update regarding case and direct contact information.

Created By: Markita Scott (11/16/2017 11:14 AM)
✓ RCAS-MS noting that no VMX's from Customer have been received and no update from Region has been provided.

RCAS-MS setting case follow up for 11/22/2017.

✓ **Created By: Janisha Wilkerson (11/10/2017 8:58 AM)**
SRCAS-JW is documenting that there are no further updates at this time and RCAS-MS is waiting on further direction from Region

✓ **Created By: Janisha Wilkerson (10/27/2017 9:31 AM)**
SRCAS-JW is documenting that there are no further updates at this time and RCAS-MS is waiting on further direction from Region

✓ **Created By: Markita Scott (10/23/2017 4:15 PM)**
RCAS-MS noting that there are no current updates to provide regarding FEB concern.

Created By: Markita Scott (10/18/2017 2:28 PM)
RCAS-MS placed outbound call to Customer at [redacted] on 10/18/2017 at 10:05am.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS asked Customer if Customer received RCAS-MS's VMX that RCAS-MS had left on 10/13/2017.

Customer declined.

RCAS-MS stated that at this time, RCAS-MS is pending any review for reimbursement until an update is provided by NNA.

Customer understood.

✓ RCAS-MS stated that Customer's case will remain open and RCAS-MS will make contact as updates are provided.
RCAS-MS stated that Customer has the option of getting a loaner vehicle if Customer would like to also.

Customer understood.
Customer thanked RCAS-MS.

RCAS-MS asked Customer if Customer has any questions at this time.

Customer declined.
Customer thanked RCAS-MS.

Call ended mutually.

Created By: Markita Scott (10/13/2017 10:48 AM)
RCAS-MS placed outbound call to Customer at [redacted] on 10/13/2017 at 10:45am.

✓ Customer did not answer.

RCAS-MS left VMX providing update in case, direct contact information and follow up date of no later than 10/18/2017.

✓ **Created By: Markita Scott (10/13/2017 10:48 AM)**
RCAS-MS reviewed case with TL-GD and to date, RCAS-MS to offer loaner vehicle for Customer but RCAS-MS not to offer any reimbursement towards monthly payment.

✓ **Created By: Markita Scott (10/11/2017 2:34 PM)**
RCAS-MS discussed case with TL-GD and RCAS-MS will set follow up date for 10/12/2017 to make contact with Customer.

Created By: Markita Scott (10/4/2017 12:28 PM)
RCAS-MS is closing Case as no further assistance can be offered at this time.

CASE SUMMARY
✓ Customer contacted Nissan regarding concern with Forward Emergency Braking activating at random without cause.

STATEMENT OF DECISION:
RCAS-MS advised Customer that at this time, FQI and DTS inspection has been completed and resolution is under investigation at this time. Customer has been advised to deactivate feature while driving until otherwise updated. RCAS-MS to review for reimbursement once update provided and POP for monthly amount received.

Created By: Markita Scott (10/4/2017 12:24 PM)
RCAS-MS placed outbound call to Customer at [redacted] on 10/04/2017 at 12:24pm.

✓ Customer did not answer.

RCAS-MS left VMX with direct contact information.

Created By: Markita Scott (10/3/2017 9:36 AM)
RCAS-MS placed outbound call to Customer at [redacted] on 10/03/2017 at 9:23am.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS stated that RCAS-MS wanted to follow up with Customer regarding the inspection that was completed last week.
RCAS-MS asked Customer if Customer was contacted by DTS-KM.

Customer confirmed.
Customer stated that Customer was contacted by DTS-KM then by an SA from the DLR.
Customer stated that Customer was advised to disable the feature until more information is provided.

RCAS-MS understood.
RCAS-MS stated that it is recommended that Customer disable the feature as the concern is being investigated further by NNA Engineering.
RCAS-MS stated that once additional information is provided, Customer will be provided with that information.

Customer understood.

✓ RCAS-MS asked Customer if Customer has any questions at this time.

Customer stated that Customer would like RCAS-MS to look into providing Customer with compensation for the time that Customer was without Customer's vehicle.

RCAS-MS understood.
RCAS-MS asked Customer when Customer officially picked vehicle up from the DLR.

Customer stated that the vehicle was picked up from the DLR as of 09/19/2017.

RCAS-MS stated that RCAS-MS will get with DLR regarding the date that the repair order had been opened.
RCAS-MS asked Customer to send RCAS-MS a copy of monthly finance payment.

Customer understood.
Customer thanked RCAS-MS.

Call ended mutually.

Created By: Markita Scott (9/29/2017 9:52 AM)
RCAS-MS placed outbound call to Customer at [redacted] on 09/29/2017 at 9:50am.

✓ Customer did not answer.

RCAS-MS left VMX with direct contact information and follow up date of 10/03/2017

✓ **Created By: Markita Scott (9/20/2017 10:23 AM)**
RCAS-MS placed outbound call to Customer at [redacted] on 09/20/2017 at 10:17am.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS stated that Customer can drop vehicle off in the morning of 09/23/2017 and pick up a loaner vehicle.
RCAS-MS stated that Customer can speak directly with ASM-Nick as the DLR is going through a change in SM's.

Customer understood.

RCAS-MS stated that RCAS-MS will be following up with Customer on 09/26/2017 once the report is provided to RCAS-MS.

Customer asked RCAS-MS if there were more than one vehicle having the concern.
Customer stated that the lady at the DLR was unable to find any other vehicles experiencing similar concerns.

RCAS-MS stated that the vehicles are spread out at multiple DLR's in the area.

Customer understood.

RCAS-MS asked Customer if Customer has any other questions at this time.

Customer declined.

RCAS-MS stated that Customer can call RCAS-MS if any other questions should come up.

Customer thanked RCAS-MS.

Call ended mutually.

✓ **Created By: Markita Scott (9/19/2017 8:47 AM)**
RCAS-MS sent e-mail to SM-Elton on 09/19/2017 at 8:47am asking if Customer can drop vehicle off on 09/22/2017 for DTS inspection on 09/25/2017.

Created By: Markita Scott (9/19/2017 8:45 AM)
RCAS-MS placed outbound call to Customer at [redacted] on 09/19/2017 at 8:38am.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS stated that RCAS-MS knows that Customer spoke with RCAS-MS's colleague last week regarding Customer's DTS inspection.
RCAS-MS stated that RCAS-MS also sees where Customer e-mailed in on 09/18/2017 regarding the inspection.

Customer confirmed.
Customer stated that Customer will not be able to make the inspection on 09/25/2017 but wanted to know if Customer can drop the vehicle off at the DLR and get a loaner vehicle.

RCAS-MS understood.
RCAS-MS stated that RCAS-MS will follow up with the DLR and see when Customer can drop vehicle off and get a loaner vehicle.
RCAS-MS stated that Customer will need to be able to be contacted by phone once the inspection has concluded.

Customer understood.

RCAS-MS stated that RCAS-MS will check in with the DLR and get back with Customer regarding the loaner vehicle.

Customer thanked RCAS-MS.

Call ended mutually.

Created By: Janisha Wilkerson (9/15/2017 9:38 AM)
SRCAS-JW called C at [redacted]

SRCAS-JW asked C if C could confirm the DTS apt on 9-25 at 10 AM at the dlr

✓ C stated C has to speak to C's boss to see if C can get off work

C stated C will call RCAS-MS back with details

SRCAS-JW is moving case follow up to Wed 9-19-17 to allow C time to respond back to RCAS-MS

Created By: Janisha Wilkerson (9/12/2017 3:59 PM)
SRCAS-JW called C at [redacted]

✓ SRCAS-JW left voicemail message asking C if C can confirm the apt that is scheduled for 9-25-17 at 10AM at dlr

SRCAS-JW left vmsg for C to return call including RCAS-MS contact number [redacted] hours of operation, and case number

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✓ **Created By: Markita Scott (9/8/2017 9:11 AM)**
RCAS-MS received VMX from Customer on 09/07/2017 at 5:20pm requesting a call back regarding Customer's loaner vehicle.

Created By: Markita Scott (8/28/2017 10:45 AM)
RCAS-MS VERIFIED C's name, mailing address, e-mail, phone #, vehicle
RCAS-MS CHECKED for open recalls/campaigns and found: None
Previous UNRELATED Case(s) Found: None
Previous RELATED Case(s) Found: [redacted]
RCAS-MS ADVISED "This call may be recorded for quality and training purposes."

RCAS-MS placed outbound call to Customer at [redacted] on 08/28/2017 at 10:35am.

RCAS-MS stated that RCAS-MS is Customer's Regional Consumer Affairs Case Manager and in short, that means that RCAS-MS is Customer's point of contact with Nissan Corporate regarding Customer's concerns or questions with vehicle or DLR.
RCAS-MS offered direct contact information.

Customer stated that Customer cannot write that information down at the moment.

RCAS-MS stated that RCAS-MS will send the information via e-mail.

Customer understood.

RCAS-MS confirmed Customer's concern and request.

✓ Customer agreed.

RCAS-MS stated that RCAS-MS can review for reimbursement towards the payments made while vehicle is down at the DLR, however, the inspection must be completed before RCAS-MS can do so.

Customer understood.

RCAS-MS stated that RCAS-MS will continue to follow up with Customer throughout this process as well as the DLR.

Customer understood.

RCAS-MS asked Customer if Customer has any other questions at this time.

Customer declined.

RCAS-MS stated that RCAS-MS will follow up with Customer closer to the time of inspection.
RCAS-MS stated that if Customer has any question in the meantime, Customer can contact RCAS-MS directly.

Customer understood.
Customer thanked RCAS-MS.

Call ended mutually.

Created By: Rebecca Blanchard (8/25/2017 6:24 PM)
SCRR-RB < VERIFIED> Account Info including: C's name, home & email address, phone# & best contact#
SCRR-RB CHECKED for open recalls/campaigns and found: 0
SCRR-RB CHECKED for previous UNRELATED Case(s) and found: 0
SCRR-RB CHECKED previous RELATED Case(s) and found: 0

SCRR-RB NOTED concern is: Update on case

SCRR-RB received inbound call from C

C stated that C was supposed to receive a follow up on 8/23 but never did

SCRR-RB advised C that an RCAS agent attempted to contact C on 8/23 but was unable to leave a VMX
SCRR-RB advised C that the follow up is for 8/28/2017

C understood

SCRR-RB asked if there was anything else C needed assistance with today

C declined

SCRR-RB provided agent ID

Call ended mutually

BEST CONTACT #[redacted]

✓ **Created By: Markita Scott (8/23/2017 2:16 PM)**
RCAS-MS noting that Customer's concern is emergency braking system and DTS inspection request will be placed so that vehicle can be inspected by DTS and FQI.

Created By: Markita Scott (8/23/2017 2:16 PM)
RCAS-MS placed outbound call Customer at[redacted] on 08/23/2017 at 2:14pm.

✓ Customer did not answer.

RCAS-MS unable to leave VMX as VMX is full.

RCAS-MS setting follow up date for 08/28/2017 as RCAS-MS will be OOO on 08/24/2017.

Created By: Markita Scott (8/23/2017 2:13 PM)
✓ RCAS-MS placed outbound call to Nissan 112 on 08/23/2017 at 2:10pm and spoke with SA-Gabby.

SA-Gabby stated that the vehicle is at the DLR for emergency braking concern.
SA-Gabby stated that NNA Engineering will be at the DLR to inspect the concern the week of 09/19.

Created By: Kelli Donovan (8/23/2017 11:03 AM)
RCAS-Kd placed call to Nissan 112 and spoke to SA-Robert.

✓ SA stated that SA will have to get with SA-Gabby on these and get back to RCAS.

RCAS provided RCAS-MS contact.
RCAS thanked SA.
Call ended mutually.

Created By: Alina Kingston (8/22/2017 2:42 PM)
CRR-AK VERIFIED Account INFO Including: C's name, home & email address, phone # & best contact #
CRR-AK VERIFIED VEH INFO Including: VIN#, current mileage, and warranty & service history
CRR-AK CHECKED for open campaigns/recalls & found: 0
CRR-AK CHECKED for previous UNRELATED Cases & found: 0
CRR-AK CHECKED for previous RELATED Cases & found: 1[redacted]

CRR-AK NOTED concern is: Goodwill Reimbursement Request

CRR-AK received inbound call from C.
C stated VEH has been in DLR for 28 days.
C stated C won't be getting VEH till September because DTS will be coming down.
C stated C has to continue to make payments.
C stated NMAC advised C to inquire about compensation for VEH being at DLR for so long.

CRR-AK advised C that CRR-AK will send Case to RCAS & C will be contacted by 08/23/17.
C understood.

CRR-AK provided C with Case #, first name & agent ID.

CRR-AK offered further assistance.
C declined.

CRR-AK thanked C for calling Nissan Consumer Affairs.
Call ended mutually.

Best Contact #:[redacted]
VIN: 5N1AT2MV9H[redacted]

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	ROGUE	GENERAL INQUIRY	QF	8/22/2017	ZR	AZ	270500	OF
	[redacted]	BRAKES	INTELLIGENT BRAKE ASSIST (IBA)	UNABLE DIAGNOSE/DUPLICATE	26	10/4/2017	WT	AD	328000	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Markita Scott, 12/15/2017 8:54 AM	12/15/2017

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [57] | Case Categorizations [1] | Forms [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Freddie King
Contact Email	[redacted]	Type	CA
Home Phone	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	10/5/2017	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	9/5/2017 8:33 AM
Social Media Involvement		Date/Time Closed	10/26/2017 11:25 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Franklin	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Consumer Affairs Voluntary replacement for 2 repairs and 7 days down for front end collision system still being under engineering review.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	GARDEN CITY NISSAN
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	6,400	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	9/27/2017
IIR Date		RHR Completed	9/28/2017
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN8AT2MV1HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	5
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	GARDEN CITY NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	Customer Contact
Shared With		Requested Dealer Action	Please review.

Bluetooth

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

Related Items

Approved Check Requests	$39,802.98	Goodwill Offered	
		VCAN	
		Goodwill Processed	0
		Vehicle Service Contract	
		VSC Reprint Request	Email

Contact Name [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date	
LS Response Time	

Home Phone	[redacted] BEST
Work Phone	[redacted]
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: JN8AT2MV1HW[redacted]	Root Cause	
Created By	Lisa Duffney, 9/5/2017 8:33 AM	Root Cause Code	SCMV
Last Modified By	NNAETL, 9/18/2019 9:22 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	950		
Action Code	NT5C		
What action was taken?	5C Voluntary NNA Trade/Repurchase - NNA Inventory - 2 vehs		

Agent Comments

Agent Comments	#RHR.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
10/26/2017 11:25 AM	Freddie King	Changed **Status** from Open to **Closed**.
		Closed.
10/13/2017 3:26 PM	Freddie King	Changed **Description**.
10/6/2017 8:48 AM	Freddie King	Changed **Subject** from CUSTOMER:[redacted] PHONE: VIN: JN8AT2MV1HW[redacted] **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: JN8AT2MV1HW**[redacted]
10/4/2017 9:58 AM	Freddie King	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MV1HW[redacted] to **CUSTOMER:**[redacted] **PHONE: VIN: JN8AT2MV1H**[redacted]

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Case Comments

New

Case Comments Help

Public	Comment
	Created By: Freddie King (10/26/2017 11:25 AM) ARBS closing case for Morley surrender is set for 10/26/17
	Created By: Freddie King (10/17/2017 4:16 PM) ARBS submitted case to Morley ARBS called C and provided C with the next step ARBS advised that the case is now with Morley and they will call C to set up the surrender date. Call ended mutually
	Created By: Freddie King (10/17/2017 4:01 PM) Morley VSPC case#[redacted] Morley FedEx Shipment[redacted] Dealer: 25,001.61 Capital Auto finance: 14,801.37
	Created By: Freddie King (10/16/2017 10:45 AM) ARBS separated docs and attached to the case per Angie M for approval. ARBS attached registration, payment history, account info to the case
	Created By: Freddie King (10/16/2017 10:43 AM) ARBS made correction to the SOC docs that reflected the incorrect VIN. ARBS sent a copy to the C to sign bearing the correct information. C called and acknowledged that he has received the email and will fax the sign copy back
	Created By: Freddie King (10/13/2017 3:56 PM) Service Manager Jimmy Lennon [redacted] jimmy.lennon@nissanofgardencity.com
	Created By: Freddie King (10/13/2017 3:26 PM) Vehicle concern-Emergency Braking System
	Created By: Freddie King (10/13/2017 3:21 PM) ARBS spoke with C and since Capital One does not allow for SOC C will refinance the remaining portion of the payoff 141801.37 and the upgrade charges of 3,000 Nissan will cover the remaining cost that is due to the dealership.25,001.61

ARBS will begin the process to submit the check for approval

Created By: Freddie King (10/12/2017 2:21 PM)
ARBS attached signed SOC doc and tittle app to the case

Created By: Freddie King (10/12/2017 2:21 PM)
ARBS returned phone call to the C.

C was asking if ARBS received the fax docs

ARBS confirmed and advised C that I will be in contact once I have processed the info.

Created By: Freddie King (10/12/2017 12:57 PM)
ARBS created SOC documents for the dealership and emailed it over to Sales manager Nicholas.

ARBS called C to confirm that he is ok with the replacement vehicle.

C confirmed the vehicle

ARBS advised that I will be emailing to replacement documentation for him to review and sign.

C agreed and the call ended mutually

Created By: Freddie King (10/12/2017 12:33 PM)
ARBS noting replacement vehicle and Vin.

2017 Nissan Maxima

Vin: 1N4AA6AP1HC[redacted]

Created By: Freddie King (10/10/2017 4:02 PM)
Replacement
Invoice Price $39,060.00
Sales Tax $3,407.98
Inspection Fee $10.00
Reg Fee $250.00
Dealers opt fee $75.00

Total Purchase Price $42,802.98

Less Upgrade Costs $3,000.00
Less Payoff Amount $14,801.37

Total C Participation $17,801.37
Less Rebates
NNA Amount to Dealer $25,001.61

Created By: Freddie King (10/10/2017 4:01 PM)
ARBS noting payoff with Capital One
141801.37
Per Diem $0.77
Pay off Good thru November 8, 2017
Account#[redacted]

pay off address
Capital One Auto Finance **Attention Payoff**
2525 Corporate Place Suite 250
Monterey, CA 91754

Phone-[redacted]

Created By: Freddie King (10/10/2017 12:50 PM)
ARBS called C to advise that I spoke with Nicholas and he will send over the invoice and buyers order to me.

ARBS provided the updated the C on the SOC process.

ARBS asked C where did the incident take place

C stated that it happened 4 times and each time was on a main road and the lights are not hanging low, for they were just changed out by the city.

Created By: Freddie King (10/10/2017 12:31 PM)
ARBS calling Nicholas from the email asking for me to call.

Nicholas advised that the vehicle is a Maxima that is 42,000 and they are selling the vehicle 3,000 under cost.

The C will cover 3,000 and we will purchase the car for 36,020.

Nicholas will send over the buyers order for and invoice for approval.

Created By: Freddie King (10/6/2017 2:05 PM)
ARBS spoke with C and he does not want to get back in the car now
ARBS was advised that capital one will not do the SOC
ARBS advised that we would have to follow to refinance option if he still wants to replace the vehicle

SM Nicholas will reach out and see who can he get the best interest rate for the C from .

Created By: Freddie King (10/6/2017 12:24 PM)
ARBS received a call from Nicholas and C advising that he just wants to remain with following the replacement process.

ARBS advised that the C will have to call capital one to confirm if a SOC is avail.

ARBS advised that I will need the buyers order for the car for processing the dealership is selling the to us under invoice.

ARBS asked for Nicholas to send over the buyers order after speaking with capital one

Created By: Freddie King (10/6/2017 11:34 AM)
ARBS called service manager to advise of the rental for the C while the repair is being researched

ARBS spoke with SM Jimmy and advised that we are wanting to place the C in a rental for the time that is required for the engineers to finalize the research for the repair.

jimmy.lennon@nissanofgardencity.com

Created By: Freddie King (10/6/2017 9:02 AM)
ARBS called dealership to ask about a SOC process for the C.

ARBS spoke with Nicholas CRM for the dealership

The Customer relation manger advised that his 2016 and 2017 Maxima did the same thing he just did not think anything of it .

ARBS advised Nicholas that the C may be thinking about replacing the vehicle, but he has not made a final decision as of yet.

ARBS sent invoice and SOC process to Nicholas.

Nicholas
Nicholasb@nissanofgardencity.com

Created By: Jacqueline McLaughlin (10/6/2017 8:58 AM)
DRTS-JM in receipt of customer ltr via US Express Mail[redacted] dated 10/3/17 and received 10/5/17 including pictures, lienholder information release agreement, payoff info, Sales Agreement, Registration, payment history, attached separately.

Created By: Freddie King (10/6/2017 8:48 AM)
ARBS called C to advise that while the engineers are working on the repair for the FEB we have the ability to place him in a loaner vehicle and once completed we can look at compensation for the inconvenience.

C advised that he is taking his wife into the Dr. and will give me a call once he has left.

Created By: Freddie King (10/3/2017 12:32 PM)
ARBS called C to inform that I have received the fax docs and have attached to the case.

Created By: Freddie King (10/2/2017 4:01 PM)
ARBS called C to advise of the case being with me and to advise of the options that are available.

C stated that he would like to replace the vehicle and go with a Murano.

ARBS advised C that he will research the information and follow up once the information is received.

ARBS will send email to the C advising of the information needed.

Created By: Markita Scott (10/2/2017 8:37 AM)
RCAS-MS placed outbound call to Customer at [redacted] on 10/02/2017 at 8:29am.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS stated that Customer's case is still under review at this time.
RCAS-MS stated that the next follow up will be 10/05/2017, unless a decision is rendered sooner.

Customer understood.

RCAS-MS asked Customer if Customer has any questions at this time.

Customer declined.
Customer stated that the concern happened again.
Customer stated that Customer was driving down Union Turnpike about 10 minutes ago and the brakes locked.

RCAS-MS stated that RCAS-MS will add that information to the case.
RCAS-MS stated that there is a way to temporarily disable the feature.
RCAS-MS stated that the DLR can show Customer how to do that.
RCAS-MS stated that the feature will reset once the vehicle is turned off and on.

Customer stated that is just crazy.
Customer stated that Customer is parking this vehicle.
Customer stated that one way or another, Customer is getting out of this vehicle.

RCAS-MS understood.
RCAS-MS stated that RCAS-MS will be following up with Customer no later than 10/05/2017.

Customer understood.

Call ended mutually.

[redacted] **Created By: Freddie King (10/2/2017 8:35 AM)**
ARBS taking over case

Created By: Freddie King (9/28/2017 3:56 PM)
ARBS –FK RHR Review
State: NY
In Service Date: 12/28/16
DTS: Carlos Albert
VSC: No
Warranty Cases: No
Campaigns: No
Concern: Emergency braking system
Days down: 27 days down (Unverified)
Repairs: 1 repair – 3 repair attempts = 4

03/25/17 @ 4,172 miles – 14 day down – RO#[redacted]
Concern: Front collision prevention activates prematurely
Action: No Dupl

04/10/17 @ 4,218 miles – 5 days down – RO#[redacted]
Concern: Vehicle damage on the right bumper
Action: Right rear side bumper repaired (body shop)

09/05/17@ 6,424 miles – 6 days down – RO#[redacted]
Concern: While driving front end collision prevention activates
Action: Tech removed and replaced ICC sensor and recalibrated systems

09/26/17 @ 7,009 miles – 1 day down –[redacted]
Concern: While driving front end collision prevention activates
Action: No correction made (DTS involved)

Created By: Freddie King (9/28/2017 3:43 PM)
ARBS called to speak with SA Frank pertaining to the ticket that was open for 14 days.

ARBs noting that SA Frank was off and was able to speak with the SM Will who looked at the RO for me

SM Will advised that he cannot confirm the days down and to call back in on tomorrow and speak with Frank

Call ended mutually

Created By: Freddie King (9/28/2017 3:20 PM)
ARBS noting from RCAS review:

Vehicle concern has been inspected by DTS-Carlos Albert and it is known concern that has been determined to be abnormal functionality and is being investigated by engineering at this time.

[redacted] **Created By: Freddie King (9/28/2017 3:16 PM)**
ARBS-FK RHR Summary

12/29/16 12/30/16 14 miles RO#[redacted] 2 days down
1. CUSTOMER REQUESTS; PLEASE PERFORM NEW YORK STATE SAFETY INSPECTION

1. PERFORMED NEW YORK STATE INSPECTION

03/25/17 04/07/17 4,220 miles RO#[redacted] 14 days down
1. CUSTOMER PRESENTED NISSAN OF GARDEN CITY COUPON PERFORM LUBE,OIL AND FILTER CHANGE UP TO 5 QUARTS OF CONVENTIONAL OIL.(SYNTHETIC OIL ADDITIONAL) CHECK & RESET ALL TIRE PRESSURES !!!!!
2. C/S WHEN DRIVING THE FRONT COLLISION PREVENTION ACTIVATES ON ITS OWN WHEN NOTHING IS IN FRONT OF VEHICLE
3. CUSTOMER REQUEST TECHNICIAN INSPECTION

1. PERFORMED SERVICE INCLUSIVE OF MULTIPOINT INSPECTION
2. ROAD TESTED 31 MILES WITHOUT DUPLICATION
3. REVIEWED RESULTS OF TECHNICIAN INSPECTION

04/10/17 04/14/17 4,203 miles RO#[redacted] 5 days down
1. VEHICLE HAS DAMAGE TO RIGHT SIDE OF REAR BUMPER
2. CUSTOMER REQUEST TECHNICIAN INSPECTION
3. PERFORM BRAKE INSPECTION

1. RIGHT REAR BUMPER REPAIRED BY KOBI AUTO COLLISION
2. REVIEWED RESULTS OF TECHNICIAN INSPECTION
3. COMPLETED BRAKE INSPECTION

09/05/17 09/11/17 4,203 miles RO#[redacted] 7 days down
1. C/S THAT WHEN DRIVING THE FRONT COLLISION PREVENTION ACTIVATES ON ITS OWN WHEN NOTHING IS IN FRONT OF VEHICLE
2. CUSTOMER REQUEST TECHNICIAN INSPECTION

1. TECH REMOVED AND REPLACED ICC SENSOR AND RECALIBRATED SYSTEMS

2. REVIEWED RESULTS OF TECHNICIAN INSPECTION

09/26/17 09/26/17 4,203miles RO# [redacted] 1 days down
1. C/S THAT WHEN DRIVING THE FRONT COLLISION PREVENTION ACTIVATES ON ITS OWN WHEN NOTHING IS IN FRONT OF VEHICLE
2. C/S THAT CRUISE CONTROL DOES NOT REDUCE AS PER FRONT DISTANCE MAINT.

1. NO CORRECTIONS MADE, VEHICLE DRIVEN BY DTS.
2. NO CORRECSTION MADE, VEHICLE DRIVEN BY DTS.

Created By: Nicki Barror (9/28/2017 9:03 AM)
DRTS received the RHR. The RHR was assigned to ARBS Freddie King for review.

Created By: Markita Scott (9/28/2017 8:55 AM)
RCAS-MS received e-mail from SD-Jimmy with the following:

[redacted]
- open 03/25/2017/closed 04/07/2017
- open 04/10/2017/closed 04/14/2017
- open 09/05/2017/closed 09/11/2017

Created By: Markita Scott (9/28/2017 8:30 AM)
RCAS-MS sent e-mail to SD-Jimmy on 09/28/2017 at 8:29am requesting days down for repair orders:

[redacted]

Created By: Markita Scott (9/27/2017 3:25 PM)
RCAS-MS placed outbound call to Customer at [redacted] on 09/27/2017 at 3:00pm.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS stated that RCAS-MS spoke with DTS-CA regarding the inspection that took place 09/26/2017.
RCAS-MS asked Customer if Customer has any questions regarding any of the information that was provided to Customer.

Customer stated that Customer was advised that Customer was not alone with this concern.
Customer stated that Customer does not feel safe in this vehicle.
Customer stated that Customer wants a different vehicle.
Customer stated that Customer cannot drive this vehicle with this safety concern.
Customer asked RCAS-MS what if Customer gets into an accident or gets killed in this vehicle.

RCAS-MS expressed understanding.
RCAS-MS stated that engineering is looking into this situation and RCAS-MS understands that safety is a point of concern.
RCAS-MS stated that if Customer is seeking another vehicle, there is a review that can be completed.
RCAS-MS informed Customer that the process takes about 10 business days and is not guaranteed.
RCAS-MS informed Customer that Nissan reviews Customer's repair history as it relates to Customer's states lemon law to determine if NNA is in a position to repurchase or replace the vehicle.

RCAS-MS asked Customer the following questions:
Why do you want to return the vehicle to Nissan North America?
The vehicle is not safe to drive.

Where is the vehicle currently?
At Customer's home.

Where was the vehicle purchased?
Garden City Nissan.

Was it purchased new or used?
New.

Where is the vehicle serviced?
Garden City Nissan.

Has the vehicle been taken to multiple Nissan dealers?
No.

RCAS-MS stated that RCAS-MS will be Customer's point of contact throughout this process and will follow up with Customer every third business day until a decision is rendered.

Customer understood.
Customer stated that Customer will even lose money if it means that Customer can get into a safe vehicle.

RCAS-MS stated that everything has been notated.
RCAS-MS stated that RCAS-MS is not the one that completes the review process.

Customer understood.
Customer stated that Customer will wait to hear from RCAS-MS.

Call ended mutually.

Created By: Hariot Dhindsa (9/27/2017 2:35 PM)
CRR-HD VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-HD VERIFIED Veh Info including: VIN, Current Mileage:
CRR-HD received inbound call from C

C stated C received call from RCAS and C got cut off never got a call back

CRR-HD stated that C will be contacted tomorrow
CRR-HD asked for other concerns

C don't have any other concerns
C acknowledged and appreciated the information

****Call ended mutually****

Created By: Markita Scott (9/27/2017 1:10 PM)
RCAS-MS received VMX from Customer on 09/27/2017 at 9:56am providing secondary phone number of [redacted]

Created By: Markita Scott (9/27/2017 9:49 AM)
RCAS-MS placed outbound call to Customer at [redacted] on 09/27/2017 at 9:48am.

Customer did not answer.

RCAS-MS left VMX with direct contact information and follow up date of 09/28/2017.

Created By: Markita Scott (9/27/2017 9:48 AM)
RCAS-MS placed outbound call to Customer at [redacted] on 09/27/2017 at 9:47am.

Customer asked RCAS-MS to hold.
Customer disconnected call.

Created By: Markita Scott (9/26/2017 9:59 AM)
RCAS-MS received inbound call from DTS-CA regarding case.

DTS-CA stated that DTS-CA cannot recommend a repair at this time.
DTS-CA stated that Customer indicates that Customer does not want to be in vehicle any longer.
DTS-CA stated that Customer wishes to be in vehicle that does not have same feature.
DTS-CA stated that concern seems to be location specific to District 7.

Created By: Markita Scott (9/22/2017 3:13 PM)
RCAS-MS sent DTS reminder e-mail on 09/22/2017 at 3:13pm.

Created By: Markita Scott (9/19/2017 10:09 AM)
RCAS-MS sent confirmation e-mail to SD-Jimmy on 09/19/2017 at 10:09am.

Created By: Markita Scott (9/19/2017 10:08 AM)
RCAS-MS received VMX from Customer on 09/18/2017 at 12:13pm stating that the inspection time and date works for Customer.

✓ Created By: Markita Scott (9/18/2017 11:41 AM)
RCAS-MS placed outbound call to Customer at [redacted] on 09/18/2017 at 11:37am.

Customer did not answer.

RCAS-MS left VMX with DTS inspection date and time, request for confirmation, and provided direct contact number.

Created By: Markita Scott (9/8/2017 1:25 PM)
RCAS-MS placed outbound call to Customer at [redacted] on 09/08/2017 at 1:10pm.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS stated that RCAS-MS spoke with SD-Jimmy regarding the repairs on the vehicle.
RCAS-MS asked Customer if Customer has been contacted by the DLR.

Customer declined.

RCAS-MS understood.
RCAS-MS stated that once repairs have been completed, Customer will be responsible for picking Customer's vehicle up.

Customer asked RCAS-MS what Nissan is going to do about a customer not feeling safe in vehicle.

RCAS-MS stated that there is a review that can take place if Customer does not feel safe in vehicle.
✓ RCAS-MS stated that ultimately, RCAS-MS would still want the inspection to take place to determine may be causing the concern.

Customer asked RCAS-MS if Customer will get a letter indicating that the vehicle is safe and what repairs were completed.

RCAS-MS stated that the vehicle repair order will show the repairs completed and will indicate that the vehicle was test drove and is okay.

Customer asked RCAS-MS how long the inspection will take.

RCAS-MS stated that the inspection typically takes an hour to an hour and a half.

Customer understood.

RCAS-MS stated that RCAS-MS will contact Customer once an inspection has been set up for Customer.

Customer understood.

Call ended mutually.

Created By: Markita Scott (9/7/2017 2:05 PM)
RCAS-MS received e-mail from DTS-CA to call DTS-CA regarding case.

✓ RCAS-MS placed outbound call to DTS-CA regarding case.

DTS-CA stated that there is a scramble for inspection of certain vehicles with similar symptoms.
DTS-CA stated that DTS-CA is not sure that repair will resolve concerns if component already operating correctly.
DTS-CA stated that inspection should be set up for the week following FQI inspection if RCAS-MS feels inspection necessary.

Created By: Markita Scott (9/7/2017 1:08 PM)
✓ RCAS-MS spoke with SD-Jimmy regarding case.

SD-Jimmy stated that DTS-CA has indicated that the repair can be completed and then vehicle should be returned to Customer.
SD-Jimmy stated that DTS-CA is waiting for further instruction from Engineering regarding the concern and possible solutions.

✓ Created By: Markita Scott (9/7/2017 12:57 PM)
RCAS-MS sent e-mail to DTS-CA on 09/07/2017 at 12:57pm regarding vehicle concerns and recommendation.

✓ Created By: Markita Scott (9/7/2017 12:57 PM)
RCAS-MS sent e-mail to SD-Jimmy on 09/07/2017 at 12:56pm regarding Customer's request and information regarding possible inspection.

Created By: Markita Scott (9/7/2017 12:56 PM)
RCAS-MS VERIFIED C's name, mailing address, e-mail, phone #, vehicle
RCAS-MS CHECKED for open recalls/campaigns and found: None
Previous UNRELATED Case(s) Found: None
Previous RELATED Case(s) Found: [redacted]
RCAS-MS ADVISED "This call may be recorded for quality and training purposes."

RCAS-MS placed outbound call to Customer at [redacted] on 09/07/2017 at 12:28pm.

RCAS-MS stated that RCAS-MS is Customer's Regional Consumer Affairs Case Manager and in short, that means that RCAS-MS is Customer's point of contact with Nissan Corporate regarding Customer's concerns or questions with vehicle or DLR.
RCAS-MS apologized for the delay in RCAS-MS returning Customer's call as RCAS-MS was out of the office on 09/06/2017.
RCAS-MS stated that the number that Customer has been calling is RCAS-MS's direct phone number.

Customer understood.

RCAS-MS confirmed Customer's concern.

Customer agreed.
Customer stated that this is Customer's first Nissan and Customer is scared to drive the vehicle.
Customer stated that the vehicle has stopped at random three times on Customer.

RCAS-MS expressed understanding.
RCAS-MS asked Customer if Customer could elaborate on the events of the vehicle randomly stopping.

Customer stated that from March to 09/04/2017, the concern never happened.
Customer stated that the first two times that the concern happened, Customer was driving the vehicle and the vehicle randomly braked in the middle of the street.
✓ Customer stated that the third time, the vehicle did it while Customer's wife was driving.

RCAS-MS understood.
RCAS-MS asked Customer if the braking happens while on a regular street.

Customer confirmed.

RCAS-MS stated that the specific concern has become present with a small percentage of vehicles in the area.
RCAS-MS stated that at this time, the DLR has moved forward with repairs on the cause for the concern as directed by NNA technical resources for DLR's.

Customer stated that Customer does not want the vehicle back until Customer's vehicle has been inspected by someone from NNA and is confirmed that the vehicle is safe to drive.
Customer stated that Customer would also like a letter stating that the vehicle is safe to drive.

RCAS-MS stated that RCAS-MS can get an inspection set up for Customer for that confirmation.
RCAS-MS stated that the confirmation that vehicle is okay to drive would be on Customer's repair order.

Customer asked RCAS-MS if Customer can stay in loaner vehicle until the inspection has been completed.

RCAS-MS stated that loaner vehicles are at DLR discretion so RCAS-MS would need to consult with SD-Jimmy regarding that request.

Customer understood.

RCAS-MS stated that RCAS-MS will get vehicle inspection set up and will speak with SD-Jimmy regarding the request for loaner vehicle.

Customer understood.
Customer thanked RCAS-MS.

Call ended mutually.

✓ Created By: Markita Scott (9/7/2017 12:19 PM)
RCAS-MS received e-mail from SD-Jimmy stating that Techline had been contacted regarding vehicle and part number 28438-5FA1A has been ordered to be replaced.

✓ Created By: Markita Scott (9/7/2017 11:02 AM)
RCAS-MS sent e-mail to SD-Jimmy on 09/07/2017 at 11:01am requesting information on vehicle.

✓

Created By: Vivian Luu (9/7/2017 7:38 AM)
SCRR-VL is unable to email RCAS-MS because web mail is down at the moment.

Created By: Vivian Luu (9/7/2017 7:37 AM)
Best contact numbers: [redacted]

SCRR-VL received inbound call from C.
SCRR-VL provided name and agent ID[redacted]
SCRR-VL VERIFIED Account Info including: C's name, home & email address, concern, best contact#
SCRR-VL VERIFIED VEH Info including: VIN#
SCRR-VL CHECKED for open recalls/campaigns and found: NONE
SCRR-VL CHECKED for previous UNRELATED Case(s) and found: 5
SCRR-VL CHECKED previous RELATED Case(s) and found:[redacted]
SCRR-VL NOTED Concern is:

C provided case number[redacted]
C stated C missed a phone call yesterday but when C called back and left VMX, no one has contacted C yet.

✓ SCRR-VL confirmed RCAS-MS contacted C yesterday 9/6/2017 regarding C's concern.
SCRR-VL notified C that RCAS-MS will contact C by the end of business today 9/7/2017 as the follow up date stated.
SCRR-VL advised C to wait for RCAS-MS's call.
SCRR-VL notified C that SCRR-VL will send email to RCAS-MS and let RCAS-MS know that C call SCRR-VL today.

C understood.
C requested to be contacted by both phone numbers.

SCRR-VL noted.
SCRR-VL offered further assistance.

C declined.

SCRR-VL provided C the case number.
SCRR-VL and C ended call mutually.

✓ Created By: Janisha Wilkerson (9/6/2017 1:20 PM)
SRCAS-JW attached RHR to case, RCAS-MS can submit if there are no additional repair orders to add upon conversing with dlr

Created By: Janisha Wilkerson (9/6/2017 12:56 PM)
SRCAS-JW called C at[redacted] - no voicemail set up

SRCAS-JW called C at[redacted]9 (Cell)

SRCAS-JW left vmsg for C to return call including RCAS-MS contact number[redacted] hours of operation, and case number

✓ _____

SRCAS-JW sent email to SM Jimmy in regard to information pertaining to reason of why C is requesting a buyback-waiting on response

_____

SRCAS-JW attached repair orders to case

Created By: Lisa Duffney (9/5/2017 8:41 AM)
****** [CASE SUMMARY] ******

CRR-LD sending case to RCAS forBUY BACK request

Created By: Lisa Duffney (9/5/2017 8:40 AM)
CRR-LD VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-LD VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History
CRR-LD CHECKED for open recalls/campaigns and found: NONE
CRR-LD CHECKED for previous UNRELATED Case(s) and found: NONE
CRR-LD CHECKED previous RELATED Case(s) and found: NONE

CRR-LD NOTED concern is: BUY BACK

CRR-LD- Greeted C

C-Advised has 2017 Maxima that has collision brake concerns
C-Advised 3 times this has happened that C is driving down highway with nothing in front the collision brakes comes on stooping the VEH
C-Advised GARDEN CITY NISSAN told C could not diagnose concern

CRR-LD-Apologized for concern
CRR-LD-Asked C what is it NNA can do for you today?

C-Advised VEH is at DLRSHP where it will remain as C does not feel safe in VEH
C-Advised wants NNA to buy back VEH

CRR-LD-Provided C with Agent name, Agent ID #[redacted] and Case #[redacted]
CRR-LD-Advised C a case will be open for C and a RCAS agent will investigate C concern and contact C EOB Wednesday 09/06/2017
CRR-LD-Asked if any other concern

C-Advised no
C understood and appreciated the assistance

Best Contact #[redacted]
Call ended mutually

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]	INTERIOR ELECTRICAL	FORWARD COLLISION WARNING	MULTIPLE REPAIR ATTEMPTS	26	10/13/2017	YE	AV	320000	OA

Forms

Forms Help

No records to display

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	Janelle Cantrall
Contact Email		Type	CA
Home Phone	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	10/4/2017	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	9/20/2017 3:35 PM
Social Media Involvement		Date/Time Closed	10/16/2017 3:00 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Consumer Affairs Voluntary Repurchase due to 1 repair attempt and 33 days down for Veh. stops suddenly on it's own with Concern under Eng. Review.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	SMITHTOWN NISSAN
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	1,210	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	9/28/2017
IIR Date		RHR Completed	10/2/2017
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN8AT2MV4HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	1
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	SMITHTOWN NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	9/21/2017
Responsible District	07	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	no action needed

Bluetooth

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

Related Items

Approved Check Requests	$28,354.50	Goodwill Offered	
		VCAN	
		Goodwill Processed	0
		Vehicle Service Contract	
		VSC Reprint Request	Email

Contact Name [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date	
LS Response Time	

Home Phone	[redacted]
Work Phone	[redacted]
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: JN8AT2MV4HW[redacted]	Root Cause	
Created By	Ryan Hertz, 9/20/2017 3:35 PM	Root Cause Code	SCSV
Last Modified By	NNAETL, 9/18/2019 9:22 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	960		
Action Code	NL5F		
What action was taken?	5F Voluntary NNA Trade/Repurchase - NNA Inventory - 1 veh		

Agent Comments

Agent Comments	RHR. move to exec
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
10/16/2017 3:01 PM	Janelle Cantrall	Changed **Status** from Open to **Closed**.
		Closed.
10/9/2017 11:10 AM	Janelle Cantrall	Changed **Description**.
10/3/2017 3:05 PM	Janelle Cantrall	Changed **Case Owner** from Waide Cummings to **Janelle Cantrall**.
10/2/2017 5:16 PM	Waide Cummings	Changed **Follow Up Date** from 10/2/2017 to **10/4/2017**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Janelle Cantrall (10/16/2017 3:00 PM) Arbs closing Case **********SUMMARY********** STATE - NY NO LIEN REPURCHASE 2017 NISSAN ROGUE C Called CA on CA 9.20.17 Arbs Rec'd RHR on 10.2.17 Arbs Rev'd RHR on 10.3.17 RE: 1 repair attempt and 33 days down for Veh. stops suddenly on it's own with Concern under Eng. Review.
	Created By: Janelle Cantrall (10/12/2017 7:08 AM) Surrender Scheduled for 10.17.17 @ 9:30 AM EST (Tuesday)
	Created By: Janelle Cantrall (10/11/2017 3:59 PM) Morley Accepted Case
	Created By: Janelle Cantrall (10/10/2017 2:28 PM) Check Sent to Morley FEDEX ~[redacted]
	Created By: Janelle Cantrall (10/10/2017 6:53 AM) Sent e-mail to EM- Greg A. @ gregammann@smithtownnissan.com and C daughter Andrea Fina @[redacted] hotmail.com - Providing the Morley Case # and P#.
	Created By: Janelle Cantrall (10/10/2017 6:50 AM) Morley ~[redacted]
	Created By: Janelle Cantrall (10/10/2017 6:38 AM) Check Request approved.
	Created By: Janelle Cantrall (10/9/2017 11:19 AM) Submitted Check request for Consumer Affairs Voluntary Repurchase due to 1 repair attempt and 33 days down for Veh. stops suddenly on it's own with Concern under Eng. Review. C $28,354.50 NO LIEN NY USAGE: $0 miles under 12,000 Rebate: $1,250.00 2017 Nissan Rogue

Dealer: Smithtown Nissan
535 MIDDLE COUNTRY ROAD
SAINT JAMES, NY 11780
P#[redacted]
Dealer Code: 2691

Exec. Mgr. - Greg Ammann

DTS - Kevin M.

CUSTOMER:
[redacted]

Saint James, NY [redacted] 1333
P# [redacted]

Created By: Janelle Cantrall (10/9/2017 11:10 AM)
veh stalling. dealer cant fix the concern

Created By: Janelle Cantrall (10/9/2017 11:07 AM)
Rec'd Signed Rep. Agreement.

Created By: Janelle Cantrall (10/4/2017 3:59 PM)
Sent Rep. Agreement to C:

October 4, 2017

[redacted]
Saint James, NY [redacted]

RE: 2017 Nissan Rogue / JN8AT2MV4HW[redacted]

Dear Ms.[redacted]

Thank you for allowing Nissan the opportunity to review this matter. Based on the repair history of your vehicle, Nissan would like to voluntarily repurchase the above referenced vehicle under the terms of the New York Lemon Law.

Based on the information above and the documents we have received, the refund calculations are as follows:

(+)Base price: $29,442.00
(+)Doc Fee: $75.00
(+)License & Registration: $60.00
(+)Tire Fee: $12.50
(+)Gas: $5.00
(+) Inspection $10.00
Total Purchase Price: $29,604.50
Less Rebate: -$1,250.00
Refund to Ms.[redacted] $28,354.50

We anticipate completing the repurchase within 2 to 4 weeks from the time of your acceptance. An agent from Morley VSPC, our third-party vendor, will contact you to schedule the vehicle surrender. Once the vehicle has been successfully surrendered, Morley VSPC will collect your certified check in the amount of $28,354.50 and pay off the lienholder.

It is also important to note Morley VSPC will be instructed by NNA to do the following:

Ensure the customer signs the necessary paperwork to provide a clear certificate of title to Nissan North America. Signing valid documents is also critical in paying off the account, transferring the customer's name from the title and releasing the customer

Created By: Megan Lupp (10/4/2017 3:50 PM)
DRTS-ML factory invoice already completed this morning and attached to case.
Closing task no action required.

Created By: Janelle Cantrall (10/4/2017 3:32 PM)
Rec'd Pics, REG, Title (CLEAR - No Liens) Sales contract, and PICS from C

Created By: Janelle Cantrall (10/4/2017 12:43 PM)
Rec'd VXM From C while arbs was on the phone with another C and stated C does not want the Car and does not feel safe in the car. C stated Arbs can call C Back.

C Made 2nd Call from C while arbs was still on call with another C stating C would like a call back from arbs and wanted to expl. why C wants a buyback

Arbs Called C Back @[redacted]
C stated per the advise of C doctor C should not be under any additional stress, and C is scared that the veh. will continue to not work right even after the fix comes out. C stated C is so stressed and while C is taking C treatments, C does not need the added stress of vehicle problems.

arbs stated arbs understood, and apologized to C for missing C calls. Arbs let C know arbs was on the phone with Another C
C stated that is ok, and C will be sending arbs docs today.

Created By: Janelle Cantrall (10/4/2017 12:01 PM)
Arbs asked by Sr. Mgr. MS to call C and ask C if C will delay buyback for Eng. to repair car?

Outbound call to C @[redacted]
arbs spoke to c and asked C if C would consider holding off on buyback for Eng. to review concern and come out with Fix? C stated C was told there was no fix and not sure if veh. can be fixed.

arbs assured C that Eng. is working on fix right now and asked if C would consider letting NNA keep C in loaner for more time to fix Veh.?
C stated that sounds ok, but would like to call arbs back when C gets home and thinks about it.

C took down arbs p# and let arbs know C will call arbs back today.

arbs reminded c that arbs is OOO Thurs. & Friday. C stated C remembered arbs told C.

C stated C is scared that even after Eng. Does come out with A fix, the veh. may still stop on C.
arbs reassured C that NNA ENG. and Dealer will Thoroughly test drive C veh. before returning veh. to C
C understood.

Arbs Reminded C that Arbs works until 4PM
C understood and stated C will call back

Created By: Janelle Cantrall (10/4/2017 11:19 AM)
Rec'd call from Exec. WC and discussed Case

Created By: Janelle Cantrall (10/4/2017 9:57 AM) | Last Modified By: Waide Cummings (10/4/2017 11:15 AM)
Arbs notes that when arbs spoke to Exec. Mgr. Greg Ammann
✓ arbs was advised that EM-GA Mother-N-Law who is the C and owner of the Rogue has terminal cancer and is very stressed about C exp. with Rogue's FEB. malfunction

Arbs advised EM-GA that arbs understands and has already spoken to C about C experience and had offered C the buyback.

✓ **Created By: Janelle Cantrall (10/4/2017 9:23 AM) | Last Modified By: Waide Cummings (10/4/2017 11:15 AM)**
Rec'd reply from Exec. WC that Exec. WC will call arbs soon.

✓ **Created By: Janelle Cantrall (10/4/2017 8:59 AM) | Last Modified By: Waide Cummings (10/4/2017 11:15 AM)**
sent Message to ES - WC to call arbs to discuss Case

✓ **Created By: Megan Lupp (10/4/2017 8:14 AM) | Last Modified By: Waide Cummings (10/4/2017 11:15 AM)**
DRTS-ML attached factory invoice.

✓ **Created By: Janelle Cantrall (10/3/2017 3:34 PM) | Last Modified By: Waide Cummings (10/4/2017 11:15 AM)**
followed up with C with an E-mail:

Hello Ms.[redacted]

Thank you for speaking with me today concerning your Nissan Rogue. Again, please accept Nissan's apologies for your inconveniences. I have listed the documents I will need to start the buyback process below. Once I receive the documents, I will send you the repurchase agreement to review and sign. Please return all pages back to me to complete the buyback process.

Once signed repurchase agreement is received, you will get a call from our third party vendor, Morley. An agent from Morley will call you within a week to schedule the surrender process at Smithtown Nissan.

1. Sales Contract.
2. Copy of Clear Title.
3. Vehicle registration.
4. Pictures of the interior and exterior of the vehicle.
5.

My office hours are Monday – Friday, 7am – 4pm cst. I will be out of the office this Thursday and Friday.

Created By: Janelle Cantrall (10/3/2017 3:28 PM) | Last Modified By: Waide Cummings (10/4/2017 11:15 AM)
Arbs Advised By DR. DRT MGR - BG to offer Buyback

Called C @[redacted] / spoke to C and apologized to C for C inconveniences. Arbs offered repurchase. C thanked arbs for calling.
Arbs went over buyback process and explained docs arbs needs to start process
C paid cash for veh. and has Clear Title
Arbs provided C with arbs contact information and office hours
Arbs advised C the buyback process can take up to 3-4 weeks
arbs advised C that arbs is out of office this Thursday and Friday, but will follow up with C on Monday
✓ Abs asked C for E-mail
C provided - [redacted]
Arbs let C know arbs will call the dealer and speak to Son-n-Law who is the Exec. mgr of the dealer and advise of the buyback
C thanked arbs

CALLED SMITHTOWN NISSAN @[redacted]
arbs spoke to Exec. Mgr. Greg Ammann
arbs Advised that NNA is repurchasing C veh. and Discussed buyback process
EM-GA thanked NNA for helping C out.
EM-GA stated EM-GA wife will be assisting C to send arbs docs

✓ **Created By: Waide Cummings (10/3/2017 3:15 PM)**
EXEC-WC notes receiving email from ASM-Mike Scanlon advising RO[redacted] is just for an NYSI on Delivery and the vehicle was down for a total of 15 days on RO[redacted]

✓ **Created By: Janelle Cantrall (10/3/2017 3:03 PM) | Last Modified By: Waide Cummings (10/4/2017 11:15 AM)**
Arbs Taking over Case

Created By: Janelle Cantrall (10/3/2017 3:02 PM) | Last Modified By: Waide Cummings (10/4/2017 11:15 AM)
Arbs Notes:

STATE - NY
2017 Nissan Rogue

Concern: FEB causes veh. to stop suddendly

1V and per DTS - KM Concern under eng. Review

Days: 15 but EXEC Team has offered C rental veh. until Concern is resolved.C accepted. C is the Mother of the Exec. Mgr. of Smithtown Nissan and is a Cancer patient.

Customer:
[redacted]
Saint James, NY [redacted]
P#[redacted]

2017 Nissan Rogue
VIN ~ JN8AT2MV4HW[redacted]
ISD: 5.1.2017
MSRP $35,290
Color: Magnetic Black
Model: 22617
No prev. Cases
No Tech line cases
✓

Selling Dealer
Smithtown Nissan
Retail Sale
535 MIDDLE COUNTRY ROAD
SAINT JAMES, NY 11780
P#[redacted]
F1 Dealer
Dealer Code: 2691
EM - Greg Ammann
ASM-Mike

DTS Kevin McKay inspected Veh. on 10.2.17 @ 7:44PM @ Smithtown Nissan
DTS met with C
Dealer Request for assistance

CONCERN: Undesired FEB operation over train tracks. •CAUSE: TBD / Under engineering review.
•FINDINGS: Upon arrival at the dealer for inspection of another Customer's vehicle concerning undesired FEB operation, the EM of dealer approached DTS for request for help with his mother in law's Rogue experiencing undesired FEB operation.
•EM states issue is present on train tracks and is full braking condition.
•DTS advised that issue is currently under engineering review and no repair is recommended at this time.
•EM became very upset and expressed his feelings as such.
•Explained to EM that the system may be shut off if desired, however the system must be toggled off each time the vehicle is restarted.
•STATUS: EM advised that he believes NNA should place his mother in law in a rental until issue is resolved or repurchase vehicle and that he will contact CA.

Created By: Janelle Cantrall (10/3/2017 3:00 PM) | Last Modified By: Waide Cummings (10/4/2017 11:15 AM)
C Called CA on CA 9.20.17
Arbs Rec'd RHR on 10.2.17
Arbs Rev'd RHR on 10.3.17

✓ 09/07/17 ~ 09/21/17 @ 1,210 miles[redacted] days:15** Dealer: 2691 - SMITHTOWN NISSAN SA- JIM FERN
concern & action:
1. Vehicle stops on it's own. Happened multiple times when coming from edgewood Ave in St. James and making a right onto Jericho Turnpike heading west. Heard chimes for front emergency breaking and vehicle stopped with no cars around. / Scanned vehicle for codes, checked for any loose trim or debris hanging in front of FEB sensors, none found, road tested vehicle to duplicate concern, unable to duplicate concern, consulted with DTS and tech line.

✓ **Created By: Waide Cummings (10/2/2017 5:16 PM)**
EXEC-WC placed outbound call to [redacted]
EXEC-WC asked if Customer had a moment to speak.

Customer stated yes.

EXEC-WC advised the RHR is currently under review.

Customer stated okay great.

EXEC-WC stated NNA would like to offer Customer a rental vehicle at this time for the inconvenience.

Customer stated that would be great and would make Customer feel more comfortable.

EXEC-WC stated EXEC-WC is happy to make Customer feel a little more comfortable given the circumstances and Customer's illness.

Customer thanked EXEC-WC.
Customer stated Customer will contact the DLRSHP for further assistance.

EXEC-WC stated the DLRSHP is aware of the assistance and will be able to assist.

Customer thanked EXEC-WC.

EXEC-WC thanked Customer for contacting Nissan.

Call ended mutually.

✓ **Created By: Waide Cummings (10/2/2017 5:04 PM)**
EXEC-WC sent email to SD-Don Gleason, SM-Andrew Jones, SM-Mike Scanlon, and FOM-Victor Rosario advising of the rental vehicle that is to be provided to Customer at NNA's expense.

✓ **Created By: Waide Cummings (10/2/2017 4:57 PM)**
EXEC-WC notes the SM and EM were not available as they were out of the office.

Created By: Waide Cummings (10/2/2017 4:50 PM)
EXEC-WC placed outbound call to CEM-Sam Sapienza.
EXEC-WC explained Customer's FEB concerns and that after review with Executive Management a long term rental vehicle is being extended.

✓ CEM-Sam stated that is fine and will take care of the rental vehicle.

EXEC-WC thanked CEM-Sam for assisting.

Call ended mutually.

✓ **Created By: Nicki Barror (10/2/2017 2:39 PM) | Last Modified By: Waide Cummings (10/2/2017 4:37 PM)**
DRTS received the RHR. The RHR was assigned to ARBS Janelle Cantrall for review.

✓ **Created By: Waide Cummings (10/2/2017 1:51 PM)**
EXEC-WC sent email to SM-Mike Scanlon requesting days down be verified for Customer's ROs.

Created By: Waide Cummings (9/28/2017 3:59 PM)
EXEC-WC placed outbound call to DTS-Kevin MacKay requesting further information on Customer's concerns.

DTS-Kevin stated DTS-Kevin has spoken to Customer's son-in-law regarding the concerns.
DTS-Kevin stated the FEB concern is under investigation currently and a recommended repair cannot be provided.

EXEC-WC stated EXEC-WC is completing an RHR for Customer as well at this time.

✓ DTS-Kevin stated there is going to have to be further discussion on how to handle this cases.

EXEC-WC requested DTS-Kevin send all necessary information via email.

DTS-Kevin stated that would not be a problem.

EXEC-WC thanked DTS-Kevin for assisting.

Call ended mutually.

Created By: Waide Cummings (9/28/2017 3:48 PM)
EXEC-WC placed outbound call to [redacted]
EXEC-WC asked if the above number is Customer's best contact number.

Customer stated that is correct.
Customer stated Customer is having concerns were Customer will be driving and the vehicle will automatically start to break and come to a screeching halt.

Customer stated Customer is ill and cannot deal with the stress of the vehicle.
Customer stated the vehicle came to a complete stop yesterday on its own volition and Customer was nervous Customer was going to be hit.

EXEC-WC thanked Customer for providing that information.
EXEC-WC confirmed Customer was seeking an RHR?

Customer stated yes, Customer does not want the vehicle anymore.

EXEC-WC stated that the RHR process takes around ten business days to complete.
EXEC-WC stated that RCAS will gather all the RO's and that information will be reviewed in conjunction with Customer's state lemon law to determine if NNA is or is not in the position to repurchase or replace Customer's vehicle.

Customer understands and appreciates the review.

✓ EXEC-WC will continue to assist with rectifying the vehicle concerns as the RHR is not guaranteed.

Customer understands.

EXEC-WC asked SOP 3.19 questions.

- Why do you want to return the vehicle to Nissan North America?
  Customer states: Doesn't feel safe.
- Where is the vehicle currently?
  Customer states: With Customer.
- Where was the vehicle purchased?
  Customer states: Smithtown Nissan.
- Was it purchased new or used?
  Customer states: New
- Where is the vehicle serviced?
  Customer states: Smithtown Nissan.

EXEC-WC will follow up with Customer again no later than EOB 10/2/2017 with any updated information.

Customer thanked EXEC-WC.

EXEC-WC thanked Customer for contacting Nissan.

Call ended mutually.

Created By: Tyrus Smith (9/28/2017 1:13 PM)
RCAS-TS made outbound call to Executive Manager- Craig Fena regarding case

RCAS-TS advised Craig that the case will be transferred to the exec team
RCAS-TS advised Craig that RCAS is unsure of what is going to happen next
RCAS-TS advised Craig RCAS spoke with Diane and was advised of an RHR

Craig stated he spoke to the tech and its not reassuring
Craig stated the tech stated that its been duplicated

✓ RCAS-TS asked C who was the tech

Craig stated it was DTS Kevin Mckay
Craig stated that he is selling these veh's and they are having problems

RCAS-TS stated the case will be transferred to the exec team and RCAS is not sure of what is going on

Craig thanked RCAS for giving a call back

Call ended mutually

✓ **Created By: Tyrus Smith (9/27/2017 3:09 PM)**
RCAS-TS called C[redacted]
RCAS-TS adv C that this call may be recorded for quality and training purposes

RCAS-TS stated did receive the vmx from C

RCAS-TS confirmed C's concern happened again

C stated the veh stopped again when coming back from treatment

C stated this is very scary

RCAS-TS advised C RCAS spoke with Craig Fina

RCAS-TS advised C Craig informed C of the veh stopping again

RCAS-TS advised C that RCAS will be transferring the case to the executive department

RCAS-TS advised C she will be receiving a phone call tomorrow

C is requesting a repurchase

C stated is wreck

C stated does not want the veh

C stated cant live this way

C asked when will C get a call

RCAS-TS stated C will receive a call tomorrow 9/28

C understood

Call ended mutually

Created By: Tyrus Smith (9/27/2017 2:19 PM)
RCAS-TS notes reeived call from Executive Manager Craig Fina from Smithtown Nissan

EM-CF stated that his mother in law is dying of cancer and is dealing with this veh
EM-CF stated that Nissan needs to do something about this situation
EM-CF stated that concerns happened again
EM-CF stated that something is wrong with this veh

RCAS-TS stated can submit C for RHR

✓ EM-CF asked what is C supposed to do with the veh
EM-CF asked about lemon law

RCAS-TS advised that RCAS is not verse in the states lemon law

RCAS-TS stated will submit the repurchase

EM-CF understood

RCAS-TS stated will give EM-CF a call back

call ended mutually

Created By: Tyrus Smith (9/25/2017 3:14 PM)
RCAS-TS called C 516) [redacted]
RCAS-TS data netted case with dirhsp
RCAS-TS notes no related or unrelated cases
RCAS-TS notes no open campaigns or recalls
RCAS-TS adv C that this call may be recorded for quality and training purposes
RCAS-TS verified address, email address, phone number, make and model veh

C stated veh has 1,400

C stated the as driving the brake unit will stops on it own

C stated that it is frightening

C stated the brakes automatically stop when getting to closed to another veh

C stated that this is the 3rd time this has happened

C stated dealer could not figure out what is going

✓

RCAS-TS apologized

RCAS-TS C will look into concern and follow up with C

C stated goes to treatment for cancer

C stated wishes someone will do something about it

C stated needs a veh

RCAS-TS stated will follow up with C on 9/27

RCAS-TS provided C with direct line

RCAS-TS stated will follow up with C on Wednesday 9/27

C understood

Call ended mutually

✓ **Created By: Tyrus Smith (9/21/2017 1:43 PM)**
RCAS-TS called C [redacted] left vmx with case number, direct line, and follow up 9/25

Created By: Tyrus Smith (9/21/2017 1:38 PM)
RCAS-TS made outbound call to Smithtown Nissan requesting info

ASM-Mike stated that the emergency brake is affecting the Rogues
✓ ASM-Mike stated the veh will come to a complete stop
ASM-Mike stated that engineers cannot figure out what is going on
ASM-Mike stated that the last visit was 9/20 1,200 miles
ASM-Mike stated will send over RO's

RCAS-TS understood and call ended mutually

✓ **Created By: Ryan Hertz (9/20/2017 3:37 PM) | Last Modified By: Waide Cummings (10/2/2017 4:37 PM)**
CRR-RH Account Info including: C's name, home & email address, phone# & best contact#
CRR-RH CHECKED for open recalls/campaigns and found:
CRR-RH CHECKED for previous UNRELATED Case(s) and found:
CRR-RH CHECKED previous RELATED Case(s) and found:
CRR-RH NOTED concern is: VEH Concern- unable to diagnose
CRR-RH received an incoming call from C's daughter

C stated brought VEH to DLRSHP for stalling concerns
C stated DLRSHP is unable to diagnose VEH
C stated C does not want C's mother in this VEH if it cannot be repaired
C stated DLRSHP had technicians inspect VEH today
C stated C is looking for assistance in a plan for this VEH repair

CRR-RH informed C that concerns have been documented and will be forwarded to RCAS who will follow up with C no later than COB 9/21
CRR-RH provided case # and name and ID
Call ended mutually
CRR-RH noting that QAS stamp is not working

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]	BRAKES	INTELLIGENT BRAKE ASSIST (IBA)	POOR OR IMPROPER OPERATION	26	10/2/2017	YX	AD	328000	OA

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Number of open vehicle campaigns = 1

Account Name	[redacted]	Case Owner	[redacted] Markita Scott
Contact Email	[redacted]	Type	CA
Home Phone	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	9/28/2017	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	9/22/2017 11:11 AM
Social Media Involvement		Date/Time Closed	9/28/2017 10:27 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Vehicle concern-Forward Emergency Braking concern		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	1,500	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	KNMAT2MV1HF[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29417	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	ATLANTIC NISSAN SUPERSTORE	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	9/28/2017
Responsible District	07	Dealer Instructions	Customer Contact
Shared With		Requested Dealer Action	Please review.

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 [redacted]

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: KNMAT2MV1H[redacted]	Root Cause	
Created By	Alina Kingston, 9/22/2017 11:11 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/13/2018 11:03 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	978		
Action Code	NT4C		
What action was taken?	4C Unable to Contact Customer		

Agent Comments

Agent Comments	Advise Customer that vehicle must be picked up at this time.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
9/28/2017 10:27 AM	Markita Scott	Changed **Status** from Open to **Closed**.
		Closed.
9/28/2017 10:26 AM	Markita Scott	Changed **Data Net** from false to **true**.
9/27/2017 11:38 AM	Markita Scott	Changed **Follow Up Date** from 9/27/2017 to **9/28/2017**.
9/25/2017 2:12 PM	Markita Scott	Changed **Follow Up Date** from 9/25/2017 to **9/27/2017**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Markita Scott (9/28/2017 10:27 AM) RCAS-MS is closing Case as no further assistance can be offered at this time.
✓	***CASE SUMMARY*** Customer contacted Nissan regarding concerns with Forward Emergency Braking system activating with nothing in front of vehicle. STATEMENT OF DECISION: RCAS-MS unable to make initial contact with Customer following three phone call attempts. Vehicle concerns are currently under engineering review.
	Created By: Markita Scott (9/28/2017 10:25 AM) RCAS-MS placed outbound call to Customer at[redacted] on 09/28/2017 at 10:22am.
✓	Customer did not answer. RCAS-MS left VMX with direct contact information.
	Created By: Markita Scott (9/27/2017 11:38 AM) RCAS-MS placed outbound call to Customer at[redacted] on 09/27/2017 at 11:36am.
✓	Customer did not answer. RCAS-MS left VMX with direct contact information, request for best contact time, and follow up date of 09/28/2017.
✓	**Created By: Markita Scott (9/27/2017 11:28 AM)** RCAS-MS received VMX from Customer on 09/27/2017 at 10:29am requesting call back regarding case.
	Created By: Markita Scott (9/25/2017 2:12 PM) RCAS-MS placed outbound call to Customer at[redacted] on 09/25/2017 at 2:10pm.
✓	Customer did not answer. RCAS-MS left VMX with direct contact information and follow up date of 09/27/2017.
	Created By: Alina Kingston (9/22/2017 11:19 AM) ********** CASE SUMMARY ********** C contacted NCA requesting assistance with VEH Concerns. CRR-AK sending Case to RCAS for assistance with CVT repair.
	Created By: Alina Kingston (9/22/2017 11:19 AM) CRR-AK VERIFIED & UPDATED Account Info including: C's name, home & email address, phone# & best contact# CRR-AK VERIFIED VEH Info including: VIN, Current Mileage, Warranty & Service History CRR-AK CHECKED for open recalls/campaigns & found: 0 CRR-AK CHECKED for previous UNRELATED Case(s) & found: 0 CRR-AK CHECKED for previous RELATED Case(s) & found: 0 CRR-AK NOTED concern is: VEH Concerns

CRR-AK received inbound call from C.
C stated VEH locked on railroad twice.
C stated VEH has been to DLR at least 4 times.
C stated DLR is telling C to pick up VEH.
C stated C doesn't feel comfortable driving VEH.
C stated DLR told C to call NCA.

CRR-AK advised C that CRR-AK will send Case to RCAS & C will be contacted on 09/25/17.
C understood & appreciated the assistance.

CRR-AK provided C with Case # & first name.

CRR-AK offered further assistance.
C declined.

CRR-AK thanked C for calling Nissan Consumer Affairs.
Call ended mutually.

Best Contact #: [redacted]
VIN: KNMAT2MV1HP[redacted]

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]	BRAKES	INTELLIGENT BRAKE ASSIST (IBA)	POOR OR IMPROPER OPERATION	26	9/28/2017	YX	AD	328000	OA

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[redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Matthew Yu
Contact Email		Type	CA
Home Phone	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	9/25/2017	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	9/22/2017 1:39 PM
Social Media Involvement		Date/Time Closed	9/22/2017 1:48 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Hamilton	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description			

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage		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	JN8AT2MT6HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29317	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	TUSTIN NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	08	Dealer Instructions	
Shared With		Requested Dealer Action	

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 [redacted]

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: JN8AT2MT6HW[redacted]	Root Cause	
Created By	Matthew Yu, 9/22/2017 1:39 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/13/2018 11:05 PM	Root Cause Code (2)	SCIN
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	984		
Action Code	NT8G		
What action was taken?	8G Provided Other Information		

Agent Comments

Agent Comments	
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
9/22/2017 1:48 PM	Matthew Yu	Changed **Status** from Open to **Closed**.
		Closed.
9/22/2017 1:43 PM	Matthew Yu	Changed **Case Servicing Dealer** to **TUSTIN NISSAN**.
9/22/2017 1:39 PM	Matthew Yu	Changed **Follow Up Date** from 9/22/2017 to 9/25/2017.
		Changed **VIN** to **JN8AT2MT6HW[redacted]**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Matthew Yu (9/22/2017 1:47 PM) CRR-MY VERIFIED Account Info including: C's name, home & email address, phone# & best contact# CRR-MY VERIFIED Veh Info including: VIN#, Current Mileage, Warranty & Service History CRR-MY CHECKED for open recalls/campaigns and found: CRR-MY CHECKED for previous UNRELATED Case(s) and found: CRR-MY CHECKED previous RELATED Case(s) and found: CRR-MY NOTED concern is C has a concern in regards to forward emergency braking on 2017 Rogue VEH with VIN: JN8AT2MT6HW[redacted] When C's front tires hits the train tracks, C's VEH stops right on the train tracks C is scared and concerned about this C purchased the VEH at Tustin Nissan dealership C has not yet called a SA at the dealership in regards to this concern CRR-MY provided C with case# at the request of C CRR-MY contacted SA Nippsy at the Tustin Nissan dealership and transferred C there for further assistance

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	ROGUE	GENERAL INQUIRY	QF	9/22/2017	ZR	AZ	270500	OF

Forms

Forms Help

No records to display

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [72] | Case Categorizations [3] | Forms [0]

Case Detail

Reopen Case | Clone Closed Case

Number of open vehicle campaigns = 1

Account Name	[redacted]	Case Owner	[redacted] Luis Rodriguez
Contact Email	[redacted]	Type	CA
Home Phone	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	1/30/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/4/2017 3:19 PM
Social Media Involvement		Date/Time Closed	2/2/2018 2:35 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Consumer Affairs Voluntary Repurchase due to 1 repair and 22 days out of service for the FEB malfunction concern (vehicle harsh braking)		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	Legend Nissan
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	3,600	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	10/5/2017
IIR Date		RHR Completed	10/6/2017
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	KNMAT2MV2HP[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	1
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29417	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	LEGEND NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	10/10/2017
Responsible District	07	Dealer Instructions	Customer Contact
Shared With		Requested Dealer Action	Please review.

Bluetooth

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

Related Items

Approved Check Requests	$33,781.59	Goodwill Offered	
		VCAN	
		Goodwill Processed	1
		Vehicle Service Contract	
		VSC Reprint Request	Email

Contact Name [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date	
LS Response Time	

Home Phone	[redacted]
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] VIN: KNMAT2MV2HP[redacted]	Root Cause	
Created By	Jeremy Angelini, 10/4/2017 3:19 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 9/18/2019 9:23 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	851		
Action Code	NT5F		
What action was taken?	5F Voluntary NNA Trade/Repurchase - NNA Inventory - 1 veh		

Agent Comments

Agent Comments	RHR denial. Correspondence pending. Get customer in rental vehicle through the dealership.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
2/2/2018 2:35 PM	Luis Rodriguez	Changed **Status** from Open to **Closed**. Closed.
2/1/2018 12:28 PM	Bob Glenn	Changed **Subject** from CUSTOMER:[redacted] PHONE: [redacted] VIN: KNMAT2MV2HP[redacted] to **CUSTOMER:**[redacted] **VIN: KNMAT2MV2HP**[redacted].
1/31/2018 12:56 PM	Luis Rodriguez	Changed **Subject** from CUSTOMER:[redacted] VIN: KNMAT2MV2HP[redacted] to **CUSTOMER:**[redacted] **PHONE**[redacted] **VIN: KNMAT2MV2HP**[redacted].
1/30/2018 8:16 AM	Kalia Johannes	Changed **Case Owner** from Chad Alsup to **Luis Rodriguez**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public Comment

Created By: Luis Rodriguez (2/2/2018 2:28 PM)
ARBS contacted the customer at [redacted] and informed the checks were just received and the case was transferred to Morley. ARBS stated Morley will be contacting the customer to schedule the surrender date.

Customer thanked ARBS and the call ended mutually.

–

Created By: Luis Rodriguez (2/2/2018 2:18 PM)
ARBS notes the Morley Case[redacted] was submitted and transmitted.

ARBS notes Check No. 0141740181 payable to the customer and Check No. 0141740188 payable to the lienholder were sent via FedEx under Tracking No.[redacted]

–

Created By: Luis Rodriguez (1/31/2018 12:59 PM)
ARBS submitted check request payable to the customer in the amount of $13,745.22

ARBS submitted check request payable to NMAC in the amount of $20,036.37 good thru 02/08/2018

–

Created By: Luis Rodriguez (1/31/2018 12:47 PM)
ARBS received the signed agreement from the customer and it was attached to the case.

–

Created By: Luis Rodriguez (1/30/2018 2:20 PM)
ARBS contacted the customer at [redacted] and talked to the customer. ARBS stated a revised repurchase agreement will be sent to the customer. ARBS explained to the customer ARBS made a mistake on the first agreement by not deducting the sales tax. ARBS stated the customer will be requesting a refund from the Commissioner of Taxation and Finance in the state of NY. ARBS stated the form will be sent to the customer.

Customer understood and appreciated the assistance.

–

ARBS also asked the customer permission to contact NMAC with the customer on the phone to have the customer placed on the DO NOT CALL LIST. ARBS stated ARBS attempted to contact NMAC on the customer's behalf but was informed the customer needed to be on the phone with ARBS.

Customer agreed to be placed on hold for ARBS to contact NMAC.

ARBS and customer talked to NMAC-Eric and informed the customer's vehicle is being repurchased under NY LL guidelines and asked for the customer to be placed on the DO NOT CALL LIST.

NMAC-Eric verified some account information with the customer and was informed the customer will be placed on the DO NOT CALL LIST.

The call with NMAC-Eric ended.

–

ARBS stated to the customer the revised document has been emailed to the customer and to please send it back at the customer's earliest convenience.

Customer stated the email was just received and will be sent back to ARBS as soon as possible.

The call ended mutually.

–

Created By: Luis Rodriguez (1/30/2018 1:41 PM)
Additional information provided by NMAC-PH on the customer's previous vehicle (retail):

YM: 2014 Rogue / VIN 5N1AT2MV1EC[redacted]

[redacted]
- Account paid off on 07/13/2016
- Customer sent a payoff in the amount of $15,115.74
- Third party payoff (credit union, or something like that) - it doesn't show who paid it off
- Customer had 37 payments remaining when NMAC received the payoff

–

Created By: Luis Rodriguez (1/30/2018 1:22 PM)
ARBS contacted NMAC-Peggy Holder and verified the following information:

Last payment received: 11/07/2017 in the amount of $128.49

Account is 51 days delinquent ($256.98)

Account is in collections.

New payoff amount received from NMAC-PH is:

Payoff is $20,036.37 (good through 02/08/2018)

ARBS thanked NMAC-PH and the call ended mutually.

–

Created By: Luis Rodriguez (1/30/2018 1:20 PM)
ARBS contacted NMAC at the 800 number to get an updated payoff information and ARBS was informed the customer needed to be on phone with ARBS.

ARBS asked to talk to a Supervisor and ARBS was also informed that in order for ARBS to talk to a supervisor, ARBS needs to contact NMAC with the customer on the phone.

–

Created By: Luis Rodriguez (1/30/2018 12:25 PM)
ARBS received inbound call from the GM-Adam who stated the customer didn't know owe anything on the previous lease (2014 Rogue) - 5N1AT2MV1EC[redacted].

–

Created By: Luis Rodriguez (1/30/2018 11:48 AM)
ARBS notes the dealer provided a screenshot of the ACV Sheet but there is no information on the payoff amount on the vehicle the customer traded-in.

ARBS sent the following email to GM-Adam:

Good day Adam,

[redacted]
On the screenshot provided below there is no payoff amount. Could you please provide the VIN of the vehicle Ms.[redacted] traded in and also the payoff amount on that vehicle?

Regards,

Luis Rodriguez | Arbitration Specialist I

–

Created By: Deandra Tavares (1/30/2018 10:50 AM)
CRR-DT received inbound call from C and DLRSHP

C stated C would like to know if ARBS-LR is going to speak to C
C stated there is no reason ARBS-LR should not be responding to C
C stated ARBS-LS is not calling C back
C stated everyone is giving C information and
DLRSHP stated DLRSHP does not want to have to get anyone else involved
DLRSHP stated DLRSHP is having to beg C to stay a customer
C and DLRSHP inquired why this is taking so long
C stated ARBS-LS is taking too long
DLRSHP stated DLRSHP is going to escalate case higher up

CRR-Dt stated CRR-DT could only e-mail ARBS-LR requesting ARBS-LR to contact C
CRR-DT asked C if there was anything else CRR-DT could assist with.

C declined.

Call ended mutually

Created By: Kalia Johannes (1/30/2018 8:16 AM)
ARBS-KJ noting ARBS-KJ is not the owner of the case. ARBS was attempting assisting ARBS-LR with obtaining documents only. ARBS returning case to ARBS-LR as ARBS TL's do not have c contact.

Created By: Ameer Hamza (1/29/2018 4:23 PM)
******Case summary******
C contacted CRR-AH to inquire about missed follow ups by ARBS.
******Statement of decision******
CRR-AH e-mailed ARBS's supervisor and escalated the case.

Created By: Ameer Hamza (1/29/2018 4:22 PM)
CRR-AH <VERIFIED> Account Info including: C's name, home & email address, and Phone#
CRR-AH VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History
CRR-AH CHECKED for open recalls/campaigns and found: None
CRR-AH CHECKED for previous UNRELATED Case(s) and found: None
CRR-AH CHECKED previous RELATED Case(s) and found: None
CRR-AH NOTED concern is: Missed follow up ARBS

C stated C has spoken to so many agents and been waiting for a call back

CRR-AH apologized for the concerns
CRR-AH reviewed the case
CRR-AH changed the follow up date to 01/30/2018 and informed C C will receive a call before the end of business day

C understood and appreciated

CRR-AH inquired if C needs any more assistance from CRR-AH

C denied

CRR-AH provided C with Agent ID and case#[redacted]
CRR-AH branded call

Best contact#[redacted]
Call ended mutually

Created By: Kalia Johannes (1/19/2018 11:01 AM)
ARBS noting no docs received.
ARBS resent request and CC'd DOM- Ryan Barnard.

Created By: Kalia Johannes (1/18/2018 11:12 AM)
ARBS-KJ sent email to GM-Adam @ adam@legendnissan.com requesting the ACV sheet and providing an example. ARBS explained is assisting with gathering the docs for the case and if ARBS has reached GM in error, can GM please point ARBS in the right direction.

Created By: Kalia Johannes (1/18/2018 11:11 AM)
ARBS-KJ received an inbound call from Dwayne in finance.
ARBS advised is assisting with gathering documents for the case and that ARBS needs to request a copy of the ACV sheet for the veh that shows the cost, holdback, ACV etc.?
Dwayne advised ARBS would need to contact the GM -Adam and provided the email received from Gina.
ARBS understood and thanked Dwayne.
Call ended mutually.

Created By: Kalia Johannes (1/18/2018 11:02 AM)
ARBS-KJ assisting with documentation request.
***
ARBS made outbound call to dlr on [redacted] and spoke with Gina who is covering for the receptionist. ARBS advised is assisting with a document request for a colleague and needs to speak with the FM.
Gina advise the FM is with a c currently but that ARBS can leave ARBS contact info for a call back.
ARBS-KJ agreed and provided direct line.
ARBS asked if there is an email address ARBS can send the request to as well?
Gina provided GM's email address as she did not know the FM's email address:
adam@legendnissan.com
ARBS thanked Gina and call ended mutually.

Created By: Patience Million (1/17/2018 3:17 PM)
CRR- PM VERIFIED Account information including: C's name, home address and best contact number.
CRR- PM VERIFIED VEH Information including: VIN & Mileage
CRR- PM CHECKED for open recalls/campaigns and found: 0
CRR- PM CHECKED for previous UNRELATED Case(s) and found: 0
CRR- PM CHECKED previous RELATED Case(s) and found: 0
CRR- PM NOTED concern is: C inquiring about case status

CRR- PM received inbound call from C.

C provided case number [redacted]
C stated not getting responses
C sated ARBS did not respond to C's email or voicemails
C stated was advised C that C would get refund
C would like response about refund
[redacted] C stated has documentation that C was to receive refund
C stated was supposed to receive refund on VEH back in November 2017

CRR-PM apologized for inconvenience
CRR-PM advised C that email would be sent to ARBS
CRR-PM advised C that ARBS will contact C at earliest convenience

C stated last 2 agents did same process & nothing came from it
C stated displeased and contacting a lawyer

CRR-PM apologized for inconvenience
CRR-PM offered further assistance
CRR-PM thanked C for contacting NNA

Best contact #: 5164200460

C disconnected Call

Created By: Luis Rodriguez (1/16/2018 9:31 AM)
[redacted] ARBS contacted the Legend Nissan dealer at [redacted] and asked for the Finance Manager. ARBS was informed the Finance Mgr was with a customer. ARBS left ARBS' contact information asking to please have the Finance Mgr contact ARBS back.

–

Created By: Barbara Adamson (1/8/2018 8:45 AM)
SCRR-BA received inbound call from C who provided name, address, tel and email and VEH concern

C states C was told VEH will be voluntarily repurchased
C states C is still getting calls from lease dept that payment is past due and it's affecting C's credit
C states C is also waiting on a refund

C states C has left VMX with ARBS and is waiting on a call
C states C would like callback 1/9

SCRR-BA provided ID and Case #

SCRR-BA emailing ARBS, cc TL-NB

Created By: David Bedard (12/27/2017 9:30 AM)
SCRR-DB received inbound call from C
SCRR-DB VERIFIED account info including C's name, home & e-mail address, best contact phone number,
SCRR-DB NOTING concern is: case follow up

C stated C is looking for follow up and was expecting a call back last week regarding this case
C stated C still hasn't received the refund promised and wanted to know what was going on
C stated C is also concerned as VEH has been at DLR since Oct but C is still being billed for the lease and this is affecting Cs credit

SCRR-DB apologized and advised that an email will be sent to ARBS for C follow up

SCRR-DB offered further assistance.

C declined.

SCRR-DB provided name, ID number, and case number
SCRR-DB and C ended call mutually

Created By: Lydia Ristic (12/20/2017 8:35 AM)
CRR-LR VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number.
CRR-LR VERIFIED VEH Information including: VIN #.
CRR-LR CHECKED for open recalls/campaigns and found: 0
CRR-LR CHECKED for previous UNRELATED Case(s) and found: 0
CRR-LR CHECKED previous RELATED Case(s) and found: 0
CRR-LR NOTED concern is: c callback - stated has received a letter for refund.
CRR-LR received inbound call from C.

C called stated VEH was surrendered due to Lemon law.
✓ C stated has returned VEH to DLRSHP in Oct or Nov.
C called stated has received a letter and was supposed to receive a refund.
C stated mention ARBS.

CRR-LR verified and advised would send a message and would receive a call tomorrow by end of day.
CRR-LR provided C with agent ID / name and case number [redacted]

C understood.

Best contact # (516) [redacted] home or [redacted] - cellphone.
Call ended mutually.

Created By: Luis Rodriguez (12/13/2017 2:34 PM)
ARBS received inbound call from the GM-Adam regarding ARBS' request (ACV sheet).

ARBS stated the MSRP on this vehicle was $29,870 and the Agreed upon value of the vehicle was $33,154.87, making a difference of $3,284.87. ARBS stated the ACV Sheet is needed to understand why the vehicle was sold at a higher price.

GM asked ARBS if the dealer is allowed to sell the vehicle at a higher price and ARBS stated that is correct.

ARBS stated the ACV sheet is needed to also confirm if there was no negative equity transferred to the new vehicle.

GM stated there was no negative equity on this deal.

ARBS thanked the GM-Adam and the call ended mutually.

–

Created By: Luis Rodriguez (12/13/2017 1:41 PM)
ARBS contacted the Legend Nissan dealer at [redacted] and asked to be transferred to the Accounting Department. ARBS was asked by the receptionist what ARBS needed and ARBS explained ARBS needs a copy of the ACV Sheet. ARBS was placed on hold and then the receptionist came back stating ARBS needs to send the request in writing. ARBS asked the reason why the document cannot be just faxed and explained the reason why the vehicle repurchase is being processed (Lemon Law). ARBS was placed on hold and then the receptionist came back stating the woman she spoke to is on the phone and asked for ARBS' contact information. ARBS provided ARBS' direct line.

The call ended mutually.

–

Created By: Luis Rodriguez (12/12/2017 3:53 PM)
ARBS contacted the Legend Nissan dealer at [redacted] and asked to be transferred to the Accounting Department. ARBS was informed the Accounting Department was already closed (open from 8am-4pm).

ARBS stated ARBS will contact the dealer tomorrow and the call ended mutually.

–

Created By: Luis Rodriguez (12/6/2017 4:35 PM)
ARBS contacted the Legend Nissan dealer at [redacted] and asked for the finance manager. ARBS was asked the reason of the call and ARBS explained the ACV sheet was requested last week and it has not been received.

ARBS was placed on hold and ARBS was asked to contact the next day and asked for the Accounting Department as they are the ones that provide that information.

ARBS thanked the receptionist and the call ended mutually.

–

Created By: Luis Rodriguez (11/28/2017 11:58 AM)
ARBS contacted the Legend Nissan dealer and left a message with the receptionist to please have the Finance Mgr (he was not in the office) send a copy of the ACV Sheet (Actual Cash Value Sheet). ARBS left ARBS' fax and direct line numbers.

–

Created By: Luis Rodriguez (11/17/2017 2:53 PM)
ARBS contacted the Legend Nissan dealer and talked to the Finance Manager-Adam regarding the price difference between the MSRP of $29,870 and the Gross Capitalized Cost of $33,154.87 (difference in Price: $3,284.87).

Finance Mgr-Adam stated this is the price that was negotiated between the customer and the dealership and that the customer was happy with it.

ARBS asked if the customer rolled any negative equity into this deal. ARBS was placed on hold and then Adam came back to the line stating there is no negative equity.

ARBS thanked the Finance Mgr-Adam and the call ended mutually.

–

Created By: Luis Rodriguez (11/17/2017 1:20 PM)
ARBS submitted check request payable to the customer in the amount of $14,142.45

ARBS submitted check request payable to NMAC in the amount of $19,913.34 good thru 12/08/2017

–

Created By: Luis Rodriguez (11/17/2017 1:11 PM)
Vehicle concerns-Forward Emergency Braking

Created By: Luis Rodriguez (11/17/2017 1:05 PM)
ARBS notes the following vehicle history repair:

10/01/17 ~ Mileage 12 ~ RO[redacted] ~ Days down 2
Concern
- C/s brake assist activates when going over railroad tracks and when getting on the parkway. C/s customer hears beeping then vehicle brakes hard
Action taken
- Advised customer that Nissan is aware of the issue, however there is not a recommended repair at this time.

****

ARBS notes the following Summary of service history:

In-service date: 05/30/2017
Additional CA cases: None
Tech Line cases: None
VSC: None
DTS Inspection: None

Repairs/visits made during the first 18,000 miles / 2 years from the in-service date:

1 visit for the FEB malfunction:
-- No repairs recommended

Total days down: 2

***

ARBS notes the vehicle has been at the dealership and the customer has been on a rental vehicle since 10/26/2017 (22 days of 11/17/2017)

(+) 2 days down under repair order[redacted]
(+) 22 days down with rental waiting on fix
(=) 24 days down total

–

Created By: Luis Rodriguez (11/16/2017 1:27 PM)
ARBS sent the following email to SM-Vinny:

Hello Vinny,

Confirming I got your email.

The pictures I need on Ms.[redacted] vehicle are of the front, back, both sides and interior. Also a copy of the vehicle registration.

When she returns the rental vehicle please submit the claim and once it suspends I will help getting that approved creating a VCAN for you.

Thank you,

Luis Rodriguez | Arbitration Specialist I

–

Created By: Luis Rodriguez (11/16/2017 1:26 PM)
ARBS contacted the Legend Nissan dealer at [redacted] and talked to the SM-Vinny and informed the customer's vehicle will be repurchased. ARBS asked the SM to please assist ARBS getting pictures of the vehicle (front, back, sides and interior) as well as the copy of the vehicle registration located in the customer's glove box compartment.

SM stated the pictures will be sent shortly. SM asked for ARBS' email address and SM sent an email to ARBS. ARBS confirmed the email was received.

The call ended.

–

Created By: Luis Rodriguez (11/16/2017 1:15 PM)
ARBS sent the following email to the customer:

Good day Ms.[redacted]

Attached find the vehicle Repurchase Agreement Offer Letter for your 2017 Nissan Rogue. Please go over the document and let me know if you have any questions.

You may fax the signed document to[redacted] or send it via email to luis.rodriguez@nissan-usa.com

Thank you,

Luis Rodriguez
Arbitration Specialist I

–

Created By: Luis Rodriguez (11/16/2017 1:12 PM)
ARBS notes the following repurchase amount figures (lease):

(+) Down Payment including 1st payment $13,500.00

(+) Additional 5 Payments $642.45
(=) Total Amounts Paid $14,142.45

Refund Amount to Customer $14,142.45

–

Created By: Luis Rodriguez (11/16/2017 12:27 PM)
ARBS received the following payoff information from NMAC:

SR#
Account#: [redacted]
Customer: [redacted]
Payoff amount is $ 19913.34 good thru 12/8/2017
Payments received 6
Payment amount $128.49
Recent payment received on 11/7/2017 in the amount of $128.49

Copy of Contract, Payment History and Title are attached. The account is/is not SOC eligible.

Thanks,

[redacted]

Peggy Holder | Fulfillment & Correspondence

ARBS asked clarification on the SOC eligibility and received the following:

Guess I was in a little bit of a hurry, Yes they are SOC eligible. But, on a lease, it must be the same Make and Model for an SOC.

Peggy Holder | Fulfillment & Correspondence

–

Created By: Luis Rodriguez (11/15/2017 7:00 PM)
ARBS contacted the customer at [redacted] and talked to the customer. ARBS informed the repurchase of her 2017 Rogue will be processed under NY LL guidelines. ARBS stated the repurchase agreement will be sent tomorrow for the customer's review, answer questions and provide additional information.

Customer thanked ARBS for the assistance provided.

The call ended.

–

Created By: Luis Rodriguez (11/15/2017 5:06 PM)
ARBS reviewed case with ARBS Mgr-BG and provided the following details on the case:

- CCF
- 2017 Rogue
- Leasing
- On rental vehicle since 10/26/2017 (20 days down as of 11/15/2017)
- Customer wants another Nissan. Maybe a Murano
** NMAC said no to an SOC since this is a lease (it has to be the same model)
- No repairs have been made
- No DTS inspection

Customer agreed to be on a rental vehicle but now wants a repurchase because there's no fix and no ETA on a possible fix.

Based on the days down, and no ETA on a fix, it was agreed to offer the vehicle repurchase to the customer (ARBS checked with SRPLNR-FD on any updated on a possible fix but there is no update as of today).

–

Created By: Veronical Watson (11/15/2017 2:03 PM)
DRTS-VW: received call from Jennifer-Business Ofc, said someone did make an error and typed in Altima instead of Rogue on the title app lease information, but the other paperwork is showing a Rogue. She will send it and wanted to know if she could write over it or not. Checked with supvr was told to advise Jennifer to call NMAC to find out what they need to do because they have information on file showing an Altima instead of a Rogue (lease agreement). Jennifer said she will fax the paper buyer's order signed by the customer showing a Rogue. Contacting the ARB's to let him know the situation.

Created By: Veronical Watson (11/15/2017 9:47 AM)
DRTS-VW: called dealership, spoke with Yurly, said she just picked up the fax, she will pull the folder and call me back today.

Created By: Kristina Rosas (11/14/2017 12:58 PM)
DRTSTL-KR faxed written request (attached) to DLR Legend Nissan, attn Yurly, at [redacted] requested Signed Buyers Order/Contract.

Created By: Veronical Watson (11/14/2017 12:42 PM) | Last Modified By: Veronical Watson (11/14/2017 12:42 PM)
DRTS-VW: received sales doc from NMAC, found there was a discrepancy with the vehicle we show on file 2017 Rogue and what they show on the buyer's order 2017 Altima, (same color and VIN). I checked back with NMAC-Peggy. Her response: "Ok this is weird. The Account shows a 2017 Rogue. All the paperwork show an Altima. I don't show past SOC on this Account so I'm not sure what happened. I looked at the worksheet from the Dealership and it shows an Altima also. I have no idea???". I then called dealership spoke with Richard in Finance, he said they do not show this customer with a 2017 Rogue, but a 2015 Rogue purchase in Sept 2015. I explained the information with NMAC, he said maybe they purchase the vehicle from a different dealership, explained Legend Nissan is on the lease. He then transferred me to what he called upstairs to a person name Yurly (or Yearly), who said she could not give me any information unless we fax the request. Explained I could email the request. She said the was not acceptable due to the privacy act. Referred to my supvr to assist.

Created By: Veronical Watson (11/13/2017 10:32 AM)
DRTS-VW: received tasked from ARB to get sales doc, sent email to NMAC to received the sales doc.

Created By: Luis Rodriguez (11/13/2017 10:27 AM)
ARBS sent email to NMAC requesting payoff.

–

Created By: Luis Rodriguez (11/13/2017 10:26 AM)
ARBS received inbound call from customer stating customer would like to get the vehicle repurchased. Customer stated there is still no fix available. Customer stated customer had to return the loaner vehicle to the dealership because of bad tires.

ARBS apologized and requested a copy of the lease agreement.

Customer stated the document will be sent.

The call ended mutually.

–

Created By: Luis Rodriguez (11/10/2017 3:27 PM)
ARBS contacted the customer at [redacted] and left voice message asking the customer to please contact ARBS back. ARBS stated ARBS still has no update on the repair and ARBS would like to know if customer is OK keeping the rental vehicle provided by the Nissan dealer until the fix becomes available.

–

Created By: David Bedard (10/30/2017 4:18 PM)
SCRR-DB received inbound call from C
SCRR-DB VERIFIED account info including C's name, home & e-mail address, best contact phone number,
SCRR-DB NOTING concern is: case follow up

C stated C was just speaking to someone a short while ago and wanted to know if more information is available
C stated C is wanting the direct # for ARBS and ARBS last name for proper contact

SCRR-DB apologized and advised that unless this information has already been provided by ARBS and is specifically noted in the case notes NNA CA is not able provide this information as stated by SCRR-VL
SCRR-DB advised that SCRR-VL sent off an email to ARBS for C contact and C should be hearing back soon

SCRR-DB offered further assistance.

C declined.

SCRR-DB provided name, ID number, and case number
SCRR-DB and C ended call mutually

✓ **Created By: Vivian Luu (10/30/2017 3:53 PM)**
Best contact number: [redacted]

SCRR-VL received inbound call from C.
SCRR-VL provided name and agent ID 7319010.
SCRR-VL VERIFIED Account Info including: C's name, home & email address, concern, best contact#
SCRR-VL VERIFIED VEH Info including: VIN#
SCRR-VL CHECKED for open recalls/campaigns and found: NONE
SCRR-VL CHECKED for previous UNRELATED Case(s) and found: 5
SCRR-VL CHECKED previous RELATED Case(s) and found: [redacted]
SCRR-VL NOTED Concern is: VEH concern and the loaner VEH concern

C stated C has a concern with the VEH which is a 2016 Rogue SV.
C stated the concern is with the safety shield and the VEH has stopped 3 times on its own.
C stated the VEH is at the DLR at the moment.
C stated C was offered a Sentra VEH as a loaner VEH originally.
C stated C requested a comparable Rogue and the DLR provided C a basic Rogue.
C stated the loaner VEH also has a concern with tire tread.
C stated C has been a Nissan customer for years.
C stated C is upset that the DLR gave C a loaner VEH which is a very basic model.
C stated a person name Luis has been contacting C regarding the concern.
C transferred the call to C's son who will be referred as C.

SCRR-VL informed C that the case is handled by ARBS-LR.
SCRR-VL provided the case number [redacted]

C inquired if ARBS-LR has another phone number because C's mother has been trying to contact ARBS-LR at [redacted] without success.

SCRR-VL informed C that the [redacted] is a general phone number and ARBS-LR has a direct phone number but SCRR-VL is not allowed to give out the phone number because there is no notes stated the phone number was provided.
SCRR-VL notified C that SCRR-VL will email ARBS-LR to let ARBS-LR about C's mother's call and concern.
SCRR-VL informed C that ARBS-LR will contact C's mother back.

C requested to have the phone number provided.

SCRR-VL informed C that SCRR-VL will include that in the case notes and the email.

C inquired ARBS-LR's last name.

SCRR-VL informed C that SCRR-VL is unable to provide the last name because that's Nissan policy.

C stated C doesn't care if that's Nissan policy or not but C needs to have ARBS-LR's last name.
C stated Nissan will lose a customer if SCRR-VL doesn't provide the ARBS-LR's last name.

SCRR-VL apologized to C and confirmed once again that SCRR-VL is not allowed to provide the last name.

C stated Nissan just lost a customer.
C ended the call.

Created By: Luis Rodriguez (10/26/2017 11:23 AM)
ARBS contacted the customer at [redacted] and left a voice message requesting a call back to confirm a Rogue rental was provided. ARBS sated ARBS will follow up with the customer next with and provide any available updates.

–

Created By: Luis Rodriguez (10/26/2017 11:17 AM)
ARBS contacted the Legend Nissan dealer at [redacted] and talked to the SA-Kent (SM was not in) who confirmed the customer was provided with a rental this morning (a Rogue).

ARBS thanked the SA and the all ended mutually.

–

Created By: Luis Rodriguez (10/20/2017 4:44 PM)
ARBS contacted the customer at [redacted] and asked the customer the SM from Legend Nissan contacted the customer regarding the rental vehicle and customer stated Nancy called the customer but the customer is upset the dealer was giving the customer a Sentra as a rental.

Customer stated she did not take the Sentra and has been put on a waiting list.

ARBS stated the dealer will be contacted on Monday and follow up on the rental.

Customer thanked the customer and the call ended mutually.

–

Created By: Luis Rodriguez (10/20/2017 4:42 PM)
ARBS contacted the Legend Nissan dealer at [redacted] and was informed the service department was already closed.

–

Created By: Luis Rodriguez (10/20/2017 10:57 AM)
ARBS sent the following email to the SM-Vinny:

Hello Vinny,

It was a pleasure to speak with you this morning. Following our phone conversation and request to assist Ms. [redacted] with a loaner/rental vehicle until Nissan comes out with a course of action to correct the FEB concern she's experiencing. We appreciate your assistance with this matter.

Her VIN is KNMAT2MV2HP[redacted]. The Consumer Affairs case number documenting everything is [redacted] The best number I have for Ms. [redacted] is [redacted]

Regards,

Luis Rodriguez
Arbitration Specialist I

–

Created By: Luis Rodriguez (10/20/2017 10:34 AM)
ARBS contacted the Legend Nissan dealer at [redacted] and talked to the SM-Vinny and informed of the customer's concern. SM was familiar with the situation. ARBS stated Nissan is working on a fix but in the meantime Nissan is offering long-term loaner/rentals to customers. ARBS stated this has been offered to the customer and she has agreed to be placed on a loaner/rental vehicle. ARBS requested assistance with the loaner/rental and the SM agreed to assist.

SM-Vinny asked ARBS to please send an email to vinnygianni@legendnissan.com with the request as well as the customer's information to add it to the ticket.

ARBS stated the email will be sent shortly and appreciated the assistance that is being provided to the customer.

The call ended mutually.

–

Created By: Luis Rodriguez (10/20/2017 10:24 AM)
ARBS contacted the customer at [redacted] and talked to the customer. ARBS asked the customer if the customer received ARBS' voice message from 10/17 and customer stated yes.

ARBS asked the customer to describe the concern the customer is having and customer stated the vehicle has stopped, hard braking, on the customer in 3 occasions. Customer stated the it has happened once over rail road tracks, at the expressway, and also entering her driveway. Customer stated the customer was very afraid on the first two situations because other drivers thought the customer had slammed on her brakes.

ARBS apologized for the situation and stated Nissan is working diligently to fix this concern for the customer. ARBS stated that in the meantime ARBS would like to place the customer on a loaner/rental vehicle. Once there's a fix, Nissan will contact the customer to inform and get the vehicle repaired.

Customer stated if that's what the customer needs to do, she will do it.

ARBS asked the customer what is the closest Nissan dealership for the customer and customer stated Legend Nissan.

ARBS stated the Nissan dealer will be contacted and have the SM provide assistance with the rental vehicle.

Customer thanked ARBS and the call ended mutually.

–

Created By: Luis Rodriguez (10/17/2017 4:38 PM)
ARBS contacted the customer at [redacted] and left a voice message asking the customer to please return the call to ARBS to discuss the case.

–

Created By: Luis Rodriguez (10/13/2017 2:55 PM)
ARBS contacted the customer at [redacted] and the number is disconnected.

–

ARBS contacted the customer at [redacted] and talked to customer. ARBS introduced himself and stated the reason of the call (BBB Claim). ARBS asked the customer if this was a good time to speak and customer stated that she just woke up from anesthesia and asked ARBS to please contact the customer back after 5pm (EST).

ARBS stated ARBS will be already gone for the day at that time and customer asked ARBS to please contact the customer back on Monday.

ARBS agreed to contact the customer back on Monday and wished the customer a rapid recovery.

Customer thanked ARBS and the call ended mutually.

–

Created By: Leslie Griffin (10/11/2017 3:45 PM)
NIS1726696. DRTS-LG rec'd CCF from BBB on 10/11/17, dated same. C seeks replacement vehicle due to numerous concerns.

Created By: Markita Scott (10/10/2017 9:44 AM)
RCAS-MS is closing Case as no further assistance can be offered at this time.

CASE SUMMARY
Customer contacted Nissan requesting repurchase/replacement of vehicle due to vehicle having concern with Forward Emergency Braking activating intermittently without cause.

✓ STATEMENT OF DECISION:
RCAS-MS set up DTS inspection. DTS confirmed that concern is under investigation with Engineering.
RCAS-MS required to offer long term rental vehicle until update is provided. RCAS-MS advised Customer that Nissan is not the in position to offer a repurchase/replacement of vehicle at this time. Customer to contact RCAS-MS back regarding rental vehicle offer.
Closing case pending Customer response.

Created By: Markita Scott (10/10/2017 9:40 AM)
RCAS-MS placed outbound call to Customer at [redacted] on 10/10/2017 at 9:26am.
Customer did not answer.

RCAS-MS placed outbound call to Customer at [redacted] on 10/10/2017 at 9:28am.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS stated that a decision has been rendered regarding Customer's request for repurchase/replacement.
RCAS-MS stated that at this time, Nissan is not in the position to offer a repurchase or replacement of Customer's vehicle.
RCAS-MS stated that due to the nature of the concern, RCAS-MS would like to offer to get Customer into a long term rental vehicle until an update is provided to resolve the concern.

Customer stated that Customer is not happy.
Customer stated that this is a dangerous situation.
Customer asked RCAS-MS why Customer would pay for a lease vehicle only to not be driving it.
Customer stated that Customer does not see why NNA does not give Customer a different vehicle.

✓ RCAS-MS expressed understanding.
RCAS-MS stated that RCAS-MS is not in the department that makes these decisions.
RCAS-MS stated that RCAS-MS can provide Customer the phone number that Customer can call should Customer dispute the decision made in the case.
RCAS-MS stated that the other option available is to get a rental vehicle until an update is provided.
RCAS-MS stated that NNA is working diligently to get to the bottom of this and get this concern resolved.

Customer asked for the number where Customer can call regarding the decision.

RCAS-MS provided BBB Auto Line Dispute Resolution Division phone number.

Customer thanked RCAS-MS.
Customer stated that Customer is going to call BBB and will contact RCAS-MS back regarding the rental vehicle.

RCAS-MS understood.

Customer thanked RCAS-MS.

Call ended mutually.

✓ Created By: Markita Scott (10/10/2017 9:24 AM)
RCAS-MS sent e-mail to SM-Vinny on 10/10/2017 at 9:24am regarding getting Customer set up in a rental vehicle until an update can be provided.

Created By: Chase McBryar (10/6/2017 10:50 AM)
✓ ARBS-CM notes based on a good faith review, NNA is not in a position to offer a repurchase/replacement of this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.

ARBS-CM recommends RCAS work with DLR/Region/TL to provide C with a loaner vehicle until repair is available.

✓ Created By: Chase McBryar (10/6/2017 10:49 AM)
ARBS-CM reviewed case with DRT Manager-Bob Glenn.

Created By: Chase McBryar (10/6/2017 10:32 AM)
✓ ARBS-CM notes the following:

1 visit for FEB false activation concern
—1 advised C that Nissan is currently working on a fix, advised C to turn system off upon every start

Created By: Chase McBryar (10/6/2017 10:31 AM)
ARBS-CM notes the following:

Open campaigns: none
Additional cases found: none
Tech line case found: none
DTS involved: none
VSC found: none
State: NY
✓ In-service Date: 5/30/17

*****

10/1/17 @ 3,592 miles … [redacted] – Days Down: 2
Concern: Owner states: auto brake assist activating when going over railroad tracks, also happens when getting onto the parkway. Customer hears beeping then vehicle brakes hard.
Action: Advised customer that Nissan is aware of the issue and is currently working on a fix for this concern. Also, informed customer they have to manually turn off the system upon every start.

*****

Total Days Down: 2

▌ Created By: Nicki Barror (10/6/2017 10:03 AM)
DRTS received the RHR. The RHR was assigned to ARBS Chase McBryar for review.

✓ Created By: Markita Scott (10/5/2017 3:26 PM)
RCAS-MS VERIFIED C's name, mailing address, e-mail, phone #, vehicle
RCAS-MS CHECKED for open recalls/campaigns and found: None
Previous UNRELATED Case(s) Found: None
Previous RELATED Case(s) Found: None
RCAS-MS ADVISED "This call may be recorded for quality and training purposes."

RCAS-MS placed outbound call to Customer at [redacted] on 10/05/2017 at 3:03pm.

RCAS-MS stated that RCAS-MS is Customer's Regional Consumer Affairs Case Manager and in short, that means that RCAS-MS is Customer's point of contact with Nissan Corporate regarding Customer's concerns or questions with vehicle or DLR.
RCAS-MS provided direct contact information.
RCAS-MS confirmed Customer's concern.

Customer agreed.
Customer stated that the vehicle has stopped at random three times now.
Customer stated that there has never been a vehicle in front of Customer's vehicle when the event happens.
Customer stated that the DLR advised Customer that it could take weeks or months for an update to be provided.

RCAS-MS agreed.
RCAS-MS stated that RCAS-MS understands Customer's concern.
RCAS-MS stated that NNA Engineering is involved with this concern and is working diligently to address and resolve the concerns.
RCAS-MS stated that customers are being advised to turn the feature off while driving until further notice.
RCAS-MS asked Customer what assistance Customer is seeking from NNA.

Customer stated nothing.

RCAS-MS asked Customer what Customer is seeking from NNA to do regarding vehicle.

Customer asked RCAS-MS if Nissan can provide a loaner vehicle or a new vehicle.

RCAS-MS stated that RCAS-MS cannot authorize a loaner vehicle at this time.
RCAS-MS stated that a review can be done as far as Customer's second request.
RCAS-MS informed Customer that the process takes about 10 business days and is not guaranteed.
RCAS-MS informed Customer that Nissan reviews Customer's repair history as it relates to Customer's states lemon law to determine if NNA is in a position to repurchase or replace the vehicle.

RCAS-MS asked Customer the following questions:
Why do you want to return the vehicle to Nissan North America?
The vehicle is not safe.

Where is the vehicle currently?
Customer's home.

Where was the vehicle purchased?
Legend Nissan.

Was it purchased new or used?
New.

Where is the vehicle serviced?
No service yet.

Has the vehicle been taken to multiple Nissan dealers?
No.

RCAS-MS stated that RCAS-MS will be Customer's point of contact throughout this process.
RCAS-MS stated that RCAS-MS will follow up with Customer no later than 10/10/2017.

Customer understood.

RCAS-MS asked Customer if Customer has any questions.

Customer declined.
Customer thanked RCAS-MS.

Call ended mutually.

Created By: Markita Scott (10/5/2017 8:16 AM)
RCAS-MS received e-mail from SM-Vinny with the following:

-Vehicle has the Forward Emergency Braking concern.
-No repair recommended currently.
-FQI has been involved with vehicle.

Created By: Markita Scott (10/5/2017 7:21 AM)
RCAS-MS sent e-mail to SM-Vinny on 10/05/2017 at 7:21am asking about vehicle concerns and visit to DLR.

Created By: Jeremy Angelini (10/4/2017 3:28 PM)
***** [CASE SUMMARY] *****

SAFETY SHIELD ACTING IMPROPERLY

Best Contact # (516)[redacted]

CRR-JA transferring case to RCAS

Created By: Jeremy Angelini (10/4/2017 3:28 PM)
CRR-JA VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-JA VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History
CRR-JA CHECKED for open recalls/campaigns and found: NONE
CRR-JA CHECKED for previous UNRELATED Case(s) and found: 0
CRR-JA CHECKED previous RELATED Case(s) and found: 0
CRR-JA NOTED concern is: SAFETY SHIELD ACTING IMPROPERLY

CRR-JA received inbound call from C

C stated that the safety shield on C's VEH is activating at improper times
C stated that C's VEH has completely stopped while trying to access express way, and a side road, and most recently right in the middle of a railroad crossing, where C was almost hit by the VEH behind C
C stated that C took the VEH to the DLRSHP
C stated that the DLR recommended just turning off the safety shield every time C starts the VEH
C stated that this was not an acceptable answer
C stated that the DLR informed C that this is a new system, and it might take weeks or months to properly diagnose and repair
C stated that C either wants a loaner VEH at no cost during this time, or a new VEH altogether
C stated that C needs to drive grandkids around, and C needs a reliable VEH

CRR-JA informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day October 5, 2017 regarding the C's concern

CRR-JA provided C with Agent ID #7319218 & Case #[redacted]

C understood and appreciated the assistance

CRR-JA asked if there was anything else with which CRR-JA could assist C

C declined

Best Contact # (516)[redacted]

Call ended mutually

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]	BRAKES	INTELLIGENT BRAKE ASSIST (IBA)	POOR OR IMPROPER OPERATION	26	10/10/2017	YX	AD	328000	OA
	[redacted]	BRAKES	INTELLIGENT BRAKE ASSIST (IBA)	UNABLE DIAGNOSE/DUPLICATE	26	10/10/2017	WT	AD	328000	OA
	[redacted]	NISSAN PRODUCT INQUIRIES	ROGUE	CRITICISM	QF	10/10/2017	ZH	AZ	270500	OF

Forms

Forms Help

No records to display

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Freddie King
Contact Email	[redacted]	Type	CA
Home Phone	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	11/29/2017	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/5/2017 2:06 PM
Social Media Involvement		Date/Time Closed	12/18/2017 11:44 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Franklin	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	1		
Description	Consumer affairs voluntary repurchase with 1 visit 66 days down for forward emergency braking system activating abruptly		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	NISSAN OF HUNTINGTON
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	2,429	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	11/16/2017
IIR Date		RHR Completed	11/16/2017
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	5N1AT2MV2H[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	NISSAN OF HUNTINGTON	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	no action needed

Bluetooth

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

Related Items

Approved Check Requests	$33,124.07	Goodwill Offered	
		VCAN	
		Goodwill Processed	1
		Vehicle Service Contract	
		VSC Reprint Request	Email

Contact Name [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date	
LS Response Time	
Home Phone	[redacted]
Work Phone	[redacted]
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] VIN: 5N1AT2MV2H[redacted]	Root Cause	
Created By	LoriAnn Lint, 10/5/2017 2:06 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 9/18/2019 9:23 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	897		
Action Code	NT5F		
What action was taken?	5F Voluntary NNA Trade/Repurchase - NNA Inventory - 1 veh		

Agent Comments

Agent Comments	FEB case. #RHR.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
12/18/2017 11:44 AM	Freddie King	Changed **Status** from Open to **Closed**.
		Closed.
12/11/2017 10:32 AM	Freddie King	Changed **Description**.
12/11/2017 10:19 AM	Freddie King	Changed **Description**.
11/27/2017 4:05 PM	Freddie King	Changed **Follow Up Date** from 11/27/2017 to **11/29/2017**.

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Case Comments

New

Case Comments Help

Public	Comment
	Created By: Freddie King (12/18/2017 11:43 AM) | Last Modified By: Freddie King (12/18/2017 11:43 AM) ARBS closing the case due to Morley accepting the case
	Created By: Freddie King (12/18/2017 11:42 AM) ARBS called the customer to provide details for the VPP ARBS asked if the customer was available to speak The customer stated yes ARBS provided the details and the process for the VPP The customer understood The call ended mutually
	Created By: Freddie King (12/15/2017 3:42 PM) ARBS called the customer to advise that the case has been transferred to Morley ARBS provided the process and the steps moving forward ARBS asked if the customer will be going back into a Nissan The customer stated that he may be looking into it ARBS advised that ARBS will request a VPP for the customer The customer understood The call ended mutually
	Created By: Freddie King (12/15/2017 2:23 PM) ARBS submitted the case to Morley: Morley FedEx Shipment[redacted] Morley: 275461
	Created By: Freddie King (12/14/2017 12:22 PM) ARBS received the signed agreement from the customer ARBS attached to the case
	Created By: Freddie King (12/12/2017 2:06 PM) Lease Repurchase updated figures Down Payment $0.01

Additional Payments $2,069.00
Total Amounts Paid $2,069.01

Less Upfront sales tax $1,284.72
Total Deductions $1,284.72

Total Refund $784.29

Created By: Freddie King (12/11/2017 10:32 AM)
Consumer affairs voluntary repurchase with 1 visit 66 days down for forward emergency braking malfunction

Created By: Freddie King (12/11/2017 10:19 AM)
customer is having concerns with the veh and duplicated by dealership

Created By: Freddie King (12/7/2017 11:49 AM)
Hi Freddie:

Below is the payment/payoff information that you requested.

SR# 1[redacted]
Account#[redacted]
Customer[redacted]
Payoff amount is $ 32339.78 good thru 1/5/2018
Payments received 6
Payment amount $413.80
Recent payment received on12/4/2017 in the amount of $413.80

Copy of Contract, Payment History are attached. The account is/is not SOC eligible.

Created By: Freddie King (12/7/2017 11:48 AM)
ARBS received a phone call from the customer

ARBS asked if the customer has viewed the document that was sent over

The customer stated he has not

ARBS explained the process and the figures

The customer agreed to pay the difference in the repurchase

ARBS advised that ARBS will begin to get all of the documents together for the repurchase

The customer understood

The call ended mutually

Created By: Freddie King (12/7/2017 11:22 AM)
ARBS called the customer to discuss the repurchase agreement

The customer did not answer

ARBS left a voicemail

Created By: Freddie King (12/7/2017 11:20 AM)
ARBS sent repurchase agreement to the customer

Created By: Freddie King (12/7/2017 11:20 AM)
Lease Repurchase

Down Payment $0.01
Additional payments $1,241.40

Total Amounts Paid $1,241.41

Upfront sales tax $1,284.72

Total Deductions $1,284.72

Total Refund -$43.31

Created By: Freddie King (12/4/2017 11:00 AM)
ARBS received a call from the customer

The customer advised that he has sent over the pictures and registration to ARBS

ARBS understood

ARBS advised that ARBS will respond once the email has been received

The customer asked for ARBS to call RON at the dealer if it does not come thru[redacted]

ARBS understood

The call ended mutually

Created By: Freddie King (12/4/2017 10:28 AM)
ARBS received a phone call from the customer

The customer was inquiring about the required information needed for the repurchase

ARBS advised the customer of the information needed

ARBS asked for the lienholder on the account

The customer advised NMAC

ARBS advised that ARBS will request the payoff info from NMAC

The customer understood

The call ended mutually

Created By: Freddie King (11/30/2017 10:50 AM)
ARBS sent intent letter to the customer

Created By: Freddie King (11/30/2017 10:49 AM)
ARBS noting the customers email address:

[redacted]

Created By: Freddie King (11/29/2017 4:13 PM)
ARBS called the customer to advise that Nissan is in the positon to offer a repurchase at this time

ARBS asked if the customer wanted to remain with the brand

The customer stated that he has a company vehicle that he is using, and he will just utilize the company car

ARBS understood

ARBS advised of the process and the usage calculation

The customer understood

The call ended mutually

Created By: Freddie King (11/27/2017 4:02 PM)
ARBS calling the customer to inform that ARBS has taken over the case

ARBS asked if the customer was available to speak

The customer stated yes

ARBS advised the customer that ARBS is reviewing the case and will follow up with a decision

The customer understood

ARBS confirmed that the customer is still in a loaner vehicle

The customer stated that he is done with the brand, for he has encountered concerns even with the loaner vehicle

ARBS understood

ARBS advised that ARBS is reviewing the case

ARBS will follow up with the customer after the review is finalized

The customer understood

The call ended mutually

Created By: Freddie King (11/21/2017 5:43 PM)
ARBS taking over the case

Created By: Markita Scott (11/21/2017 12:58 PM)
RCAS-MS placed outbound call to Customer at [redacted] on 11/21/2017 at 12:55pm.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS stated that the review is still taking place and there has not been a decision rendered yet.

Customer understood.

✓ RCAS-MS stated that RCAS-MS will be following up with Customer again on 11/27/2017.

Customer understood.

RCAS-MS asked Customer if Customer has any questions at this time.

Customer declined.
Customer thanked RCAS-MS.

Call ended mutually.

Created By: Freddie King (11/20/2017 9:24 AM)
ARBS-FK RHR Summary

1 visit for front end collision coming on
1 open ticket
45 day down

Created By: Freddie King (11/20/2017 9:19 AM)
ARBS-FK RHR Review
State: NY
In Service Date: 06/27/17
DTS: No
VSC: Sec+Plus Gold Pref
Tech Line: No
[redacted] Warranty Cases: No
Campaigns: No
Purchased: Lease

10/07/17 @ 2,427 miles – open ticket-[redacted]
Concern: Front sensor malfunctioned and emergency brakes kicked in and the car shut off

Action: Open Ticket

Created By: Nicki Barror (11/16/2017 12:34 PM)
DRTS received the RHR. The RHR was assigned to ARBS Luis Rodriguez for review.

✓ **Created By: Markita Scott (11/16/2017 11:07 AM)**
RCAS-MS sent e-mail to SM-Shrenik on 11/16/2017 at 11:06am and provided update regarding Customer's request and asked SM-Shrenik to send open repair order for RHR review.

✓ **Created By: Markita Scott (11/16/2017 10:56 AM)**
RCAS-MS placed outbound call to Customer at [redacted] on 11/16/2017 at 10:39am.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS apologized for the delay in RCAS-MS getting back with Customer.
RCAS-MS stated that RCAS-MS has been out of office due to a personal emergency.

Customer understood.

RCAS-MS stated that RCAS-MS wanted to reach out to Customer and provide an update regarding case.
RCAS-MS stated that at this time, NNA Engineering is looking for a way to repair the software of the vehicle so that the concern ceases to exist.

Customer understood.

RCAS-MS stated that RCAS-MS wanted to make sure that Customer was kept in the loop and answer any questions that Customer may have regarding case or vehicle.

Customer asked RCAS-MS if there is a way that Customer can just get a smaller vehicle.
Customer stated that Customer has had to go outside and start vehicle every day when Customer paid for that in Customer's vehicle.
Customer stated that Customer is paying for vehicle and a month is a long time.
Customer stated that Customer would be happy to just get a Sentra or something.

RCAS-MS expressed understanding.
RCAS-MS stated that there is a review process that can take place for what Customer is requesting.
RCAS-MS informed Customer that the process takes about 10 business days and is not guaranteed.
RCAS-MS informed Customer that Nissan reviews Customer's repair history as it relates to Customer's states lemon law to determine if NNA is in a position to repurchase or replace the vehicle.
RCAS-MS stated that RCAS-MS will follow up with Customer every third business day until a decision is rendered.

Customer stated that Customer understands.

RCAS-MS stated that RCAS-MS will get the review started and will follow up with Customer again on 11/21/2017.

Customer understood.

RCAS-MS stated that if Customer's case is approved and accepted, Customer will have a new point of contact with NNA.

Customer understood.
Customer appreciated RCAS-MS's assistance.
Customer stated that Customer's children are scared to get back into the vehicle.

RCAS-MS expressed understanding.

Customer wished RCAS-MS and RCAS-MS's family a happy Thanksgiving.

RCAS-MS thanked Customer.

Call ended mutually.

Why do you want to return the vehicle to Nissan North America?
Customer has been without vehicle for over a month.

Where is the vehicle currently?
Nissan of Huntington.

Where was the vehicle purchased?
Nissan of Huntington.

Was it purchased new or used?
Leased New.

Where is the vehicle serviced?
Nissan of Huntington.

Has the vehicle been taken to multiple Nissan dealers?
No.

✓ **Created By: Markita Scott (11/15/2017 8:01 AM)**
RCAS-MS received VMX from Customer on 11/10/2017 at 12:23pm and 11/14/2017 at 12:05pm requesting call back regarding case.

✓ **Created By: Janisha Wilkerson (11/10/2017 9:01 AM)**
SRCAS-JW is documenting that there are no further updates at this time and RCAS-MS is waiting on further direction from Region

✓ **Created By: Janisha Wilkerson (10/27/2017 9:37 AM)**
SRCAS-JW is moving case until RCAS-MS receives further direction from the Region at this time

✓ **Created By: Janisha Wilkerson (10/27/2017 9:36 AM)**
SRCAS-JW called dlr spoke to SM Shrenk who stated that the C has been in a rental for almost a month now

Created By: Markita Scott (10/24/2017 1:44 PM)
RCAS-MS placed outbound call to Customer at [redacted] on 10/24/2017 at 1:31pm.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS stated that RCAS-MS did receive Customer's VMX from 10/23/2017.
RCAS-MS stated that as of now, the concern is still under review at the Engineering level.
RCAS-MS stated that RCAS-MS is waiting for the next steps regarding Customer's vehicle.
RCAS-MS stated that Customer will be the first to know once RCAS-MS is updated.

Customer asked RCAS-MS about the payments for Customer's vehicle.

RCAS-MS stated that it is recommended that Customer continue to make payments on vehicle.
RCAS-MS stated that RCAS-MS cannot suspend Customer's payment obligation for this concern.

✓

Customer understood.
Customer stated that Customer will just be waiting then.

RCAS-MS thanked Customer for Customer's patience throughout all of this.

Customer stated that Customer has a phone meeting between Allied Financial and the DLR today, to further discuss the lease charges situation.

RCAS-MS stated that RCAS-MS hopes that the DLR can resolve Customer's concerns.

Customer agreed.
Customer thanked RCAS-MS for RCAS-MS's call.

Call ended mutually.

✓ **Created By: Markita Scott (10/23/2017 4:20 PM)**
RCAS-MS received VMX from Customer on 10/23/2017 at 2:12pm requesting call back regarding update in case.

Created By: Markita Scott (10/16/2017 7:24 AM)
RCAS-MS placed outbound call to Customer at [redacted] on 10/13/2017 at 4:01pm.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS apologized for the delay and stated that RCAS-MS is waiting on response from DTS-KM regarding vehicle.
RCAS-MS stated that RCAS-MS will be following up with Customer early next week to provide an update.
RCAS-MS stated that RCAS-MS did speak with SM-Shrenik as well as GM-Joe regarding Customer's concerns with loaner vehicle and finance concerns.

✓

Customer understood.
Customer thanked RCAS-MS.
Customer stated that Customer hopes that all of this can be resolved.

RCAS-MS agreed.
RCAS-MS thanked Customer for Customer's time.

Call ended mutually.

✓ **Created By: Markita Scott (10/13/2017 4:12 PM)**
RCAS-MS sent e-mail to DTS-KM on 10/13/2017 inquiring on whether DTS-KM wants to inspect vehicle or if DTS-KM wants DLR to continue to test drive vehicle.

✓ **Created By: Markita Scott (10/13/2017 4:11 PM)**
RCAS-MS sent e-mail to GM-Joe on 10/13/2017 at 4:11pm requesting that contact be made with Customer.

✓ **Created By: Markita Scott (10/12/2017 4:15 PM)**
RCAS-MS placed outbound call to Customer at [redacted] on 10/12/2017 at 3:03pm.

RCAS-MS stated that RCAS-MS is Customer's Regional Consumer Affairs Case Manager and in short, that means that RCAS-MS is Customer's point of contact with Nissan Corporate regarding Customer's concerns or questions with vehicle or DLR.
RCAS-MS confirmed Customer's concern.

Customer agreed.

RCAS-MS confirmed Customer having RCAS-MS's direct contact information.

Customer indicated that Customer does not have direct contact information.

RCAS-MS provided direct contact information.
RCAS-MS stated that RCAS-MS is going to get an inspection set up for Customer's vehicle with the area DTS.
RCAS-MS stated that RCAS-MS needs to ask some questions for clarification.
RCAS-MS asked Customer how many times the concern has happened.

Customer stated that the concern has taken place twice.
Customer stated that it happened once while coming upon railroad tracks and once in the middle of the road.

RCAS-MS understood.
RCAS-MS thanked Customer for the information.
RCAS-MS stated that Customer will be able to remain in loaner vehicle until an update is provided regarding vehicle concerns.

Customer stated that Customer has one problem with that.
Customer stated that Customer's loaner vehicle smells like a dog.
Customer stated that Customer would like a different loaner vehicle.

RCAS-MS expressed understanding.
RCAS-MS stated that RCAS-MS would make SM-Shrenick aware of Customer's concern and request.

Customer asked RCAS-MS what would happen if DTS is not able to duplicate Customer's concerns.

RCAS-MS stated that regardless of duplication, Customer will be able to be in a loaner vehicle until otherwise notified by RCAS-MS.

Customer understood.

RCAS-MS stated that RCAS-MS will follow up with Customer once an inspection date has been provided.

Customer thanked RCAS-MS.
Customer stated that Customer has one more concern.
Customer stated that the DLR was supposed to pay the mileage charges on Customer's former lease vehicle.
Customer stated that the DLR only paid for a portion of the charges.
Customer stated that there is still a balance of $778.50 that has to be paid.

RCAS-MS understood.
RCAS-MS stated that RCAS-MS will forward the concern to the GM of the DLR for further handling.
RCAS-MS stated that RCAS-MS and NNA does not have a direct hand in the finance or lease process so the concern must be addressed at the DLR level.

Customer understood.
Customer thanked RCAS-MS for calling.

Call ended mutually.

Created By: Tyrus Smith (10/11/2017 3:51 PM)
RCAS-TS called C[redacted]
RCAS-TS data netted case with dlrhsp
RCAS-TS notes no related or unrelated cases
RCAS-TS notes no open campaigns or recalls
RCAS-TS adv C that this call may be recorded for quality and training purposes
RCAS-TS verified address, email address, phone number, make and model veh

C stated veh has 2,200 miles

C stated has been driving veh

C stated the brakes come on, the veh stopped, all the lights came on and the veh shut off

C stated that it has happened to C twice

✓ RCAS-TS apologized for c's concern

RCAS-TS stated C will receive a call from the proper case manager tomorrow

C asked what to do

RCAS-TS advised C that C will receive a phone call from the proper case manager

C stated was waiting on the phone call today and now has to wait for a phone call until tomorrow

RCAS-TS advised C that RCAS-MS will give C a call back

C understood

Call ended mutually

Created By: Tyrus Smith (10/11/2017 3:32 PM)
RCAS-TS received this email from ASM-Shrenik

✓ Vehicle is still at the dealership. Customer states vehicle braking by itself with out having any other vehicle in front. We drove 8 miles and could not duplicate concern. Also no codes stored in the system. Customer is in rental and does not want to pick up his vehicle. As per customer it happened twice to him. I spoke to DTS and he advised if issue can not be duplicate and no code stored let customer pick up vehicle and let customer know this situation is under investigation from Nissan.
Mileage on vehicle is 2427.

✓ **Created By: Tyrus Smith (10/11/2017 8:02 AM)**
RCAS-TS sent email to ASM-Shrenik requesting info

Created By: L R (10/10/2017 3:14 PM)
CRR-LR VERIFIED Account Info including: C's name, home address, phone# & best contact#
CRR-LR VERIFIED VEH Info including: VIN#
CRR-LR CHECKED for open recalls/campaigns and found: 0
CRR-LR CHECKED for previous UNRELATED Cases and found: 0
CRR-LR CHECKED previous RELATED Cases and found: 0

CRR-LR NOTED concern is: case update

C stated C went to DLR for diagnosis

C stated DLR could not diagnosis VEH with any concerns

C stated C does not feel safe in VEH and would like NNA to further assist C with concern

CRR-LR provided case #28538899

CRR-LR informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day October 11th regarding the C concern

C understood and appreciated the assistance

Best Contact #:[redacted]

Call ended mutually

Created By: LoriAnn Lint (10/5/2017 2:13 PM)
CRR-LL open/verified account Info including: C's name, home & email address, concern, phone # & best contact #[redacted]
CRR-LL VERIFIED VEH Info including: VIN #5N1AT2MV2HC[redacted], current Mileage, 2000, Warranty & service History
CRR-LL CHECKED for open recalls/campaigns and found: none
CRR-LL CHECKED for previous UNRELATED Cases(s) and found: none
CRR-LL CHECKED previous RELATED Case(s) and found: none
CRR-LL NOTED concern is: engine shut down

C advised that in August C was driving and then all the lights on the dashboard came on and then VEH just shut off
C advised C called the DLRSHP to advise
C advised that C then was driving the VEH today and the same thing happened again
C advised C then call the DLRSHP to advised and has an appointment for tomorrow for the VEH to be diagnosed

CRR-LL provided C with Case #[redacted]

C understood and appreciated the assistance
Best contact #:[redacted]
Call ended mutually

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]	INTERIOR ELECTRICAL	FORWARD EMERGENCY BRAKING (FEB)	PREMATURE WEAR/FAILURE	26	12/11/2017	WA	AV	320500	OA

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Leslie Griffin
Contact Email	[redacted]	Type	CA
Home Phone	[redacted]	Case Origin	Internal
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	10/13/2017	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/12/2017 7:21 AM
Social Media Involvement		Date/Time Closed	8/15/2018 7:15 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Franklin	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count			
Description	BBB Auto Line voluntary repurchase due to 3 visits and 5 days out of service for FEB engaging with nothing in front of veh		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	10	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	3,700	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	JN8AT2MV4HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	3
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	SMITHTOWN NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	Customer Contact
Shared With		Requested Dealer Action	Please review.

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 [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date
LS Response Time

[redacted]
Work Phone [redacted]
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 Request Type
Inspection Time/Notes — Appointment Time:

Notes to Agent:

DTS Inspection Date Confirmed?
Notes for DTS (Vehicle Concerns)

System Information

Subject — CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MV4HW[redacted]
Created By — Leslie Griffin, 10/12/2017 7:21 AM
Last Modified By — NNAETL, 12/13/2018 9:28 PM
Case Record Type — CA Closed Case
Days Closed — 657
Action Code — NT5F
What action was taken? — 5F Voluntary NNA Trade/Repurchase - NNA Inventory - 1 veh

Root Cause
Root Cause Code — SCMV
Root Cause Code (2)
Document ID [redacted]

Agent Comments

Agent Comments — RHR denial. Waiting to get update from DTS-KM.
Agent Next Step

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
8/15/2018 7:15 AM	Leslie Griffin	Changed **Status** from Open to **Closed**.
		Closed.
8/15/2018 7:15 AM	Leslie Griffin	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MV4HW[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: JN8AT2MV4HW**[redacted].
10/12/2017 7:21 AM	Leslie Griffin	Changed **Work Phone** to [redacted]
		Changed **Follow Up Date** from 10/12/2017 to **10/13/2017**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Leslie Griffin (10/12/2017 7:22 AM) DRTS-LG has assumed case ownership in order to dispatch DTS to prepare vehicle for the remarketing process. Please refer any inquiries regarding the repurchase to the agent who handled the repurchase portion of the case. Repurchase Case[redacted] DRT Resolution[redacted] Dispatched DTS request for CBB processing. Morley VSPC case #[redacted] The reason for repurchase is FEB engaging with nothing in front of veh

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]	POWERTRAIN	GEN. POWERTRAIN COMPONENT	POOR OR IMPROPER OPERATION	10	8/15/2018	YX	BG	227000	OA

Forms

Forms Help

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	Luis Rodriguez
Contact Email	[redacted]	Type	CA
Home Phone	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	11/3/2017	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/13/2017 4:01 PM
Social Media Involvement		Date/Time Closed	1/4/2018 1:58 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Consumer Affairs Voluntary Repurchase due to 1 repairs and 76 days out of service for the FEB inoperable		

Call Script

Who contacted us?	Dealer	Vehicle Maintained Location	Country Club Nissan
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	7,011	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	10/18/2017
IIR Date		RHR Completed	10/23/2017
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	5N1AT2MV5H[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	1
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	COUNTRY CLUB NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	14	Dealer Instructions	Customer Contact
Shared With		Requested Dealer Action	Please review.

Bluetooth

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

Related Items

Approved Check Requests	$34,488.30	Goodwill Offered	
		VCAN	
		Goodwill Processed	1
		Vehicle Service Contract	
		VSC Reprint Request	Email

Contact Name [redacted]

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] VIN: 5N1AT2MV5H[redacted]	Root Cause	
Created By	Markita Scott, 10/13/2017 4:01 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 9/18/2019 9:24 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	880		
Action Code	NT5F		
What action was taken?	5F Voluntary NNA Trade/Repurchase - NNA Inventory - 1 veh		

Agent Comments

Agent Comments	FEB concern. RHR denial. Pending update from TL-GD.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
1/4/2018 1:58 PM	Luis Rodriguez	Changed **Status** from Open to **Closed**.
		Closed.
1/3/2018 11:56 AM	Luis Rodriguez	Changed **Description**.
11/2/2017 1:33 PM	Leslie Griffin	Changed **Case Owner** from Markita Scott to **Luis Rodriguez**.
10/31/2017 9:56 AM	Markita Scott	Changed **Follow Up Date** from 11/1/2017 to **11/3/2017**.

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Case Comments

New

Case Comments Help

Public	Comment
[redacted]	Created By: Paige Gilliam (3/2/2018 12:48 PM) *** [Added after the case is closed.] *** Check sent-FedEx tracking number as notated by DRT agent.
[redacted]	Created By: Paige Gilliam (3/1/2018 7:53 AM) *** [Added after the case is closed.] *** DRTS PW: Check(s) from NMAC for Overpayment in the amount of $349.71 sent to LOCKBOX #54457; FED EX TRACKING # [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted] Case documented and copy of check attached to case.
	Created By: Luis Rodriguez (1/4/2018 1:43 PM) ARBS notes the Morley Case [redacted] was submitted and transmitted.
–	ARBS notes Check No. [redacted] payable to NMAC and Check No. [redacted] payable to the customer, wwre sent via FedEx under Tracking No. [redacted]
	–
	Created By: Luis Rodriguez (1/3/2018 12:21 PM) ARBS notes the following updated repurchase figures (LL - NY - Lease): Down Payment including 1st payment $425.87 Additional 5 Payments $2,079.35 Total Amounts Paid $2,505.22 Sales Tax 1,229.61 Total Deductions $1,229.61 Refund Amount to Customer $1,275.61 Lease Buyout/Payoff $32,426.32 (Good through 01/31/2018) _____ ARBS received the following updated payoff from NMAC: SR# 1 [redacted] Account#: [redacted] Customer: [redacted] Payoff amount is $ 32426.32 good thru 1/31/2018 _____ ARBS submitted check request payable to the customer in the amount of $1,275.61 ARBS submitted check request payable to NMAC in the amount of $32,426.32 good thru 01/31/2018 –
	Created By: Luis Rodriguez (1/3/2018 11:56 AM) Vehicle concerns-Forward Emergency Braking

Created By: Luis Rodriguez (1/3/2018 11:33 AM)
ARBS received the signed agreement from the customer on 01/02/2018 (attached to case).

–

ARBS contacted the customer at [redacted] and confirmed the signed agreement was received. ARBS informed the checks will be requested and will then inform once the checks are received and the case is transferred to Morley VSPC.

Customer thanked ARBS for the update and the call ended mutually.

–

Created By: Luis Rodriguez (12/19/2017 1:13 PM)
ARBS contacted the customer at [redacted] and talked to [redacted] (husband). ARBS stated ARBS has been talking to the customer's wife regarding the vehicle repurchase but ARBS has not received the signed agreement and ARBS wanted to know if the customer has any questions.

Customer stated customer does not understand why the full amount of the sales tax is being deducted and not just the sales tax that has been paid on the vehicle payments that have been made.

ARBS stated LL law guidelines in the state of NY are being followed and the full sales tax amount is deducted. ARBS understands how it would make more sense to only deduct the sales tax amount on the payments the customer has made but unfortunately the full amount is deducted. ARBS explained to the customer the customer gets this amount back but has to applied to the state of NY to recoup it.

Customer still does not understand why the full tax amount has to be deducted. The conversation went back and forth for 5 minutes. Customer stated at the end he will be contacting the BBB and will then contact ARBS back.

ARBS understood and thanked the customer for the time.

The call ended mutually.

–

Created By: Luis Rodriguez (12/12/2017 3:48 PM)
ARBS contacted the customer at [redacted] and asked the customer if the customer received the repurchase agreement ARBS sent to the customer last week.

Customer stated the form was received and customer has to go over the document but will do it either today or tomorrow.

ARBS stated that if the customer has any questions to please contact ARBS back or send an email.

Customer thanked ARBS and the call ended mutually.

–

Created By: Luis Rodriguez (12/4/2017 11:58 AM)
ARBS mailed the repurchase agreement document to the customer via FedEx. Tracking No. [redacted]

–

Created By: Luis Rodriguez (12/4/2017 11:54 AM)
ARBS notes the following repurchase amount figures (lease):

(+) Down Payment including 1st payment $425.87
(+) Additional 5 Payments $2,079.35
(=) Total Amounts Paid $2,505.22

(-) Sales Tax $1,229.61

Refund Amount to Customer $1,275.61

–

Created By: Leslie Griffin (11/28/2017 12:29 PM)
NIS1728038. DRTS-LG rec'd Settlement from BBB on 11/28/17, dated same. NNA agrees to repurchase C's 2017 Nissan Rogue under the standards of New York Lemon Law.

Created By: Leslie Griffin (11/28/2017 12:27 PM)
NIS1728038. DRTS-LG rec'd Add'l Docs from BBB on 11/28/17, dated 11/10/17.

Created By: Luis Rodriguez (11/27/2017 4:30 PM)
ARBS notes the customer is interested in another Nissan vehicle and the Nissan dealer will try to get the customer into a Murano. ARBS stated the customer will be provided with VPP, Plan A. The request will be submitted today and the customer will be getting the VPP code in her email address. ARBS informed the VP-Peter Armao the VPP code will be provided to the VP once it's processed.

–

Created By: Luis Rodriguez (11/27/2017 3:08 PM)
ARBS contacted DOM-Craig Salera and provided an update on the customer's case.

–

Created By: Luis Rodriguez (11/27/2017 3:05 PM)
ARBS contacted the Country Club Auto Group VP-Peter Armao and apologized for not contacting the VP last week as ARBS was on vacation. ARBS informed the VP that the repurchase process has been explained to the customer and ARBS is just waiting on documents from the customer and NMAC and once those are received, the repurchase letter will be sent to the customer.

Mr. Armao offered to send the documents ARBS needs and ARBS asked for the vehicle pictures (front, back, sides and interior) as well as a copy of the vehicle registration. Mr. Armao stated the pictures and document will be emailed to ARBS.

ARBS thanked Mr. Armao and the call ended mutually.

–

Created By: Luis Rodriguez (11/27/2017 2:49 PM)
ARBS contacted the customer at [redacted] and talked to the customer. ARBS asked the customer if the customer received ARBS' voicemail from 11/15 and customer stated yes but when customer contacted ARBS back that's when ARBS was on vacation. ARBS understood and stated Nissan will be repurchasing the customer's vehicle and will be contacting NMAC and request the payoff information. ARBS also stated the Nissan dealer will be contacted to request pictures of the vehicle. ARBS asked the customer if the vehicle registration is in the vehicle and customer stated yes and asked permission for the dealer to send the document to ARBS and customer stated yes.

ARBS stated that once the documents and pictures are received, ARBS will send the customer the repurchase agreement document that will have the amount the customer will be refunded. Customer understood.

Customer stated the rental that was provided to the customer needs to be inspected and customer asked for a time frame to have the repair completed. ARBS stated that after the signed agreement is received from the customer, it could take from 2-3 weeks to complete the process. Customer understood and stated she will be waiting for the document that needs to be signed.

The call ended mutually.

–

Created By: Luis Rodriguez (11/15/2017 7:03 PM)
ARBS contacted the customer at [redacted] and left a voice message requesting a call back regarding the vehicle repurchase request on her 2017 Rogue.

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Created By: Luis Rodriguez (11/15/2017 5:06 PM)
ARBS reviewed case with ARBS Mgr-BG and provided the following details on the case:

- CCF
- 2017 Rogue
- Leasing
- On rental vehicle since 10/19/2017 (27 days down as of 11/15/2017)
- Customer wants another Nissan. Maybe a Murano
** NMAC said no to an SOC since this is a lease (it has to be the same model)
- No repairs have been made
- DTS inspection states the vehicle was operating as designed (brake light and chime was duplicated but no harsh braking)

Customer agreed to be on a rental vehicle but now wants a repurchase because there's no fix and no ETA on a possible fix.

Based on the days down, and no ETA on a fix, it was agreed to offer the vehicle repurchase to the customer (ARBS checked with SRPLNR-FD on any updated on a possible fix but there is no update as of today).

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Created By: Luis Rodriguez (11/15/2017 3:38 PM)
ARBS sent payoff request to NMAC.

ARBS also requested approval for possible SOC between Rogue and Murano.

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Created By: Luis Rodriguez (11/9/2017 1:09 PM)
ARBS contacted the Country Club Nissan dealer at [redacted] and talked to the SM-Stephen who confirmed the vehicle is at the dealership since 10/19 and the customer has been placed on a rental vehicle.

ARBS thanked the SM for the information and stated ARBS is reviewing the customer's request for vehicle repurchase and once there's an update the customer will be informed as well as the SM.

SM thanked ARBS for the follow up and the call ended mutually.

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Created By: Luis Rodriguez (11/9/2017 12:59 PM)
ARBS contacted the customer at [redacted] and talked to the customer regarding the vehicle concern and the request that made on the BBB claim. Customer confirmed the concern with the FEB system and the request for vehicle replacement.

ARBS asked the customer for the vehicle location and customer stated the vehicle is at the Country Club Nissan dealer and customer was provided with a rental vehicle. ARBS asked if customer is paying for the rental and customer stated no. ARBS asked the customer if any type of compensation was offered and customer stated no.

ARBS stated ARBS can see a recommendation was made to offer 2 vehicle payments to the customer until there's a fix on the FEB concern. ARBS apologized this was not mentioned to the customer.

Customer appreciates the offer but customer states she is paying for a vehicle she is not driving. Customer stated she has anxiety issues just thinking about the times the braking concern occurred while driving the Rogue. Customer believes she's not asking for something irrational or a freebie. Customer stated customer would like to replace the Rogue for a Murano.

ARBS asked the customer to please allow ARBS time to review the customer's case once again and see what options could be offered at this time.

Customer appreciated ARBS' follow and the willingness to help with this situation.

ARBS thanked the customer for the time and the call ended mutually.

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Created By: Leslie Griffin (11/9/2017 7:01 AM)
NIS1728038. DRTS-LG rec'd Add'l Docs from BBB on 11/09/17, dated 11/08/17.

Created By: Leslie Griffin (11/9/2017 6:59 AM)
NIS1728038. DRTS-LG rec'd MRF from BBB on 11/09/17, dated 11/08/17. C seeks NNA to buyback the vehicle due to numerous concerns.

Created By: Janisha Wilkerson (11/8/2017 1:37 PM)
SRCAS-JW called the owner of the dlr SM Peter Amato at [redacted] due to owner leaving a message for RCAS-MS to call

SRCAS-JW informed Owner the call may be recorded for training and quality purposes

Owner asked if NNA has a fix or resolution

SRCAS-JW advised owner that at this time the concern is not a shirt term resolution however the engineers are working on a resolution at this time

✓ Owner asked if veh will fall under lemon law after 30 days

SRCAS-JW informed C that SRCAS-JW doesn't know the lemon law details for it is not SRCAS-JW area of expertise

Owner stated ok and asked for SRCAS-JW contact number

SRCAS-JW provided [redacted] as requested

Call ended mutually

Created By: Leslie Griffin (11/2/2017 1:34 PM)
NIS1728038. DRTS-LG rec'd CCF from BBB on 11/02/17, dated same. C seeks NNA to buyback the vehicle due to numerous concerns.

Created By: Markita Scott (10/31/2017 9:56 AM)
RCAS-MS placed outbound call to Customer at [redacted] on 10/31/2017 at 9:42am.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS stated that RCAS-MS understands that Customer has additional questions regarding Customer's case.

Customer agreed.
Customer asked RCAS-MS why the buyback request was declined.

RCAS-MS stated that the department that completes the reviews review based on the criterion set forth in Customer's state lemon law.
RCAS-MS stated that if the vehicle specifics does not fit within that criterion, the request will get declined.
RCAS-MS stated that Customer does have an appeal that can be filed if Customer disputes the decision that was rendered in the case.
RCAS-MS asked Customer if Customer received the e-mail sent by srRCAS-JW.

Customer declined.
Customer asked RCAS-MS to send the information again.

✓ RCAS-MS agreed.
RCAS-MS stated that RCAS-MS has no plans of closing case.
RCAS-MS stated that RCAS-MS will continue to keep Customer updated and continue to follow up with DLR regarding vehicle.

Customer stated that Customer has no intention of taking vehicle back.
Customer asked RCAS-MS if Customer should take insurance off of vehicle.

RCAS-MS stated that RCAS-MS cannot provide Customer information regarding the vehicle.
RCAS-MS recommended that Customer contact NMAC regarding those questions.
RCAS-MS stated that RCAS-MS recommends that Customer file the appeal before moving in any other direction.

Customer understood.

RCAS-MS provided RCAS-MS's direct contact information.

Customer thanked RCAS-MS.

Call ended mutually.

Created By: Markita Scott (10/31/2017 9:42 AM)
RCAS-MS placed outbound call to DLR owner-Peter Armeo on 10/31/2017 at 9:39am.

DLR owner-Peter Armeo stated that Customer has not received a phone call yet.

RCAS-MS stated that RCAS-MS will contact Customer.

✓ DLR owner-Peter Armeo stated that Customer can be reached on cell phone at [redacted]

RCAS-MS confirmed that being the number that RCAS-MS has for Customer.

DLR owner-Peter Armeo thanked RCAS-MS.

Call ended mutually.

✓ Created By: Markita Scott (10/31/2017 9:37 AM)
RCAS-MS received inbound call from DLR owner-Peter Armeo on 10/31/2017 at 9:33am requesting call back regarding case.

Created By: Markita Scott (10/30/2017 11:08 AM)
RCAS-MS placed outbound call to DLR owner-Peter Armeo on 10/30/2017 at 10:21am.

RCAS-MS explained that RCAS-MS is point of contact for Customer's case.
RCAS-MS apologized for owner not receiving a call on 10/27/2017.

Owner-Peter Armeo stated that owner-Peter Armeo left two VMX's on 10/27/2017 and one VMX on 10/30/2017 regarding this case.
Owner-Peter Armeo stated that no information was provided to Customer and no questions were answered.
Owner-Peter Armeo stated that whoever Customer spoke with on 10/27/2017 really set Customer off.
Owner-Peter Armeo stated that Nissan really should be doing something here because Nissan is going to end up losing customers.
✓ Owner-Peter Armeo stated that owner-Peter Armeo doesn't even really know what is going on right now.

RCAS-MS understood.
RCAS-MS stated that Customer requested a buyback through NNA.
RCAS-MS stated that contact has been made with Customer throughout the review process.
RCAS-MS stated that the contact that was made on 10/27/2017 was regarding the buyback denial.
RCAS-MS stated that RCAS-MS can make contact with the Customer to answer any other questions that Customer has.
RCAS-MS stated that RCAS-MS stated that the Customer indicated that Customer was getting an attorney and at that point, not much else is to be said.
RCAS-MS stated that RCAS-MS understands owner-Peter Armeo's point, however, NNA has processes regarding buyback reviews and Customer's case is not alone in the nature of the case.
RCAS-MS stated that there are other FEB cases and the cases are being handled the same way.
RCAS-MS provided RCAS-MS's direct contact number to owner-Peter Armeo.
RCAS-MS stated that RCAS-MS can be contacted should other questions come up.

✓ Created By: Markita Scott (10/30/2017 10:21 AM)
RCAS-MS received VMX forwarded from SM and FOM-Robbie received in the morning of 10/30/2017 to RCAS-KW.

RCAS-MS placed outbound call to FOM-Robbie on 10/30/2017 at 10:15am.

FOM-Robbie stated that owner has reached out to CA numerous times regarding the case details and get an update regarding case.
FOM-Robbie stated that FOM-Robbie stresses the fact and importance of communication taking place between CA and DLR.
FOM-Robbie stated that owner has called 5 times and sent a text 3 times to FOM-Robbie.
FOM-Robbie stated that RCAS-KW indicated that contact would be made with owner of DLR as of 10/27/2017.
FOM-Robbie stated that to date, no contact has been made with owner.

RCAS-MS stated that RCAS-KW is not point of contact for case.
RCAS-MS agreed that call back should have taken place if owner had tried calling and apologized that no contact was made with owner of DLR as of yet.
RCAS-MS stated that RCAS-MS is point of contact for FEB cases.
RCAS-MS stated that at this time, RCAS-MS will follow up with owner and answer any questions that owner may have.

FOM-Robbie appreciated the assistance.
FOM-Robbie provided owner's name Mr. Peter Armeo and contact number of [redacted]

Created By: Janisha Wilkerson (10/27/2017 9:51 AM)
SRCAS-JW is leaving case open pending further direction from TL-GD or Region as advised by TL-GD.

SRCAS-JW sent letter of denial correspondence and email of attorney representation as requested

SRCAS-JW is assisting case

SRCAS-JW assisted as sup esc call to deliver the decision of RHR review

SRCAS-JW called C at [redacted]

SRCAS-JW informed C the call may be recorded for training and quality purposes

SRCAS-JW informed C that SRCAS-JW is not in the position to buyback the veh after the review was completed

C stated C will get an Attorney at this time

C asked for the decision to be mailed to C and the address for C's Attorney to mail letter of representation

C stated C's email is [redacted]

C asked for SRCAS-JW first name and phone number

SRCAS-JW provided Janisha and [redacted]

C thanked SRCAS-JW

Call ended mutually

Created By: Kyra Walton (10/27/2017 8:41 AM)
RCAS-KW received inbound call from FOM-Robbie in concerns to case.
RCAS-KW documenting conversation with FOM in concerns to case and then exiting case.

FOM-Robbie asked that DLR is contacted about C's concern and reach out to the C and DLR more in concerns to case due to C being good friends with General Owner.
FOM stated that C is very upset and is needing to have contact sooner than later on the status of what is going on with C's VEH.

✓ RCAS-KW understood and apologized to C and advised FOM that RCAS over case is out of office at this time, but that C will receive a call today on case.

FOM understood and asked for RCAS over case.

RCAS-KW provided FOM with RCAS-MS and stated that RCAS-KW will get with Supervisor and make sure C is contacted today.

FOM understood and thanked RCAS-KW.
Call Ended.
RCAS-KW exiting case.

Created By: Anisha Baldon (10/26/2017 9:30 AM)
ARBS summary:

[redacted] ARBS notes based on a good faith review, NNA is not in a position to offer a repurchase/replacement of this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.

ARBS confirmed customer is currently in a loaner vehicle. ARBS recommends two months payment for the overall inconvenience.

Created By: Markita Scott (10/24/2017 12:22 PM)
RCAS-MS placed outbound call to Customer at [redacted] on 10/24/2017 at 12:19pm.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS stated that the repurchase/replacement request is still under review at this time.
RCAS-MS stated that there has not been a decision rendered.
RCAS-MS stated that RCAS-MS will be following up with Customer again no later than 10/27/2017 regarding case.

✓ Customer understood.

RCAS-MS asked Customer if Customer has any other questions at this time.

Customer declined.
Customer thanked RCAS-MS.

Call ended mutually.

Created By: Anisha Baldon (10/23/2017 3:27 PM)
ARBS notes:

In service date: 05/01/17
State: NY
NMAC lease
No campaigns
No warranty cases
No additional CA case
[redacted] 1 tech line case:
a. [redacted] – 08/25/17 while driving all lights come on and veh feels to be braking and then will let go and return to normal.
No VSCs
DTS: Michael Gorrill
Days down: 9
****

2 visit while driving brakes apply
a. no dup
b. concern under engineering review.

Created By: Anisha Baldon (10/23/2017 3:18 PM)
ARBS notes:

08/25/17 @ 5,002 miles – RO[redacted] – 4 days down
Concern:
1. While driving all lights come on and the veh feels to be braking
Action:
1. Could not duplicate concern at this time, found code for radar stain, cleared code

10/12/17 @ 7,011 miles – RO[redacted] – 5 days down
Concern:
1. While driving, brakes will apply, system is now turned off

Action:
1. Nissan DTS road tested 116 miles, duplicated concern while traveling under bridge currently under investigation.

Created By: Anisha Baldon (10/23/2017 3:13 PM)
ARBS notes DTS inspection notes:

The vehicle was inspected on Country Club Nissan RO[redacted] dated 10/12/17.
Related TL[redacted]
Milage in:7011 7127

Customer concerns:

Customer states that when driving the FEB will activate (beep 3 times and a warning lamp blinks) and attempt to slow the vehicle down.
Customer states that occasionally the vehicle will attempt to stop the vehicle, has occurred "maybe 2 times".
Customer described the incident location as the Rt.7 Bridge over the Cobleskill Creek in Cobleskill, NY.
Customer states that she travels across this bridge several times a day. Customer states that the incident occurs usually once a day, sometimes multiple times, somedays not at all.
Customer states that she generally travels the location between 30-35 mph and has noticed that the incident occurs within this speed range at this location.
Customer states that the incident occurs primarily while driving east across the bridge.
Customer states that incident has occurred in various other locations without a specific pattern.
Customer states that concern has occurred since shortly after delivery and has not improved or worsened.

The results of testing and inspection revealed:

Customer was contacted by phone at the time of the incident.
DTS road test the vehicle to incident location as described by the customer, approximately 45 miles from the dealership.
Upon driving through the incident location at approximately 38mph, I was able to duplicate the FEB warning chime and lamp illumination only, no braking.
Subsequent passes through the incident location, approximately 20, produced the same results 3 more times at 35mph.
At the request of FQI D.W., several more attempts were made at 20mph with no duplication.
Also at the request of FQI D.W. several duplication attempts were made with a 2018 Nissan Armada, DTS was unable to duplicate incident in alternate vehicle.
ICC/ADAS/WORK SUPPORT/ FEB OPERATION MILAGE shows: NO HISTORY.
CAUSE OF AUTO CANCEL 1: NO RECORD.
CIII+ All systems diagnosis revealed: No DTC's present.
No aftermarket modifications or devices present.
No applicable bulletins or campaigns.

Conclusion:

DTS road test the vehicle 116 miles. DTS was able to duplicate concern of FEB warning chime and lamp illumination only. DTS unable to duplicate incident with brake application.
DTS advised customer that concern is under engineering review.
DTS directed customer to Pages 5-82 through 5-88 of the 2017 Nissan Rogue Owner's Manual outlining FEB system operation, warnings and limitations, including the following excerpt found on page 5-85: "In some road or traffic conditions, the FEB system may unexpectedly apply partial braking. When acceleration is necessary, continue to depress the accelerator pedal to override the system".
DTS advised customer that no repair is recommended at this time and that case would be referred to CA.

Created By: Anisha Baldon (10/23/2017 3:11 PM)
ARBS called Dlr spoke with SM Steven

ARBS ask if C has been placed in a loaner vehicle.
SM stated several techs from Nissan came in to look at C's veh.
SM stated C is in a loaner veh.
SM stated at first Dlr did not have a Nissan veh to
SM stated C has expressed interest in a Murano, but not another Rogue.
ARBS thanked SM.
call ended mutually.

Created By: Nicki Barror (10/23/2017 8:56 AM)
DRTS received the RHR. The RHR was assigned to ARBS Anisha Baldon for review.

Created By: Markita Scott (10/23/2017 8:54 AM)
RCAS-MS consulted DTS-MG regarding case on 10/23/2017.

DTS-MG stated that concern was duplicated during scramble inspection.
DTS-MG stated that Customer has indicated that Customer does not want vehicle and will not take vehicle back.
DTS-MG stated that FQI advised DTS-MG that concern is currently under investigation.

Created By: Markita Scott (10/19/2017 8:47 AM)
RCAS-MS placed outbound call to Customer at[redacted] on 10/19/2017 at 8:33am.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS stated that RCAS-MS wanted to reach out regarding the conversation from 10/18/2017.

RCAS-MS asked Customer the following questions:
Why do you want to return the vehicle to Nissan North America?
The vehicle has concerns with FEB without anything in front of vehicle and Customer fears for Customer's safety.

Where is the vehicle currently?
At Customer's job.

Where was the vehicle purchased?
Country Club Nissan.

Was it purchased new or used?
New.

Where is the vehicle serviced?
Country Club Nissan.

Has the vehicle been taken to multiple Nissan dealers?
No.

RCAS-MS stated that RCAS-MS will be following up with Customer every third business day until a decision is rendered.

Customer understood.

RCAS-MS asked Customer if Customer plans to attend inspection taking place today.

Customer stated that Customer can.

RCAS-MS asked Customer if Customer knows what time the inspection will be taking place.

Customer stated that Customer does not.

RCAS-MS stated that RCAS-MS will get that information and get back with Customer.

Customer thanked RCAS-MS.

RCAS-MS asked Customer if Customer has any other questions right now.

Customer declined.

Call ended mutually.

Created By: Markita Scott (10/19/2017 8:35 AM)
RCAS-MS received VMX from Customer on 10/18/2017 at 11:47am requesting call back regarding case.

Created By: Markita Scott (10/18/2017 2:24 PM)
RCAS-MS VERIFIED C's name, mailing address, e-mail, phone #, vehicle
RCAS-MS CHECKED for open recalls/campaigns and found: None
Previous UNRELATED Case(s) Found: None
Previous RELATED Case(s) Found: None
RCAS-MS ADVISED "This call may be recorded for quality and training purposes."

RCAS-MS placed outbound call to Customer at [redacted] on 10/18/2017 at 10:44am.

RCAS-MS stated that RCAS-MS is Customer's Regional Consumer Affairs Case Manager and in short, that means that RCAS-MS is Customer's point of contact with Nissan Corporate regarding Customer's concerns or questions with vehicle or DLR.
RCAS-MS confirmed Customer's concerns.

Customer agreed.

RCAS-MS stated that NNA is currently investigating the concerns that are taking place similar to Customer's and with Customer's vehicle.
RCAS-MS stated that RCAS-MS has some questions to ask relevant to the concerns that Customer has been experiencing.

Customer stated that Customer advised the DLR to pick vehicle up.
Customer stated that Customer took the tags off of vehicle and everything.
Customer stated that Customer hears that NNA is investigation or whatever but Customer has a child.
Customer stated that it happened again today and Customer is not driving this vehicle.

RCAS-MS expressed understanding.

Customer stated that Customer wants a different vehicle.
Customer stated that Customer does not know what needs to happen for that to happen.

RCAS-MS stated that there is a process that can be filed with NNA and RCAS-MS can explain that process to Customer.
RCAS-MS stated that there is a review that is completed for the vehicle specifics under the criterion set forth in Customer's state lemon law.
RCAS-MS stated that the process can take up to 10 business days for completion but that RCAS-MS will be Customer's point of contact until a decision is rendered.

Customer stated that Customer wants to do that.

RCAS-MS stated that RCAS-MS will also reach out to the DLR regarding a loaner vehicle to make sure that the DLR is able to get Customer into a loaner vehicle.

Customer stated that the DLR claims that the DLR does not have a loaner vehicle available.

RCAS-MS understood.
RCAS-MS stated that RCAS-MS can initiate the request for Customer but RCAS-MS does have to ask Customer a few more questions.

Customer stated that RCAS-MS was just asking questions.
Customer stated that Customer doesn't have the time right now.
Customer asked RCAS-MS if Customer can call RCAS-MS back.

RCAS-MS confirmed.
RCAS-MS provided direct contact information.

Customer thanked RCAS-MS.

Call ended mutually.

Created By: Markita Scott (10/16/2017 12:13 PM)
RCAS-MS placed outbound call to Customer at [redacted] on 10/16/2017 at 12:11pm.

✓ Customer did not answer.

RCAS-MS left VMX with direct contact information, reason for call, and follow up date of 10/18/2017.

Created By: Markita Scott (10/16/2017 7:41 AM)
RCAS-MS received inbound call from DTS-MG on 10/12/2017 regarding vehicle concerns related to Forward Emergency Braking.

✓ DTS-MG indicated that concern was duplicated in vehicle upon inspection.
DTS-MG indicated that the vehicle FEB sound is going off while coming upon railroad crossings.
DTS-MG stated that concern was duplicated at railroad crossings.
DTS-MG stated that Customer indicates concern has also happened on regular roads.

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]	BRAKES	INTELLIGENT BRAKE ASSIST (IBA)	POOR OR IMPROPER OPERATION	26	10/16/2017	YX	AD	328000	OA

Forms

Forms Help

No records to display

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Number of open vehicle campaigns = 1

Account Name	[redacted]	Case Owner	[redacted] Raven Giddens
Contact Email	[redacted]	Type	CA
Home Phone	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	7/3/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/20/2017 7:23 PM
Social Media Involvement		Date/Time Closed	7/3/2018 11:01 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	3		
Description	BBB Auto Line Mandatory Repurchase due to two visits and 42 days down for vehicle.		

Call Script

Who contacted us?	Consumer Agency / B.B.B.	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	4,000	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	1	RHR Started	11/29/2017
IIR Date		RHR Completed	12/1/2017
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	KNMAT2MT4HB[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29117	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	NISSAN OF DOWNTOWN LA	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	
Shared With		Requested Dealer Action	

Bluetooth

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

Related Items

Approved Check Requests	$34,510.99	Goodwill Offered	
		VCAN	
		Goodwill Processed	0
		Vehicle Service Contract	
		VSC Reprint Request	Email

Contact Name [redacted]

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: SANDY [redacted] [redacted] VIN: KNMAT2MT4HP[redacted]	Root Cause	
Created By	L R, 10/20/2017 7:23 PM	Root Cause Code	SCSH
Last Modified By	NNAETL, 9/18/2019 9:27 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	700		
Action Code	NT5F		
What action was taken?	5F Voluntary NNA Trade/Repurchase - NNA Inventory - 1 veh		

Agent Comments

Agent Comments	Pending RHR.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
7/3/2018 11:01 AM	Raven Giddens	Changed **Status** from Open to **Closed**.
		Closed.
6/29/2018 8:33 AM	Raven Giddens	Changed **Follow Up Date** from 6/6/2018 to **7/3/2018**.
6/27/2018 3:54 PM	Raven Giddens	Changed **Reopen Date** from 1/30/2018 8:24 AM to **6/27/2018 3:54 PM**.
		Changed **Status** from Closed to **Open**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
▌	**Created By: Raven Giddens (7/3/2018 11:00 AM)** ARBS-RG notes check in transit to destination Closing case
▬	**Created By: Raven Giddens (6/29/2018 8:33 AM)** **ARBS-RG submitted check request for overpayment**
	Created By: Raven Giddens (6/29/2018 8:21 AM) ARBS-RG received an email from NMAC - Peggy Holder: Hi Raven: Last Customer payment was 5/28/2018 for $452.50. Pay Off was effective 6/8/2018 for $$28507.60. Looks like that is NNAs money, but you have to decide that Payment History is attached.
▌	**Created By: Raven Giddens (6/27/2018 3:57 PM)** ARBS-RG emailed NMAC requesting confirmation of the overpayment.
	Created By: Paige Gilliam (6/27/2018 10:17 AM) *** [Added after the case is closed.] *** DRTS PW: Check(s) from NMAC for Overpayment in the amount of $452.50sent to LOCKBOX #54457; FED EX TRACKING[redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; 0624800004/20011131. Case documented and copy of check attached to case.
	Created By: Brian Jones (6/21/2018 11:52 AM) *** [Added after the case is closed.] *** DRTS BAJ: Check(s) from NESNA for Service Agreement Refund in the amount of $203.00 sent to LOCKBOX #54457; FED EX TRACKING[redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; 0624800004/20011131. Case documented and copy of check attached to case.
	Created By: Raven Giddens (6/5/2018 3:59 PM) ARBS-RG closing the case at this time as no further assistance is required
▬	**Case Summary** Customer contacted BBB to request a repurchase without negative equity being a deduction Responses submitted to the Arbitrator who awarded the customer a repurchase without negative equity as a deduction
	Created By: Raven Giddens (6/1/2018 7:53 AM) Scheduled Surrender Date: 6/5/18
	Created By: Raven Giddens (5/24/2018 2:01 PM) Morley FedEx Tracking #[redacted]
▌	**Created By: Raven Giddens (5/24/2018 2:01 PM)** The case is successfully created with Morley with Case Number as: 283057
	Created By: Raven Giddens (5/23/2018 11:01 AM) Arbitrator advised not to deduct negative equity

Created By: Raven Giddens (5/23/2018 7:41 AM)
Customer offered buyback
Customer declined offer at this time

Created By: Raven Giddens (5/23/2018 7:40 AM)
ARBS-RG submitted check request for BBB Auto Line Mandatory Repurchase due to two visits and 42 days down for vehicle

$5,550.99 payable to customer
$28,507.50 payable to lien holder
Sales Manager: Francisco Alcantara
Vehicle: KNMAT2MT4HP[redacted]
Color: MAGNETIC BLACK
In service date: 7/16/2017

Created By: Raven Giddens (5/22/2018 5:06 PM)
ARBS-RG attached the signed repurchase document

Created By: Raven Giddens (5/22/2018 5:06 PM)
ARBS-RG received an email from Attorney - Joseph A. Kaufman:

Hi Raven - Please see the attached. Please coordinate the surrender through my office. Thank you. Joe

Joseph A. Kaufman, Esq.
Lemon Law Aid, Inc.
117 E. Colorado Blvd., Suite 600
Pasadena, CA 91105
p.[redacted]
f.[redacted]
c.[redacted]
web. www.lemonlawaid.com
e-mail. joe@lemonlawaid.com

Created By: Raven Giddens (5/21/2018 2:31 PM)
ARBS-RG sent an email to Attorney - Joseph A. Kaufman:

Hi Joe,

I have attached the repurchase document to be signed by [redacted] for the repurchase. The additional payments have been added.

Please let me know if you have any questions.

Thank you,

Created By: Raven Giddens (5/21/2018 2:23 PM)
CORRECTION
ARBS-RG notes updated repurchase figures based on the Arbitrator's decision:
Includes additional payments made

Down Payment $2,650.49
Additional Payments $4,072.50
Registration Renewal $265.00

Total Amounts Paid $6,987.99

Less Usage $937.00
Less Rebate $500.00

Total Deductions $1,437.00

Total Refund $5,550.99

Created By: Raven Giddens (5/21/2018 2:08 PM)
ARBS-RG notes updated repurchase figures based on the Arbitrator's decision:

Down Payment $2,650.49
Additional Payments $2,715.00
Registration Renewal $265.00

Total Amounts Paid $5,630.49

Less Usage $937.00
Less Rebate $500.00

Total Deductions $1,437.00

Total Refund $4,193.49

Created By: Raven Giddens (5/21/2018 7:23 AM)
1. Account#[redacted]
2. 30 day payoff $28507.50 good to 6/18/18
3. Per diem 0
4. # of scheduled payments received 9
5. Scheduled Payment amount $452.50
6. Total Principal paid $4072.50
7. Total Interest paid 0
8. Late fees paid 0
9. Most Recent payment received 4/30/18, $452.50
10. Eligible for SOC? YES

Created By: Raven Giddens (5/18/2018 9:37 AM)
Case pending confirmation of updated payoff/payments

Created By: Raven Giddens (5/17/2018 3:02 PM)
ARBS-RG emailed NMAC requesting updated payment and payoff information

Created By: Raven Giddens (5/17/2018 2:50 PM)
ARBS-RG received an email from BBB-Maury forwarding an email from Attorney Joseph A. Kaufman:

[redacted] Hi Maury:

Attached please find the signed acceptance of decision in this matter. The customer has made some additional payments since the materials were originally submitted, so I've attached an updated payment history, pay-off quote, and registration card for Nissan's benefit. Would you please confirm receipt of the signed acceptance of decision? Thank you. Joe

Created By: Leslie Griffin (5/16/2018 7:07 AM)
NIS1811513. DRTS-LG rec'd A/R Docs from BBB on 05/16/18, dated 05/15/18. C Accepts the arbitration decision. Dated/signed 05/15/18.

Created By: Leslie Griffin (5/11/2018 10:03 AM)
NIS1811513. DRTS-LG rec'd Repurchase Decision from BBB on 05/11/18, dated same.

Created By: Raven Giddens (4/23/2018 11:40 AM)
ARBS-RG sent an email to Ariana:

Good morning Ariana,

Were you able to find the documents?

Created By: Raven Giddens (4/20/2018 8:07 AM)
ARBS-RG received an email from Ariana Jimenez:

HELLO RAVEN I CAN GET THESE DOCS BUT THEY ARE LOCKED AWAY IN STORAGE I WILL TRY TO GET THEM BY TOMORROW

Created By: Raven Giddens (4/18/2018 3:02 PM)
ARBS-RG sent an email to BBB-Maury:

Hi Maury,

I called multiple times again today with no call back. I was provided with an email to reach someone in their business office, but nothing yet.

I know it may be too late, but if I happen to receive any of the documents I will send them in.

Thank you,

Created By: Raven Giddens (4/18/2018 3:00 PM)
ARBS-RG sent an email to Ariana:

Hi Ariana,

I have been trying to reach you since Monday. We are in the middle of a BBB hearing for a customer Sandy Pffirman – 2017 Nissan Rogue (VIN: KNMAT2MT4HP[redacted]). The Arbitrator has requested documents regarding the 2014 Pathfinder she traded in when purchasing the 2017 Rogue.

Arbitrator requested:
• A copy of the Re-sale contract for the 2014 Pathfinder – 5N1ARMN8E0[redacted]
• Copy of check or wire transfer to TD Auto Finance LLC to pay off the 2014 Pathfinder
• Copy of dealer's internal computation sheet for setting "value" of trade in 2014 Pathfinder
• Copy of the "debt cancellation agreement" customer purchased on 7/16/17
• Copy of "used vehicle cancellation agreement" (not purchased)

Are you able to send any of these documents to me?

Created By: Raven Giddens (4/18/2018 2:53 PM)
ARBS-RG placed outbound call to NISSAN OF DUARTE at[redacted]
****
ARBS-RG requested to speak with Arianna Jimenez
ARBS-RG was informed Arianna is not around at the moment

ARBS-RG informed that ARBS is trying to get information for a BBB claim

ARBS was provided Ariana@nissanofduarte.com

Created By: Raven Giddens (4/18/2018 1:30 PM)
ARBS-RG placed outbound call to NISSAN OF DUARTE at[redacted]
****
ARBS-RG requested to speak with Arianna Jimenez
ARBS-RG was informed Arianna is not available at the moment

ARBS-RG left contact information for a returned call

Created By: Raven Giddens (4/18/2018 12:12 PM)
ARBS-RG placed outbound call to NISSAN OF DUARTE at[redacted]
****
ARBS-RG requested to speak with Arianna Jimenez

No answer and voicemail is full

Created By: Raven Giddens (4/16/2018 2:10 PM)
ARBS-RG placed outbound call to NISSAN OF DUARTE at[redacted]
****
ARBS-RG requested to speak with Arianna Jimenez
ARBS-RG was informed Arianna is not available at the moment

ARBS-RG left contact information for a returned call

Created By: Raven Giddens (4/13/2018 3:41 PM)
ARBS-RG sent an email to BBB-Maury:

Hi Maury,

I have been trying to get the information from the dealer and they are now saying the person who can send it to me will be back on Monday, unfortunately.

The Re-Sale contract and check/wire transfer for the 2014 Pathfinder is only available through the dealer, we do not have access to their system. The Debt Cancellation Agreement and Used Vehicle Contract Cancellation would be available from the customer or the dealership (but as I stated I cannot request these documents until Monday). I did attach the Kelly Blue Book value.

Thank you,

Created By: Raven Giddens (4/13/2018 3:40 PM)
ARBS-RG received an email from BBB-Maury:

Hey Raven,

Checking to see if Nissan will be submitting additional documentation.

Thanks,

Created By: Raven Giddens (4/13/2018 3:13 PM)
ARBS-RG placed outbound call to NISSAN OF DUARTE at[redacted]
****
ARBS-RG spoke with the Finance Manager and requested the documents

FM stated that the person who can dig up that information is with Accounting and is not at the dealer today
FM stated Accounting - Arianna Jimenez will be back at the dealership on Monday at 10:00 AM
FM stated that FM can work with the used car Manager to pull up the information for ARBS
FM stated for ARBS to call back on Monday

ARBS-RG understood
Call ended mutually

Created By: Raven Giddens (4/13/2018 1:10 PM)
ARBS-RG placed outbound call to NISSAN OF DUARTE at[redacted]
****
ARBS-RG spoke with the sales department requesting documents

ARBS-RG was informed to speak with the Finance Department
ARBS-RG was informed Finance Managers were on calls

ARBS-RG left customer and contact information for a returned call

Created By: Raven Giddens (4/13/2018 10:40 AM)
ARBS-RG placed outbound call to NISSAN OF DUARTE at[redacted]
****
ARBS-RG spoke with sales associate - Andre
ARBS-RG explained the reason for the call and needed documents

SA stated SA would not be able to provide the documents but would let the General Manager and Owner know of ARBS call (Jacob Little and Hiro S.)

ARBS-RG provided the customer's name and VIN
ARBS-RG provided ARBS contact information for a returned call

ARBS-RG thanked SA
Call ended mutually

Created By: Raven Giddens (4/12/2018 1:13 PM)
ARBS-RG placed outbound call to NISSAN OF DUARTE at[redacted]
****
ARBS-RG requested to speak with someone in Finance
ARBS-RG was informed the only person available is Flavio who is on the phone

ARBS-RG was transferred to voicemail
ARBS-RG left a message requesting a call back regarding the customer

Created By: Raven Giddens (4/11/2018 3:52 PM)
ARBS-RG sent an email to BBB-Maury:

Hi Maury,

I will contact the dealer to see if I can get the information. But we do not have it. I will get back with you once I speak with the dealer to let you know what, if anything can be provided.

Created By: Raven Giddens (4/11/2018 3:52 PM)
ARBS-RG reviewed case with TL-CA who stated to see if the dealer still has any of the requested documents

Created By: Raven Giddens (4/11/2018 3:51 PM)
ARBS-RG received an email from BBB-Maury:

Hi Raven,

Below is the customer's attorney response:

Okay. It is Ms. [redacted] position that the requested items can only be produced by Nissan and its authorized dealer. Please let the arbitrator know we would produce those items if they were in our possession, custody or control, but they are not.

Please confirm that Nissan will not be provided additional information, so we can advise the arbitrator.

Thanks,

Created By: Raven Giddens (4/11/2018 3:04 PM)
ARBS-RG sent an email to BBB-Maury:

Hi Maury,

I reviewed this with my supervisor who advised that the customer needs to send in the documents. We do not have all of those documents

Created By: Raven Giddens (4/11/2018 3:01 PM)
ARBS-RG received an email from BBB-Maury:

Good morning Raven,

Just a reminder to submit the requested information by Friday April 13th.

Created By: Raven Giddens (4/9/2018 3:33 PM)
ARBS-RG reviewed with TL-CA who advised customer is to provide additional information

Created By: Jacqueline McLaughlin (4/4/2018 11:12 AM)
NIS1811513 DRTS-JM rec'd Arbitrator additional Info Request from Customer/Mfr from BBB on 4/4/18, dated same.

Created By: Raven Giddens (3/23/2018 8:18 AM)
ARBS-RG received an email from BBB-Maury

BBB states they are still waiting on the arbitrator's decision
BBB stated they reached out yesterday and hope to get it soon

Created By: Raven Giddens (3/23/2018 7:32 AM)
ARBS-RG sent an email to BBB-Maury requesting an update.

Created By: Leslie Griffin (3/6/2018 12:35 PM)
NIS1811513. DRTS-LG rec'd Notice of Deadline for Submissions from BBB on 03/06/18, dated same. Deadline: not stated.

Created By: Raven Giddens (3/2/2018 4:59 PM)
ARBS-RG received a second email from BBB-Sam Barnes:

Update...
There will not be a test drive of the vehicle

Created By: Raven Giddens (3/2/2018 4:59 PM)
ARBS-RG received an email from BBB-Sam Barnes:

Good afternoon we are in the process of scheduling this customer vehicle for inspection.
The position are in writing, however, you can attend the inspection if you like.
Are you planning on attending the inspection, if so please give me a date that you are available.
If not we will schedule with a 10 day notice

Created By: Megan Lupp (3/2/2018 10:02 AM)
NIS1811513. DRTS-ML rec'd Rebuttals from BBB on 03/02/18, dated same. C and MFR sent their rebuttals and comments regarding C's claim.

Created By: Raven Giddens (2/27/2018 4:44 PM)
ARBS-RG received an email from BBB-Maury:

Hi Raven,

The attorney did not provide additional documentation, we sent him a copy of Nissan's response.

Created By: Raven Giddens (2/27/2018 1:50 PM)
ARBS-RG sent an email to BBB-Maury:

Hi Maury,

I received notification that the customer responded to my PIW and I have four days to respond. I do not see it in the attachments. Are you able to send it to me?

Thank you,

Created By: Leslie Griffin (2/27/2018 1:31 PM)
NIS1811513. DRTS-LG rec'd C's PIW from BBB on 02/27/18, dated same. BBB advises ARBS has four days to respond.

Created By: Raven Giddens (2/27/2018 8:36 AM)
ARBS-RG attached PIW to case

ARBS-RG uploaded PIW to BBB website
ARBS-RG emailed BBB-Maury a copy of the PIW

Created By: Raven Giddens (2/26/2018 11:26 AM)
ARBS-RG received an email from NMAC stating they do not have any additional payments
ARBS-RG using the previous payoff information

Created By: Raven Giddens (2/26/2018 11:21 AM)
ARBS-RG working on PIW
ARBS-RG emailed NMAC to confirm if the customer has made any additional payments and to confirm the updated payment history to ensure updated information is reflected.

Created By: Leslie Griffin (2/21/2018 3:39 PM)
NIS1811513. DRTS-LG rec'd PIW from BBB, prepared by attorney Lemon Law Aid, Inc.. Rec'd on 02/21/18, dated same. C seeks NNA to buyback the vehicle due to unsafe and unprompted braking on freeway.

Created By: Raven Giddens (2/14/2018 8:40 AM)
ARBS-RG notes BBB-Maury is OOO until 2/20
ARBS-RG forwarded figures to BBB-Anne Petroskey

Created By: Raven Giddens (2/14/2018 8:38 AM)
ARBS-RG sent an email to BBB-Maury U
ARBS-RG provided the repurchase document with the updated figures
ASBS-RG stated the payoff listed is good until 3/1

ARBS-RG attached repurchase document to the case

Created By: Raven Giddens (2/9/2018 4:20 PM)
ARBS-RG reviewed numbers with TL-CA who confirmed they are correct.

Created By: Raven Giddens (2/9/2018 9:47 AM)
ARBS-RG notes updated repurchase figures:

Base Price $23,129.03
Sales Tax $2,188.46
Vehicle Registration/Transfer Charge $29.00

Security Plus $400.00
License/Reg/Fees $273.75
Dealer Doc Fee $80.00
Interest Paid to Date $0.00

Total Purchase Price $26,100.24

Less Usage $937.60
Less Rebates $500.00

Loan Payoff* $29,865.00
Total Deductions $31,302.60

Refund Amount -$5,202.36

Created By: Raven Giddens (2/6/2018 1:44 PM)
ARBS-RG notes MRF Response indicated "Nissan is in the position to offer a repurchase or replacement"

ARBS-RG uploaded MRF response to BBB website
ARBS-RG emailed response to BBB-Maury U

Created By: Raven Giddens (2/5/2018 9:26 AM)
SR#: 1[redacted]
Customer[redacted]
1. Account#[redacted]
2. 30 day payoff $ 29865.00 good thru 3/1/2018
3. Per diem 0.00
4. # of scheduled payments received 6
5. Scheduled Payment amount 452.50
6. Total Principal paid 2,715.00
7. Total Interest paid 0.00
8. Late fees paid 0.00
9. Most Recent payment received 1/29/2018 for $ 452.50
10. Eligible for SOC? Yes

Payment History, Sales Document and Title are attached.

Created By: Raven Giddens (1/31/2018 10:15 AM)
ARBS-RG sent an email requesting payoff information

ARBS-RG wants to make sure most recent information is received for repurchase calculations

Created By: Raven Giddens (1/31/2018 10:10 AM)
ARBS-RG notes customer has been offered a repurchase. Customer does not agree with numbers due to negative equity
[redacted](customer feels that NNA should reimburse for negative equity)

Attorney contacted the BBB regarding concern

Created By: Raven Giddens (1/31/2018 10:09 AM)
ARBS-RG notes the following RHR:

2 visits for vehicle started to been the brake by itself when driving 60 to 65 MPH:
1st visit unable to duplicate
2nd visit unable to duplicate – DTS inspected vehicle

State: CA
[redacted]Total days down: 42 days down – no repairs made
In service: 7/16/2017
Last reported mileage: 4,972
No open campaigns found
No warranty cases found
1 additional CA cases found
1 tech line case found
1 VSC for customer found
2 DTS visits found

Created By: Raven Giddens (1/31/2018 10:05 AM)
ARBS-RG notes the following RHR:

10/12/2017 @ 4,972 miles.[redacted] 20 days down
Concern:
[redacted]1- Customer states she was driving around 60 to 65 mph vehicle started to beep then started to brake by itself towed in please check and advise
Action:
1- Test drove vehicle could not duplicate at this time. Nissan working on a fix , disable forward emergency braking unless customer manually over ride system

11/03/2017 @ 4,972 miles.[redacted] 22 days down
Concern:
1- Customer states she's was driving around 60 to 65mph vehicle started to beep then started to brake by itself towed in. Vehicle still here refer to RO
Action:
1- Nissan DTC inspected car and test drove and was unable to duplicate customers concern. Nissan incident investigation team found no manufacturer defect at this time and advised to have customer pick up car.

Created By: Megan Lupp (1/30/2018 10:57 AM)
DRTS-ML attached updated version of RHR, verified lengthy down time of RO's with SA-Dennis.
No current or open RO's at this time.

Created By: Leslie Griffin (1/30/2018 8:25 AM)
NIS1811513. DRTS-LG rec'd MRF from BBB on 01/30/18, dated same. C seeks NNA to buyback the vehicle due to unsafe and unprompted braking on freeway.

Created By: Jessica Wegrzyn (1/5/2018 11:13 AM)
[redacted]Customer would like an RHR reviewed

Created By: Jessica Wegrzyn (1/5/2018 11:12 AM)
ARBS notes:

closing case pending receipt of ATTY letter

Created By: Jessica Wegrzyn (1/2/2018 3:07 PM)
ARBS notes:

responded to customer email and advised NNA follows terms from Song Beverly Warranty Act and California lemon law with calculating repurchase offer

ARBS advised customer would need letter of representation from ATTY and provided mailing address

Created By: Jessica Wegrzyn (1/2/2018 3:06 PM)
ARBS notes:

received email from customer in response to NNA offer

customer feels that NNA should reimburse for negative equity

customer also advised has contacted an attorney

customer requesting:

Therefore, we are submitting for your approval the following counter offer.

1. Payoff vehicle in total $30,770.00
2. Return Cash down payment.....$2,650.00

Created By: Jessica Wegrzyn (12/20/2017 4:03 PM)
ARBS note:

placed call to customer @[redacted]

call was connected to customer voicemail

ARBS left message calling to follow up regarding case. ARBS advised wanted to confirm received repurchase calculations and discuss options. ARBS advised will be out of office starting on tomorrow but will be checking email periodically and provided contact information

Created By: Jessica Wegrzyn (12/20/2017 3:22 PM)
ARBS notes:

responded and requested for customer to confirm received repurchase calculations

Created By: Jessica Wegrzyn (12/20/2017 9:30 AM)
ARBS notes:

received email from customer:

Hello Jessica just wanted to make sure you received the pictures.

Sent from my iPhone

Created By: Jessica Wegrzyn (12/18/2017 4:51 PM)
ARBS note:

placed call to customer @[redacted]

call connected to voicemail

ARBS left message requesting call back to discuss repurchase offer

Created By: Jessica Wegrzyn (12/18/2017 4:22 PM)
ARBS notes:

calculated repurchase offer:

Base Price: $23,129.03
Sales Tax: $2,188.46
Lic/Reg/Fees: $273.75
Dealer Doc Fee: $80.00
Nissan Service Contract: $400.00
CVR: $29.00
TOTAL: $26,100.24
Less Usage @ 4,972 miles: ($937.60)
Less Lien Payoff (good through 1/8/2018) ($30,770.00)
Less Rebate: ($500.00)
Total Amount Owed From Customer ($6,107.36)

Created By: Jessica Wegrzyn (12/15/2017 3:35 PM)
ARBS notes:

placed call to customer @[redacted]

call connected straight to voicemail

ARBS left message calling to follow up regarding case. ARBS advised will have repurchase offer no later than end of day Monday

Created By: Jessica Wegrzyn (12/15/2017 3:33 PM)
ARBS notes:

Usage: CA
1st report/120,000 X Purchase Price
4,972/120,000*$22,629.03= $937.60

Created By: Jessica Wegrzyn (12/13/2017 12:51 PM)
ARBS notes:

received vehicle registration and pictures from customer; attached to case

Created By: Jessica Wegrzyn (12/11/2017 12:54 PM)
ARBS notes:

emailed customer LOI, attached to case

Created By: Jessica Wegrzyn (12/11/2017 12:45 PM)
ARBS notes:

placed call to customer[redacted]

call connected

ARBS advised calling to discuss case if customer has a moment

customer agreed

ARBS thanked customer for sending in pictures

ARBS advised did discuss with MGMT regarding concern and was advised fix coming out in January

ARBS advised due to customer concern, NNA would be in a position to offer to buyback customer vehicle.

ARBS advised can either replace with comparable vehicle or repurchase

customer stated that is the best news customer has heard and is so happy for the call

ARBS stated was happy could assist

customer stated as explained in letter, with amount of time took to get customer taken care of, customer feels repurchase would probably be the best option

ARBS advised customer will need same documentation either way and advised customer can obtain most from NMAC, but will need customer to send in vehicle pictures 4 or exterior and 1 interior, vehicle registration

customer requested ARBS send list of documents needed and will get them over to ARBS

ARBS advised customer will send LOI in the next 5-10 minutes

customer thanked ARBS again

ARBS thanked customer

call ended mutually

Created By: Jessica Wegrzyn (12/8/2017 12:10 PM)
ARBS notes:

received payoff information:

SR#: 1-16643988828
Customer:[redacted]
1. Account[redacted]
2. 30 day payoff $ 30770.00 good thru 1/8/2018
3. Per diem 0.00
4. # of scheduled payments received 4
5. Scheduled Payment amount 452.50
6. Total Principal paid 1,810.00
7. Total Interest paid 0.00
8. Late fees paid 0.00
9. Most Recent payment received
10. Eligible for SOC? Yes

Payment History, Sales Document and Title Application attached.

Created By: Jessica Wegrzyn (12/8/2017 11:25 AM)
ARBS requested payoff information from NMAC

Created By: Jessica Wegrzyn (12/8/2017 11:24 AM)
ARBS notes:

received email from customer with pictures; attached to case

Dear Jessica Wegrzyn,

It was a pleasure speaking with you today regarding the ongoing issue with my recently purchased Nissan Rogue.

Please find attached pics of the current warning light which is constantly on my display since I last picked it up from the dealer.

Your prompt attention to this issue will be greatly appreciated as our frustration with this issue is growing. As you may know, the vehicle was at the dealer for approximately 1 month. We got it back not confident that it was repaired, but with the new issue mentioned above. We were further informed upon attempting to take it back to the dealer, we could not without some type of authorization from you or your department. We find it completely unacceptable that we have a new vehicle with issues and we're not able to have them addressed in a timely manor.

Please advise on this issue as soon as possible.

Sincerely,

[redacted]

Created By: Jessica Wegrzyn (12/7/2017 2:42 PM)
ARBS notes:

received incoming call from customer

customer advised was returning ARBS call regarding case

ARBS thanked customer for returning call

ARBS advised would be handling case going forward and had additional questions regarding concern

customer stated was on freeway when initially experienced concern. customer stated dealer was not able to duplicate concern

customer stated agreed to do the inspection and again were unable to duplicate the concern

customer stated went ahead and picked up vehicle thinking hopefully will not experience the concern again

customer stated now front sensor alert is automatically on, when goes through safety at initial startup front end now stays red like something is wrong

customer stated called back to dealer and the tech advised turned off the safety feature for the front end

customer stated didn't think that was an option

customer stated doesn't know what to do at this point, if should get a lawyer or what, but customer does not feel safe driving vehicle

ARBS thanked customer for information and apologized for concerns experienced

ARBS reviewed vehicle history and would like to send an engineer that is an expert in the concern to inspect customer vehicle

customer stated doesn't feel that would change anything, customer stated already agreed to one inspection

ARBS understands

customer stated with the light always being on now, is less comfortable then before

customer stated took pictures of the vehicle when first dropped off and again with the warning light being on now

customer appreciates ARBS trying to assist, but doesn't want to waste more time

ARBS requested if customer could send in pictures

customer agreed and advised it would be later this evening when customer gets home from work

ARBS agreed and confirmed customer email

ARBS advised would email customer and could just respond with attachment

customer agreed

ARBS advised will review pictures once receive and give customer a call no later then Monday end of day

customer agreed

ARBS thanked customer for time

call ended mutually

Created By: Jessica Wegrzyn (12/6/2017 3:21 PM)
ARBS notes:

placed call to customer @[redacted]

call connected to voicemail

ARBS left message providing contact information requesting call back regarding case

Created By: Jessica Wegrzyn (12/6/2017 3:14 PM)
ARBS notes:

placed call to SRDTS- Kimo @[redacted]

call connected to voicemail

ARBS left message providing contact information requesting call back regarding concern with FEB light

Created By: Jessica Wegrzyn (12/5/2017 2:23 PM)
ARBS notes:

taking over case to further assist customer

Created By: Jessica Wegrzyn (12/5/2017 1:42 PM)
ARBS notes:

reviewed customer letter

customer is not satisfied with NNA results from DTS inspection and is not comfortable driving vehicle

customer requested NNA replace the vehicle with "like" vehicle or provide refund of all money including value of trade in vehicle

Created By: Jessica Wegrzyn (12/4/2017 9:19 AM)
ARBS notes:

42 days out of service, no repairs made

- 2 visits, 0 repairs vehicle started to beep then brake by itself while driving 60-65 MPH
1st visit: unable to duplicate

2nd visit: DTS inspection- unable to duplicate

ARBS notes:

TechLine:
[redacted] customer states she was driving around 60 to 65 mph vehicle started to beep then started to brake by itself , towed in: Found no dtc , customer states vehicle starting beeping and started to brake

DTS: Tim Zingerman- 11/3/17: IIR
1.Complaint: FEB IIR
• Cause: Performed IIR
• Correction: NONE
• Status: Complete

DTS: Tim Zingerman- 10/16/17
Complaint: FEB comes on when no car stopped in front. Freeway
• Cause: Under investigation
• Correction: None at this time.
• Status: Pending

Open campaigns: None

Previous cases:
[redacted] duplicate case

VSC: RCCJ11126421 24mo/40k miles Sec+Plus Gold Pref
Eff: 7/16/17 Exp: 7/16/19 PP: $400

Vehicles owned:
2017 Rogue- APR: CA

Created By: Jessica Wegrzyn (12/4/2017 9:09 AM)
ARBS notes:

Customer: Sandy [redacted]
Mileage: 4,972
ISD: 7/16/17
Purchased: CA

10/12/2017 @ 4,972 Miles, [redacted] - Days Down: 20
CONCERN:
1- Customer states she was driving around 60 to 65 mph vehicle started to beep then started to brake by itself towed in please check and advise
ACTION:
1- Test drove vehicle could not duplicate at this time. Nissan working on a fix , disable forward emergency braking unless customer manually over ride system

11/03/2017 @ 4,972 Miles, [redacted] - Days Down: 22
CONCERN:
1- Customer states she's was driving around 60 to 65mph vehicle started to beep then started to brake by itself towed in. Vehicle st/ill here refer to RO
ACTION:
1- Inspection and test drive performed by service tech and was unable to duplicate with no DTC codes found. Nissan DTC inspected car and test drove and was unable to duplicate customers concern. Nissan incident investigation team found no manufacturer defect at this time and advised to have customer pick up car. Ref RO [redacted] car never left and Nissan DTS inspected 113 RO [redacted]

Created By: Jessica Wegrzyn (12/4/2017 8:58 AM)
ARBS reviewed RHR, CPIA, SF, and ASIST

Created By: Nicki Barror (12/4/2017 7:52 AM)
DRTS received the RHR. The RHR was assigned to ARBS Jessica Wegrzyn for review.

Created By: Younes Kassemi (12/1/2017 5:01 PM)
**RCAS-YK notes RHR completed and submitted to ARBS for review.

Created By: Younes Kassemi (12/1/2017 5:00 PM)
**RCAS-YK received an Email from SM-Lance at DLR NISSAN OF DOWNTOWN L.A stating that VEH never left DLR for R.O [redacted] R.O was closed by accident and reopened 11/03/2017 when DTS came for inspection.

Created By: Younes Kassemi (12/1/2017 4:47 PM)
**RCAS-YK placed outbound call to C at [redacted] and left VMX.

RCAS-YK included Case number, name, and RCAS-YK contact of [redacted]
RCAS-YK stated that RCAS-YK will be @ the office today from 8-5pm PST.
RCAS-YK stated that RCAS-YK is calling to discuss the case with C.
RCAS-YK stated that RCAS-YK will follow up with C no later than 3 Business days.

Created By: Younes Kassemi (12/1/2017 4:34 PM)
**RCAS-YK placed outbound call to DLR NISSAN OF DOWNTOWN LA at [redacted]
RCAS-YK left a VMX for SM-Lance.

Created By: Younes Kassemi (12/1/2017 1:39 PM)
**RCAS-YK sent an Email to SM-Lance at DLR NISSAN OF DOWNTOWN L.A regarding case.

Created By: Younes Kassemi (12/1/2017 1:38 PM)
**RCAS-YK placed outbound call to DLR NISSAN OF DOWNTOWN LA at [redacted]
RCAS-YK was not able to speak with SA.

Created By: Younes Kassemi (11/29/2017 1:15 PM)
**RCAS-YK placed outbound call to C at [redacted] left VMX.

RCAS-YK included Case number, name, and RCAS-YK contact of [redacted]
RCAS-YK stated that RCAS-YK will be @ the office today from 8-5pm PST.
RCAS-YK stated that RCAS-YK is calling to discuss the case with C.
RCAS-YK stated that RCAS-YK will follow up with C no later than Friday.

Created By: Younes Kassemi (11/29/2017 1:12 PM)
**RCAS-YK sent an Email to SM-LS at DLR NISSAN OF DOWNTOWN L.A regarding case.

Created By: Younes Kassemi (11/29/2017 1:08 PM)
**RCAS-YK placed outbound call to DLR NISSAN OF DOWNTOWN LA AT [redacted]
RCAS-YK was not able to speak with SM-Lance was not at DLR and SA-Denis was not able to speak.

Created By: Younes Kassemi (11/29/2017 11:17 AM)
**RCAS-YK placed outbound call to DLR NISSAN OF DOWNTOWN LA AT [redacted]
RCAS-YK was not able to speak with SM-Lance was not at DLR and SA-Denis was not able to speak.

Created By: Younes Kassemi (11/29/2017 11:06 AM)
Case transferred back to RCAS-YK 11/28/2017 12:22 PM - Follow up set for 11/29/2017 - C is requesting a Repurchase/Replacement of VEH.

Created By: Dakota McGregor (11/28/2017 5:10 PM)
Additional Note to RCAS: at Cs discretion, please work with C to bring veh back to DLR to set the default safety shield settings back to on

Created By: Dakota McGregor (11/28/2017 5:09 PM)
ARBS reviewed case with SRPLNR FD
ARBS to let RCAS handle case further:

RCAS to inform C to bring veh back in to DLR, to have DLR turn safety shield default system back to on

ARBS gave courtesy call to DTS-TZ
ARBS verified with DTS that DTS did not change settings
DTS informed that believes DLR may have done this prior to inspection

Created By: Dakota McGregor (11/28/2017 5:02 PM)
ARBS received inbound from C
C states that C had some DLR concerns
C states that after C received the veh with the safety shield tehcnologies turned off
C states that C never gave DLR permission to disengage the safety systems
C states that C is unhappy with this
ARBS informed that ARBS received Cs letter and has already transferred case to an RCAS for further handling
ARBS informed that ARBS will review case further and if any further information is needed, ARBS will provide this information to C's RCAS
C inquired who RCAS is

ARBS informed that is RCAS-YK
C requested phone number for RCAS-YK
ARBS provided to C and informed that does take 1 business day for transfer
C understood
ARBS thanked C
C thanked ARBS
Call ended mutually

✓ **Created By: Dakota McGregor (11/28/2017 4:53 PM)**
ARBS received 2 vmxs from C requesting callback

✓ **Created By: Dakota McGregor (11/28/2017 12:14 PM)**
****ARBS transferring case to RCAS for further handling****
ARBS notes to RCAS: please complete RHR process

[redacted] **Created By: Dakota McGregor (11/28/2017 12:14 PM)**
IIR- BRAKE- PST

✓ **Created By: Dakota McGregor (11/28/2017 12:13 PM)**
ARBS received letter from C requesting RHR

Created By: Dakota McGregor (11/20/2017 2:53 PM) | Last Modified By: Dakota McGregor (11/20/2017 2:53 PM)
CASE CLOSING SUMMARY

✓
ARBS notes per PL Review, no defects found with the veh

ARBS closing case

✓ **Created By: Dakota McGregor (11/20/2017 2:48 PM)**
ARBS sent resolution letter to C via FEDEX
ARBS notes FEDEX Tracking Label# 7707[redacted]
ARBS attached letter and label to case

Created By: Dakota McGregor (11/20/2017 2:47 PM)
Additional note:

✓
SM inquired if SM should pull C out of rental/ loaner
ARBS informed that is DLRs discretion, but that Nissan's position on the veh currently is that there are no defects on the veh
SM understood

✓ **Created By: Dakota McGregor (11/20/2017 2:46 PM)**
ARBS placed outbound to DLR NISSAN OF DOWNTOWN L.A
ARBS spoke to SM Lance
ARBS informed that after a thorough review/ inspection, Nissan found no defects with the veh
SM requested e-mail from ARBS with this info
ARBS sent e-mail to SM informing "Good Afternoon:

Thank you very much for assisting Nissan with this claim. A thorough inspection of the vehicle relayed in the subject line was conducted regarding the forward emergency braking system, and no manufacturer defect was found."

SM verified that could receive e-mail from ARBS
E-mail verified was lsobczak@dtlamotors.com

Created By: Dakota McGregor (11/20/2017 2:37 PM)
ARBS placed outbound to C[redacted]
ARBS verified C had time to speak to ARBS
ARBS informed that after a thorough review/ inspection, Nissan found no defects with the veh
ARBS informed that ARBS will be sending C a letter in the mail for Cs records
✓ C states C understands
C states C does not agree, but C understands Nissan's position
ARBS offered further assistance
C declined
ARBS thanked C
C thanked ARBS
Call ended mutually

✓ **Created By: Dakota McGregor (11/17/2017 4:39 PM)**
ARBS received e-mail from PL-LO informing that no defect was found

ARBS attached e-mail to case

✓ **Created By: Dakota McGregor (11/14/2017 2:42 PM)**
ARBS sent e-mail to PL-LO with Cs answers to questions

Created By: Dakota McGregor (11/14/2017 2:41 PM)
ARBS received inbound from C
ARBS verified C had time to complete questions

C states there were no vehicles ahead of C
C states that there were vehicles in adjacent lanes behind Cs veh
C states traffic was not heavy
C states that there was not any construction going on in the area
✓ C states that there were no overhead obstructions, including signs, overpasses or intersection lights
C states C checked the veh and exact mileage at time of incident on veh was 4,972
C states that was close to work 2 exits up on freeway
C states that continued to drive the veh to work then veh was brought to Nissan DLR by Nissan rep

ARBS thanked C for information and informed would contact C once ARBS office has a resolution
C understood
ARBS thanked C
C thanked ARBS
Call ended mutually

Created By: Dakota McGregor (11/14/2017 10:59 AM)
ARBS received e-mail from PL-LO requesting ARBS ask C some questions

✓
ARBS placed outbound to C[redacted]
ARBS left vmx requesting callback and informed that has some questions for C
ARBS left best contact info

Created By: Dakota McGregor (11/6/2017 2:12 PM)
ARBS placed outbound to C[redacted]
ARBS notes that call was immediately terminated

ARBS placed outbound to C[redacted]
ARBS informed that inspection was completed on 11/03/17
ARBS informed that C should have a resolution available in 2-4 weeks regarding case
✓ C states that is fine
ARBS inquired if C has any questions
C states no
ARBS offered further assistance
C declined
ARBS Thanked C
C thanked ARBS
Call ended mutually

✓ **Created By: Dakota McGregor (11/6/2017 7:44 AM)**
ARBS notes per DTS-TZ that inspection has been completed AND IIR has been uploaded to FTP

Created By: Dakota McGregor (11/2/2017 1:04 PM)
ARBS placed outbound to DLR Nissan of Downtown LA
✓ ARBS spoke to Service Rep Lance
ARBS informed that inspection is scheduled for 11/03/17 and 11/16/17
Service Rep confirmed inspection appointment

✓ **Created By: Dakota McGregor (11/2/2017 12:59 PM)**
ARBS placed outbound to C[redacted]

ARBS left vmx informing that inspection date is set for 11/16/17 currently, but may be inspected sooner
ARBS informed if C has questions to let ARBS know
ARBS left best contact info [redacted]

✓ **Created By: Dakota McGregor (11/2/2017 7:59 AM)**
ARBS received vmx and e-mail from DTS-TZ indicating that inspection date will be 11/16/17 but DTS may be able to inspect sooner

✓ **Created By: Dakota McGregor (11/1/2017 4:22 PM)**
ARBS sent e-mail to SRPLNR FD, SRDTS-KG and DTS-TZ
ARBS inquired about inspection date for case

Created By: Dakota McGregor (10/30/2017 6:49 PM)
ARBS received inbound from C
ARBS verifi[redacted]
ARBS expla[redacted]ndicated and ARBS did furthe[redacted]ch and that veh does have FEB
C states C know[redacted]
ARBS a[redacted] would like to conduct an IIR inspection on the veh
ARBS infor[redacted]or the inspection and a couple of weeks for the review
C agreed [redacted]

C state[redacted] case also

C states firs[redacted]
C state[redacted]
C state[redacted]oh in a residential zone
C states that the sensors for the FEB beeped three times and went off when there was no other vehicles in front of C or anything around
✓ C states that the veh did not stop on this incident
C states that sensors went off for no reason that C could see
C states that no inclement weather and was 80 degrees outside

ARBS unde[redacted]
ARBS in[redacted]de C a[redacted]in 1-2 business days regarding the inspection
C agree[redacted]
ARBS infor[redacted]rovided for duration of review
C understo[redacted]
ARBS i[redacted]provid[redacted]
C state[redacted]
ARBS offe[redacted]
C declined [redacted]
ARBS t[redacted]
C thank[redacted]
call ended mutually

✓ **Created By: Dakota McGregor (10/30/2017 6:16 PM)**
ARBS submitted DTS request

✓ **Created By: Dakota McGregor (10/30/2017 6:15 PM)**
ARBS notes that ARBS reviewed case with SRPLNR FD
ARBS notes that ARBS to offer C a rental/ loaner during process

Created By: Dakota McGregor (10/30/2017 6:14 PM)
ARBS placed outbound to C[redacted]
ARBS left vmx informing that Cs veh does have FEB. ARBS apologizes for misinformation
✓ ARBS informed that Nissan would like to proceed with an inspection of the veh
ARBS informed would like to do a thorough review of Cs case
ARBS informed that ARBS would be Cs POC
ARBS provided direct contact info
ARBS informed that ARBS would be following up with C to further discuss case once an inspection date has been garnered

✓ **Created By: Dakota McGregor (10/30/2017 6:12 PM)**
ARBS attached monroney label to case

Created By: Dakota McGregor (10/30/2017 5:05 PM)
ARBS notes that veh is a 2017.5 and not a 2017

✓ ARBS notes per Monroney Label that veh does have forward emergency braking

ARBS taking over the case

✓ **Created By: Dakota McGregor (10/27/2017 2:50 PM)**
****ARBS transferring case to RCAS for further handling****
ARBS notes to RCAS: please work with region and DLR as appropriate to address Cs concerns

Created By: Dakota McGregor (10/27/2017 2:48 PM)
ARBS placed outbound to C[redacted]
ARBS verifi[redacted]
ARBS verifi[redacted]

C state[redacted]
C states tha[redacted]at
C states tha[redacted]no warning or indicator lights [redacted]ted
C states that veh[redacted]
C state[redacted]mplete stop
C states tha[redacted]as behind C
C states tha[redacted]
C states that [redacted]e the b[redacted]
C state[redacted] and no injury
✓ C states that there were no vehicles in front of C
C states that was cool out and no inclement weather

ARBS explained that C has an S Model and does not have IBA or FEB
C states C [redacted]e type of safety concerns
C states tha[redacted]es
ARBS in[redacted]on acc[redacted]
ARBS i[redacted]e in the best position to assist C
ARBS infor[redacted]explore technical options regarding Cs concerns with the veh
ARBS offer[redacted]
C declin[redacted]
ARBS i[redacted]transferred to RCAS for further handling
ARBS infor[redacted]no later than close of business 10/30/17
ARBS than[redacted]
c thanke[redacted]
Call en[redacted]

Created By: Dakota McGregor (10/27/2017 2:24 PM)
ARBS reviewed case with ARBS SD

✓ ARBS notes per HOST that veh is an S Model

ARBS notes per PIG that veh does not have FEB or IBA

Created By: Dakota McGregor (10/27/2017 12:14 PM)
ARBS received inbound from C
C states C would like to speak to ARBS at 2PM CST
✓ ARBS understood
ARBS thanked C
C thanked [redacted]
Call ended [redacted]

Create[redacted]0/27/2017 9:54 AM) | Last Modified By: Dakota McGregor (10/27/2017 9:54 AM)
ARBS placed outbound to C[redacted]
✓ ARBS left vmx requesting callback and 25-30 minutes of Cs time
ARBS requested detailed vmx of when C could take a callback during ARBS business hours
ARBS provided best contact info and case #

✓

Created By: Dakota McGregor (10/27/2017 9:52 AM)
ARBS received vmx from C requesting callback in 5 minutes after 8:40AM

Created By: Dakota McGregor (10/27/2017 8:10 AM)
ARBS placed outbound to C [redacted]
✓ ARBS left vmx requesting callback and 25-30 minutes of Cs time
ARBS requested detailed vmx of when C could take a callback during ARBS business hours
ARBS provided best contact info and case #

Created By: Dakota McGregor (10/26/2017 4:32 PM)
✓ ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE
****

Created By: Samantha Dixon (10/25/2017 3:33 PM)
Spontaneous Braking - Under Engineering review.

Created By: Younes Kassemi (10/25/2017 12:55 PM)
Brake Concerns - Under Engineering review

Created By: Younes Kassemi (10/25/2017 12:52 PM)
RCAS-YK placed outbound call to C at [redacted]

RCAS-YK VERIFIED C's name, home & email address, concern, phone#, VIN#, mileage
RCAS-YK CHECKED for open recalls/campaigns and found: None
Previous UNRELATED Case(s) Found: None
Previous RELATED Case(s) Found: 28692534 - 28627815

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

Case # [redacted]
Best Contact #: [redacted]

RCAS-YK stated that RCAS-YK is the Regional Case Manager and Case has been escalated to RCAS-YK after C has contacted NNA CA for assistance.

C stated that C was driving in the Freeway and VEH beeped 3 times like if there was a VEH in front of C.
C stated that there was no VEH in front of C at all.
C stated that VEH tried to stop and C felt VEHs coming behind C.
C stated that when C noticed other VEHs getting closer, C pushed gas all the way down and VEH jilted twice before accelerating.
C stated that VEH did not stop.
C stated that C heard a loud noise and VEH tried to stop but C pushed accelerator.
C stated that driver behind C follow C.

RCAS-YK apologized for C's concerns.

RCAS-YK asked about the location of the VEH.
C stated that VEH is at DLR NISSAN OF DOWNTOWN L.A

RCAS-YK stated that DLR acknowledge the concerns and DLR did reach out to Tech Line and DTS for assistance.
RCAS-YK stated that DTS is the highest level of Technicians at Nissan.
RCAS-YK stated that at this time, DLR is not able to fix VEH as the concerns are still under engineering review.
RCAS-YK stated that DLR turned off Brake Switch to unable Brake Switch from engaging.
RCAS-YK stated that it seems that Brake Switch engage by itself and cause VEH to stop.
RCAS-YK stated that DLR disabled the system and should prevent concerns from happening.
RCAS-YK stated that NNA is still working on developing a remedy to address the concerns.

C stated that C was contacted by DLR and was told that C can come pick up VEH.
C stated that C purchased this VEH for good Gas Mileage and all safety features.
✓ C stated that that resolution is not satisfying for C.

RCAS-YK stated that NNA can initiate an Incident Investigation Review to collect more information and further review the case.
RCAS-YK stated that RCAS-YK will need to gather information from C to submit the case for the proper department for review.
C understood.

RCAS-YK asked C about the mileage at the time of the incident.
C stated around 39,000 miles.

RCAS-YK asked C about the date and time of the incident.
C stated Thursday 10/12/2017 between 6:15 and 6:30 in the morning.

RCAS-YK asked C about the location of the incident.
C stated that C was driving in the 10th Freeway in Los Angeles about a half mile before the fast track ends.

C stated that C is the owner of the VEH and C was the driver at the time of the Incident.

[redacted]
Covina, CA [redacted]
USA

C stated that DOB is 03/08/1966.

RCAS-YK asked how would you like NNA to be involved.
C stated that C want NNA to baked C up and find out a resolution for the concerns and have VEH repaired and safe to drive.

C stated that C's husband was driving VEH couple days before the incident happened and felt that the Sensor were acting up.
C stated that C was so excited when C purchased VEH.
C stated that C is not confident in driving VEH at this time.

RCAS-YK apologized for C's concerns.

RCAS-YK stated that RCAS-YK will forward case to the proper department for further review.
RCAS-YK stated that C will be contacted no later than 3 Business days.
RCAS-YK stated that RCAS-YK will contact if any more information is needed

RCAS-YK asked if C needs any further assistance.
C stated No.

Call ended Mutually.

Created By: Younes Kassemi (10/23/2017 5:46 PM)
**RCAS-YK notes that C stated in the letter received today that C received a call from DLR requesting to pick up VEH and C is refusing to operating VEH as concerns has not been fixed and C feels unconformable with the safety of the VEH.

Created By: Younes Kassemi (10/23/2017 5:38 PM)
✓ **RCAS-YK notes that C has sent a letter to NNA CA and DRT opened [redacted] for the same concerns. RCAS-YK closed Case per SRCAS-QC recommendation and attached letter to this case.

Created By: Younes Kassemi (10/23/2017 5:35 PM)
**RCAS-YK placed outbound call to C at [redacted] and left a VMX.

✓ RCAS-YK included Case number, name, and RCAS-YK contact of [redacted]
RCAS-YK stated that RCAS-YK will be @ the office today from 8-5pm PST.
RCAS-YK stated that RCAS-YK is calling to discuss the case with C.
RCAS-YK stated that RCAS-YK will follow up with C no later than Wednesday.

Created By: Younes Kassemi (10/23/2017 1:45 PM)
✓ **RCAS-YK notes DTS has been involved in the Case. Field report attached to the VIN:

1.Complaint: FEB comes on when no car stopped in front. Freeway
Cause: Under investigation
Correction: None at this time.
Status: Pending

DTS saw engineering report on this issue. It is under investigation

Created By: Younes Kassemi (10/23/2017 1:44 PM)
**RCAS-YK notes Tech Line related case opened 10/16/2017 #28627815.

✓ DTS Notes:
Cause: Under investigation
Correction: None at this time.
Status: Pending

Created By: Younes Kassemi (10/23/2017 1:36 PM)
RCAS-YK placed outbound call to DLR NISSAN OF DOWNTOWN LA at [redacted]

RCAS-YK spoke with SA-Denis.

SA-Denis stated that R.O is invoiced.
SA-Denis stated that VEH has been a DLR since.
SA-Denis stated that SA-Denis called C Saturday
SA-Denis stated that C did not pick up VEH yet.
SA-Denis stated that C driving around 65 mph and VEH stated to beep and brake by itself.
✓ SA-Denis stated that VEH as towed in.
SA-Denis stated that DLR was able to duplicate. No known concerns.
SA-Denis stated that it's a knows concerns that does not have a fix per DTS.
SA-Denis stated that Tech called tech line as well.
SA-Denis stated that VEH is safe to drive
SA-Denis stated that DLR turn off the brake assist for now.
SA-Denis stated that Brake Switch is engaging by itself.
SA-Denis stated that Brake Switch is turned on every time at start.
SA-Denis stated that Brake Switch is now its disable and always off unless it's manually tuned back on.
SA-Denis stated that C knows all that and SA-Denis went over that with C.

Call ended mutually.

✓ Created By: Younes Kassemi (10/23/2017 1:22 PM)
**RCAS-YK was unable to Datanet the Case.

Created By: L R (10/20/2017 7:37 PM)
CRR-LR VERIFIED Account Info including: C's name, home address, phone# & best contact#
CRR-LR VERIFIED VEH Info including: VIN#
CRR-LR CHECKED for open recalls/campaigns and found: 0
CRR-LR CHECKED for previous UNRELATED Cases and found: 0
CRR-LR CHECKED previous RELATED Cases and found: 0

CRR-LR NOTED concern is: VEH concern

C stated C was driving on highway and sensors went off informing C there was something in front of VEH
C stated VEH jolted to stop and C continued to drive
C stated C took VEH to closest DLR for diagnosis immediately after
C stated DLR turned off all sensors but could not find source as to why sensors randomly went off
C stated C no longer feels safe in VEH and would like NNA to further instigate concern

CRR-LR provided case #[redacted]

CRR-LR informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day October 23rd regarding the C concern

C understood and appreciated the assistance

Best Contact #:[redacted]

Call ended mutually

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]	BRAKES	INTELLIGENT BRAKE ASSIST (IBA)	POOR OR IMPROPER OPERATION	26	10/27/2017	YX	AD	328000	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Younes Kassemi, 10/25/2017 12:54 PM	10/25/2017

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [54] | Case Categorizations [1] | Forms [1]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Kalia Johannes
Contact Email		Type	CA
Home Phone	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	1/5/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/23/2017 2:48 PM
Social Media Involvement		Date/Time Closed	1/4/2018 2:40 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Lorain	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	1		
Description	Consumer Affairs voluntary repurchase due to 1 visit and 70 days out of service for Forward Emergency Braking activating on train tracks		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	Legend Nissan
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	1,000	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	1	RHR Started	11/21/2017
IIR Date		RHR Completed	11/22/2017
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN8AT2MV4HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	LEGEND NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	Customer Contact
Shared With		Requested Dealer Action	Please review.

Bluetooth

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

Related Items

Approved Check Requests	$34,141.41	Goodwill Offered	
		VCAN	
		Goodwill Processed	0
		Vehicle Service Contract	
		VSC Reprint Request	Email

Contact Name [redacted]

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] [redacted] VIN: JN8AT2MV4H[redacted]	Root Cause	
Created By	Anshroop Sidhu, 10/23/2017 2:48 PM	Root Cause Code	SCSV
Last Modified By	NNAETL, 9/18/2019 9:24 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	880		
Action Code	NT5F		
What action was taken?	5F Voluntary NNA Trade/Repurchase - NNA Inventory - 1 veh		

Agent Comments

Agent Comments	#FEB case. #RHR. #DTS. Confirm DTS inspection time and date.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
1/4/2018 2:40 PM	Kalia Johannes	Changed **Status** from Open to **Closed**.
		Closed.
1/2/2018 4:19 PM	Kalia Johannes	Changed **Follow Up Date** from 1/2/2018 to **1/5/2018**.
1/2/2018 3:47 PM	Kalia Johannes	Changed **Description**.
12/28/2017 4:20 PM	Kalia Johannes	Changed **Follow Up Date** from 12/28/2017 to **1/2/2018**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Kalia Johannes (1/4/2018 2:39 PM) ARBS-KJ emailed c and advised that the checks were received. ARBS advised checks are being overnighted to Morley and the case transmitted to them as well. ARBS advised c should hear from Morley within a week to schedule the surrender. ARBS closing case.
	Created By: Kalia Johannes (1/4/2018 2:39 PM) ARBS-KJ noting Morley case info: Vendor Case Number [redacted] Morley FedEx Shipment [redacted]
	Created By: Kalia Johannes (1/2/2018 4:18 PM) ARBS-KJ sent email to c and advised that the check requests and that once the checks are received and the case has been transmitted to Morley, ARBS will update c.
	Created By: Kalia Johannes (1/2/2018 4:17 PM) ARBS submitted check requests.
	Created By: Kalia Johannes (1/2/2018 3:47 PM) IIR- FEB- EST
	Created By: Kalia Johannes (12/21/2017 2:35 PM) ARBS-KJ received signed repurchase offer and attached to case. ARBS advised c of the time line due to holiday shut down, ARBS cannot submit check requests until 1/2/17. C understood and call ended mutually.
	Created By: Kalia Johannes (12/21/2017 2:33 PM) ARBS-KJ spoke with c on [redacted] and advised signed offer has not been received. C stated [redacted] sent it, ARBS advised not received, last ARBS has was outbound email to c on Monday. C understood and asked ARBS to resend the blank one and c would have c's wife resend it. ARBS thanked c and call ended mutually.
	Created By: Kalia Johannes (12/13/2017 10:58 AM) ARBS-KJ called C on [redacted] and spoke with c. ARBS advised that ARBS got the updated info from NMAC and asked if c was going to the dlr to get the POP to show c paid additional cash down? C advised c is not currently but if c gets it later can a separate check be issued? ARBS advised that should not be a problem once the documentation c provides is reviewed and approved. C understood. ARBS advised would update the offer letter with the new payment and updated payoff. C understood and call ended mutually.
	Created By: Kalia Johannes (12/13/2017 10:56 AM) Lease Repurchase Down Payment $709.56 Additional Payments $1,200.00

Total Amounts Paid $1,909.56

Less Usage (No usage in NY under 12,000) $0.00

Total Deductions $0.00

Total Refund $1,909.56
Lease Buyout/Payoff $32,231.85

Total Repurchase $34,141.41

Created By: Kalia Johannes (12/13/2017 10:32 AM)
ARBS-KJ called NMAC and spoke with Amanda in Lease Services.
ARBS asked for the most recent payment info and updated payoff. ARBS provided account number.
Amanda provided:

Account#: [redacted]
$32,231.85 good until 12/16/17
$400.00 payment made on 12/11/17

ARBS thanked Amanda and call ended mutually.

Created By: Kalia Johannes (12/13/2017 10:16 AM)
ARBS-KJ received an email from c advising that c's husband is trying to call ARBS and the line is only ringing and requesting a call to Mr. C on [redacted]
***
ARBS-KJ called c on [redacted] and spoke with Mr. C.
C stated that c tried to call the number ARBS called c from and it only rings. ARBS understood and advised that number goes to an automated switchboard ARBS believes that only routes outbound calls.
ARBS advised ARBS direct line is in the email ARBS sent but that ARBS can provide it over the phone if c has a pen? C stated c does not have a pen. ARBS advised that ARBS can send another email with the phone #.
C advised ARBS to hang on.
C talked with someone in the background then put ARBS on speaker and asked ARBS to provide the number.
ARBS provided [redacted]
C understood.
ARBS advised that if ARBS is on the other line or away from ARBS desk c can also send an email as ARBS may have ARBS laptop.
C understood and thanked ARBS.
C stated that c just made a December payment and c wants that included. ARBS advised ARBS can verify that and update the letter. C understood. C stated that c also paid over $800 when c got the veh. ARBS advised refers to the amount paid in case in section 4 of the contract. ARBS advised if c has proof of payment of another amount, ARBS would be happy to review it. C understood and advised c would go to the dlr and get a copy of what c paid.
ARBS understood.
Call ended mutually.

Created By: Kalia Johannes (12/12/2017 2:10 PM)
ARBS-KJ made outbound call to c on [redacted] and spoke with c's husband Anthony Crumb.
ARBS advised has completed the calculations and is putting together the repurchase offer letter for c.
C understood.
ARBS asked for preferred email to send the offer letter to. C provided:
[redacted]hotmail.com
ARBS advised would send the offer and if c has any questions about the offer c can feel free to reply to the email.
C understood and asked what happens after that?
ARBS advised if c accepts, c will sign and return the offer letter and ARBS will request the c's reimbursement check and the lien holder payoff check.
ARBS advised once those are received from accounting within 2-3 business days, the checks are sent overnight to Morley and that is the third party vendor that schedules the surrender.
C understood.
ARBS advised Morley contact's c within a week of receiving the case to schedule the surrender.
C understood and advised that the veh is still at the dlr. ARBS understood but advised that c will have to complete paperwork to receive c's check and for NNA to obtain the title.
C understood.
C asked and what if c wants to switch models?
ARBS advised that NNA can offer a VPP plan A so that c can purchase or lease a different model.
C thanked ARBS and call ended mutually.

Created By: Kalia Johannes (12/12/2017 2:03 PM)
ARBS noting repurchase calculations:

Lease Repurchase
Down Payment $709.56
Additional Payments $800.00

Total Amounts Paid $1,509.56

Less Usage (No usage in NY under 12,000) $0.00

Total Deductions $0.00

Total Refund $1,509.56
Lease Buyout/Payoff $32,631.85

Total Repurchase $34,141.41

Created By: Kalia Johannes (12/8/2017 7:47 AM)
ARBS received registration and attached to case.

Created By: Kalia Johannes (12/5/2017 4:02 PM)
Below is the payment/payoff information that you requested.

SR# 1[redacted]
Account#: [redacted]
Customer: [redacted]
Payoff amount is $ 32631.85 good thru 12/16/2017
Payments received 3
Payment amount $ 399.99
Recent payment received on 11/14/2017 in the amount of $400.00

Copy of Contract, Payment History and Title are attached. The account is/is not SOC eligible.

Created By: Kalia Johannes (12/5/2017 4:01 PM)
ARBS received pictures of the veh but no registration.
ARBS sent email to SM-Vinny requesting the registration as well.

Created By: Kalia Johannes (11/29/2017 3:29 PM)
ARBS sent email request to dlr for the pictures of veh and registration.

Created By: Kalia Johannes (11/29/2017 3:28 PM)
ARBS-KJ called dlr on 5164968181 and spoke with Ken in service.
ARBS requested the pictures of the veh, one of each side on the outside and one of each row inside as well as a picture of the current veh registration be sent to ARBS as c is interested in the repurchase of the veh.
Ken understood and advised ARBS to email the request to vgianni@legendnissan.com
ARBS agreed and all ended mutually.

Created By: Kalia Johannes (11/29/2017 3:17 PM)
ARBS sent request to NMAC for c's info.

Created By: Kalia Johannes (11/29/2017 3:14 PM)
ARBS-KJ made outbound call to c on [redacted] and spoke with c's husband Anthony Crumb.
ARBS advised has received c's case and ARBS advised was calling to discuss it with c.
C understood.

ARBS advised that NNA engineering is working on the software update that will resolve the concern. ARBS advised that the repair is coming though ARBS does not have an exact ETA available yet.
C understood. ARBS advised if c would be willing to wait for the repair and stay in the loaner veh ARBS can look at offering c a cash settlement.
C stated absolutely not. C advised c does not want this veh anymore. C stated in fact c has been a NNA owner for 15 years and that c does not know that c wants to stay with the company anymore. C advised c has already consulted an attorney and c advised c is going through the motions as instructed by the attorney. C advised that c wants to know what c's options are before retaining the attorney.
ARBS understood and advised that c has the settlement offer available.
ARBS advised that ARBS can look at repurchasing or replacing the veh. C asked what part of what c said ARBS did not understand? C stated c does not want another Rogue.
ARBS understood.
ARBS advised can look at what a repurchase will look like for c, that it goes by the state guidelines with refund for down payment and additional payments minus deductions for things like usage, negative equity, etc.
C asked what happens if c does not like the offer?
ARBS advised ARBS cannot offer the settlement and the repurchase.
ARBS advised NNA follows the state guidelines and if c is not satisfied with the outcome, c can take any action c deems necessary.
C stated fine and asked how long the process takes, a day or two?
ARBS advised will request the information needed on the veh from NMAC and request the pictures of the veh and copy of the registration from the dlr as the veh is down at the dlr.
ARBS advised will perform the calculations and will contact c back next week with any updates.
C stated fine. ARBS advised beginning to end the repurchase process takes about 4-6 weeks but that holiday shutdown in December may cause additional delay.
C stated that this process is ridiculous. C advised c is not going to continue to make payments on the veh. ARBS advised that is c's decision but that c can damage c's credit and NNA cannot fix it for c and if the veh is repossessed NNA cannot repurchase it from c.
C stated why would c continue to make payments on a veh c does not have? ARBS advised c signed a legal and binding contract with NMAC which is a separate entity and c promised to pay. ARBS advised NNA ARBS cannot state that c does not have to pay.
C stated fine, but c's attorney said c does not have to pay the payments according to the attorney c spoke with.
ARBS advised c may take whatever counsel c prefers into consideration but again NNA will not be able to assist with the consequences.
C stated c would speak with ARBS next week and ended the call.

Created By: Kalia Johannes (11/28/2017 10:56 AM)
ARBS-KJ taking ownership of case to attempt to settle.

Created By: Kalia Johannes (11/28/2017 8:27 AM)
ARBS-KJ noting summary:

State: NY
Veh acquired: New lease
In Service Date 9/17/2017

1 v for FEB activating on train tracks, malfunction light comes on -
1 @ 1,484 miles - No repairs made yet, c in a loaner veh

ARBS notes 35 days out of service with open RO.

Created By: Kalia Johannes (11/28/2017 8:26 AM)
ARBS-KJ noting the following repair history review:

10/25/17 @ 1,484 Miles, [redacted] - Days Down: 35+
CONCERN:
1. C/s check braking system, FEB activates when crossing train tracks and light on console comes on.
ACTION:
1. No repairs, veh down, c in a long term loaner

Created By: Kalia Johannes (11/28/2017 8:23 AM)
ARBS-KJ made outbound call to dlr on [redacted] and spoke with SA-Kenneth, the SA on the RO as the SM is not available.
SA advised that the veh is down and the c is in a long term loaner but that c has decided c does not want the veh because there is no ETA on a repair. SA advised that the DTS-KM advised last week that there is still no update from engineering. SA stated that c has been advised that there is no update yet.
ARBS understood and thanked SA, call ended mutually.

Created By: Markita Scott (11/27/2017 9:09 AM)
RCAS-MS placed outbound call to Customer at [redacted] on 11/27/2017 at 9:05am.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS stated that RCAS-MS wanted to reach out regarding the repurchase request that Customer initiated.
RCAS-MS stated that there has not been a decision rendered in the case at this time.

Customer understood.

✓ RCAS-MS stated that the next follow up will take place 11/30/2017.

Customer understood.

RCAS-MS asked Customer if Customer has any questions at this time.

Customer declined.
Customer thanked RCAS-MS.

Call ended mutually.

Created By: Markita Scott (11/22/2017 1:30 PM)
RCAS-MS placed outbound call to Customer at [redacted] on 11/22/2017 at 1:19pm.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS stated that RCAS-MS is waiting to hear back from DTS-KM regarding an inspection date and time.
RCAS-MS stated that RCAS-MS should have an update on the date and time on 11/27/2017.

Customer understood.
Customer confirmed that Customer is going to be without vehicle for another 3 weeks.

RCAS-MS stated that the repurchase request is a process that takes up to 10 business days.
RCAS-MS stated that the decision could be rendered in the case as soon as 11/24/2017 or as late as 12/05/2017.

Customer stated that Customer is wondering about the inspection.
Customer stated that it will take that long for the vehicle to get repaired.

✓ RCAS-MS stated that the inspection is not going to initiate repairs on the vehicle.
RCAS-MS stated that the inspection is completed so that the DTS in the area can report findings to NNA Engineering.
RCAS-MS stated that until an update is provided from that level, a repair cannot be completed on Customer's vehicle.

Customer stated that Customer's vehicle qualifies for lemon law as of 11/25/2017.

RCAS-MS stated that RCAS-MS is not at liberty to discuss the lemon law of Customer's state with Customer.
RCAS-MS stated that the review is based on the state law but RCAS-MS cannot provide Customer with any insight on whether or not RCAS-MS believes the case will qualify.

Customer understood.
Customer stated that Customer guesses that Customer is just waiting.
Customer confirmed the follow up date being 11/27/2017.

RCAS-MS confirmed.

Customer thanked RCAS-MS.

Call ended mutually.

Created By: Nicki Barror (11/22/2017 10:32 AM)
DRTS received the RHR. The RHR was assigned to ARBS Kalia Johannes for review.

Created By: Markita Scott (11/22/2017 10:26 AM)
RCAS-MS received e-mail from SM-Vinny with the following:

✓ -Vehicle has FEB concerns.
-Vehicle has been down since 10/25/2017.
-Customer is currently in a loaner vehicle.

✓ **Created By: Markita Scott (11/22/2017 7:12 AM)**
RCAS-MS sent e-mail to SM-Vinny on 11/22/2017 at 7:11am requesting copy of the open repair order on vehicle and informed SM-Vinny that Customer has requested a buyback at this time.

✓ **Created By: Markita Scott (11/21/2017 9:36 AM)**
RCAS-MS placed outbound call to Customer at [redacted] on 11/21/2017 at 9:07am.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS confirmed that Customer has not retained an attorney at this time.

Customer confirmed.

RCAS-MS stated that RCAS-MS understands that Customer has spoken with ARBS regarding the inspection that should have been set up but Customer declined further assistance at that time.

Customer stated that ARBS wasn't trying to get an inspection set up.
Customer stated that ARBS was asking Customer a bunch of questions.
Customer stated that RCAS-MS told Customer that an inspection would be completed a week following the case first opening.

RCAS-MS expressed understanding.
RCAS-MS stated that RCAS-MS did provide Customer that information as that is the typical timeframe that it takes for an inspection to be set up.
RCAS-MS stated that RCAS-MS was out of the office for two weeks so RCAS-MS was unable to follow up and provide updated information to Customer.
RCAS-MS stated that ARBS would have set the inspection up for Customer's vehicle.

Customer stated that ARBS wasn't trying to do that.
Customer stated that this is all so ridiculous.
Customer stated that it has been a month and nothing has happened with case.

RCAS-MS apologized for the delay in Customer's case.
RCAS-MS stated that the next step would be to get the inspection set up.

Customer stated that Customer wants Customer's money back so Customer can get a different vehicle.
Customer stated that Customer has been a long time Nissan Customer and this is how Customer gets treated.

RCAS-MS expressed understanding.
RCAS-MS informed Customer that the process takes about 10 business days and is not guaranteed.
RCAS-MS informed Customer that Nissan reviews Customer's repair history as it relates to Customer's states lemon law to determine if NNA is in a position to repurchase or replace the vehicle.

RCAS-MS asked Customer the following questions:
Why do you want to return the vehicle to Nissan North America?
The vehicle is not safe and there is no fix for the concern.

Where is the vehicle currently?
Legend Nissan.

Where was the vehicle purchased?
Legend Nissan.

Was it purchased new or used?
Leased New.

Where is the vehicle serviced?
No service yet.

Has the vehicle been taken to multiple Nissan dealers?
No.

RCAS-MS stated that RCAS-MS will be Customer's point of contact throughout the review process and will follow up with Customer every third business day until a decision is rendered.

Customer stated that this is going to go into the middle of December now.

RCAS-MS stated that a decision should be rendered by the first full week in December.

Customer understood.
Customer stated that Customer guesses that there is nothing that Customer can do.
Customer asked RCAS-MS how the buyback process works once the process gets started.

RCAS-MS stated that RCAS-MS is not in the department that completes the reviews for the buybacks.
RCAS-MS stated that RCAS-MS cannot go into detail exactly what happens once the case is taken over, if the case gets taken over.

Customer understood.
Customer stated that on top of everything, Customer never stated that Customer was getting an attorney.

RCAS-MS understood.
RCAS-MS stated that RCAS-MS is not in the position to debate the specifics of the conversation that took place between ARBS and Customer.
RCAS-MS stated that RCAS-MS's goal is to get the case moving forward for Customer.

Customer understood.

RCAS-MS stated that RCAS-MS will follow up with Customer with inspection date and time on 11/22/2017.
RCAS-MS stated that following that date, the next follow up regarding the repurchase review will be on 11/27/2017.

Customer understood.
Customer stated that Customer will wait to hear from RCAS-MS.

Call ended mutually.

Created By: Dakota McGregor (11/21/2017 8:43 AM)
✓ ARBS notes that C is seeking RHR, and has refused IIR process

ARBS transferring case to RCAS for further handling

Created By: Riley Nabert (11/21/2017 8:29 AM)
CRR-RN VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-RN CHECKED for open recalls/campaigns and found: 0
CRR-RN CHECKED for previous UNRELATED Case(s) and found: 0
CRR-RN CHECKED previous RELATED Case(s) and found: 0
CRR-RN NOTED concern is: CONTACT INQUIRY
CRR-RN received inbound call from C

C stated C was wanting to check in regarding case

CRR-RN stated C has retained an attorney which CRR-RN could not speak regarding cause due to

C stated an agent the other day stated the same thing and C does not know where that is coming from
C stated C told ARBS-DM that C would go speak with an attorney after the 30 day mark to see what C rights and options are
C stated C was told by DLRSHP that NNA would instead purchase back the VEH and give C the money to get a new VEH
C stated C does not know where this is coming from C has not retained an attorney at this time

CRR-RN stated CRR-RN would look into to see where this information was provided

C stated this is all getting ridiculous with NNA as C was promised to have an inspection done and that has not been done
C stated C needs this situation rectified so C can go purchase a new VEH since C is going out of town for the holiday
C stated C does not like the loaner VEH C has now as the VEH does not have navigation and this is not how C should be treated

CRR-RN asked to place C on hold to see what could be done

C agreed

CRR-RN spoke to SCRR-DB regarding concern and SCRR-DB stated that all that could be done is C sends in a letter of non-representation and CRR-RN could email ARBS-DM advising of C calling and in being very upset
CRR-RN went back on call and advised C that all that could be done is document C calling in and emailing ARBS-DM regarding C contact
CRR-RN advised C that the C retaining an attorney was from a conversation on 11/17/2017 with ARBS-DM stating C will be retaining an attorney against NNA

C stated C did not state that and all that C stated was C would speak with an attorney after 30 day period
C repeated all information stated prior regarding VEH
C stated C should not be treated like this as a consumer and C should not be having to put all this effort in since the concern is a known concern to NNA

CRR-RN apologized and advised all that could be done is an email to ARBS-DM

C repeated same information as earlier
C asked for ARBS-DM phone number

CRR-RN apologized to C but CRR-RN does not have that phone number

C stated it was a waste of time to speak with CRR-RN
****
C disconnected call

Created By: Jeremy Angelini (11/20/2017 2:33 PM)
CRR-JA VERIFIED Account Info including: C's name, home & email address, phone# & best contact#

CRR-JA received inbound call from C

C stated that C would like an update on the status of C's case

CRR-JA informed C that C retained an attorney and so NNA-CA can no longer work directly with C

C stated that C never indicated that C had retained an attorney
C stated that C only threatened to hire a lawyer if 30 days passed and C had no resolution
C stated that C just wants to go the DLR tomorrow and have the DLR buy back the VEH so C can get a new one
C stated that C needs CRR-JA's go ahead for this

CRR-JA informed C that this matter is way out of the scope of this office, and if C is still willing to work directly with NNA-CA, CRR-JA can get C a call back from the case manager, the ARBS

C stated that C does not like that C has to wait, but if that is the only means of further discussing this case, C would be willing

CRR-JA informed C that ARBS-DM should contact the C by close of business day November 21, 2017 regarding the C's concern

Best Contact #[redacted]

Call ended mutually

Created By: Markita Scott (11/20/2017 1:49 PM)
*** [Added after the case is closed.] ***
RCAS-MS noting that per case notes, Customer has retained attorney.

RCAS-MS noting no further contact with Customer taking place.

Created By: Markita Scott (11/20/2017 1:48 PM)
*** [Added after the case is closed.] ***
RCAS-MS received VMX from Customer on 11/20/2017 at 9:19am and 1:26pm inquiring of the status of Customer's vehicle.

Created By: Markita Scott (11/17/2017 11:50 AM)
*** [Added after the case is closed.] ***
RCAS-MS forwarded information to ARBS for further case handling should it be needed.

Created By: Markita Scott (11/17/2017 11:49 AM)
*** [Added after the case is closed.] ***
RCAS-MS received VMX from Customer on 11/17/2017 at 10:29am that Customer wants RCAS-MS to contact Customer back because Customer wants information regarding inspection on vehicle.

Created By: Dakota McGregor (11/17/2017 10:40 AM)
CASE CLOSING SUMMARY

ARBS notes C refused assistance and is retaining an attorney

ARBS closing case

Created By: Dakota McGregor (11/17/2017 10:39 AM)
ARBS reviewed case with SRPLNR FD
ARBS to take no further action on case

Created By: Dakota McGregor (11/17/2017 10:31 AM)
ARBS placed outbound to C[redacted]
ARBS verified C had time to speak to ARBS
ARBS attempted to complete probe
C refused to complete or start probe

C states that C is unhappy with rental/ loaner veh provided
C states is unhappy with situation
C states that C has previously been a good customer with Nissan, and is not considering continuing the business relationship
C states that Cs veh has already been at the Dealership for over a month
C states a previous representative already promised C an inspection
C states that C has been speaking to a lemon law attorney and will be retaining the attorney against Nissan

ARBS provided C the address for Cs attorney to send in a letter of representation, and informed that ARBS/RCAS would not be able to further correspond on Cs case
ARBS informed that all correspondence would need to go through Cs attorney
C understood
ARBS thanked C for time
C thanked ARBS
Call ended mutually

Created By: Dakota McGregor (11/17/2017 10:06 AM)
[redacted] ARBS placed outbound to C
ARBS spoke to Mr.[redacted]
C informed for ARBS to call back in 10 minutes
Call ended mutually

Created By: Dakota McGregor (11/17/2017 10:02 AM)
ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE
****

Created By: Samantha Dixon (11/16/2017 11:26 AM)
Vehicle concerns-Forward Emergency Braking

Created By: Markita Scott (11/16/2017 8:51 AM)
RCAS-MS noting that per previous process, Customer was placed in long term loaner vehicle.

RCAS-MS noting that IIR being submitted to have inspection set up with oversight of appropriate department.

Created By: Janisha Wilkerson (11/10/2017 10:17 AM)
SRCAS-JW is documenting that there are no further updates at this time and RCAS-MS is waiting on further direction from Region

Created By: Janisha Wilkerson (11/3/2017 8:00 AM)
SRCAS-JW is noting that no update provided by TL-GD at this time.

Created By: Markita Scott (10/31/2017 11:47 AM)
RCAS-MS noting that no update provided by TL-GD at this time.

RCAS-MS moving follow up date to 11/03/2017 for Customer contact to be made.

Created By: Janisha Wilkerson (10/27/2017 11:16 AM)
SRCAS-JW is moving case follow up pending further direction from Region at this time

Created By: Janisha Wilkerson (10/27/2017 11:15 AM)
SRCAS-JW called dlr spoke to SA Nancy who stated the C is in a rental as of the 25th and the C's vehicle is there at the dlr at this time

Created By: Markita Scott (10/24/2017 3:14 PM)
RCAS-MS placed call back to Customer to provide direct contact information and hours that RCAS-MS is in office.

Created By: Markita Scott (10/24/2017 3:14 PM)
RCAS-MS VERIFIED C's name, mailing address, e-mail, phone #, vehicle
RCAS-MS CHECKED for open recalls/campaigns and found: None
Previous UNRELATED Case(s) Found: None

Previous RELATED Case(s) Found: None
RCAS-MS ADVISED "This call may be recorded for quality and training purposes."

RCAS-MS placed outbound call to Customer's husband, Anthony Crumb, at [redacted] on 10/24/2017 at 2:53pm.

RCAS-MS stated that RCAS-MS is Customer's Regional Consumer Affairs Case Manager and in short, that means that RCAS-MS is Customer's point of contact with Nissan Corporate regarding Customer's concerns or questions with vehicle or DLR.
RCAS-MS confirmed Customer's concern.

Customer agreed.

RCAS-MS asked Customer where the vehicle is currently located.

Customer stated that Customer is driving the vehicle.

RCAS-MS asked Customer how many times the event has occurred where the vehicle stopped.

Customer stated that the FEB has activated 8-10 times.

RCAS-MS asked Customer to describe exactly what happens when the event occurs.

Customer stated that Customer's wife drives the vehicle but whenever the vehicle crosses the train tracks and the vehicle comes to a stop without the brakes being applied.
Customer stated that in the middle of the console, it reads, "Warning, Malfunction."
Customer stated that the DLR indicated that Nissan is aware of the concern and that there is nothing that the DLR can do.
Customer stated that the DLR told Customer to just turn off the feature while driving.

RCAS-MS understood.
RCAS-MS stated that RCAS-MS has contacted SM-Vinny at the DLR and requested that Customer be able to pick up a loaner vehicle during this time.
RCAS-MS stated that Customer should be able to obtain a loaner vehicle by 10/25/2017.

Customer understood.

RCAS-MS stated that the concern is being addressed at a higher level due to the nature of the concern.
RCAS-MS stated that RCAS-MS will make contact with DTS-KM regarding concern and see if an inspection can be set up for vehicle.

Customer understood.
Customer stated that Customer will be out of town from 11/01/2017 through 11/06/2017.

RCAS-MS understood.
RCAS-MS stated that RCAS-MS will follow up with Customer with additional information once RCAS-MS has it.

Customer thanked RCAS-MS.

Call ended mutually.

✓ **Created By: Markita Scott (10/24/2017 2:37 PM)**
RCAS-MS sent follow up e-mail to SM-Vinny on 10/24/2017 at 2:37pm requesting information on vehicle.

✓ **Created By: Markita Scott (10/23/2017 5:08 PM)**
RCAS-MS sent e-mail to SM-Vinny on 10/23/2017 at 5:07pm requesting information on vehicle and inquiring if Customer is in a loaner vehicle.

Created By: Anshroop Sidhu (10/23/2017 2:53 PM)
CRR-AS <VERIFIED> Account Info including: C's name, home & email address, phone# & best contact#
CRR-AS VERIFIED VEH Info including: VIN#, Current Mileage
CRR-AS CHECKED for open recalls/campaigns and found: 0
CRR-AS CHECKED for previous UNRELATED Case(s) and found: 0
CRR-AS CHECKED previous RELATED Case(s) and found: 0
CRR-AS received an inbound call from C

C stated drive over the train tracks and the truck automatically break itself
C stated C went to the DLR and C was told that NNA is working on it and they don't have a fix for it
C stated DLR suggested C to turn off the brake when C start the VEH but C want to know for how long C have to do it
C stated someone almost rear ended C's wife because of that

CRR-AS asked C what would C like NNA to assist C with

C stated C would like the problem fixed

CRR-AS told C that CRR-AS is not sure if there is a fix for it yet or no but asked C if C would like to be contacted by an RACS

C stated yes

CRR-AS provided the case# [redacted]
CRR-AS informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day October 24, 2017 regarding the C concern

C understood and appreciated the assistance

Best Contact #: [redacted]

Call ended mutually

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]	BRAKES	ANTI-LOCK BRAKE SYSTEM	POOR OR IMPROPER OPERATION	04	10/23/2017	YX	AD	118500	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Markita Scott, 11/16/2017 8:58 AM	11/16/2017

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [29] | Case Categorizations [1] | Forms [1]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Brandon Johnson
Contact Email	[redacted]	Type	CA
Home Phone	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	12/15/2017	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/24/2017 1:12 PM
Social Media Involvement		Date/Time Closed	12/12/2017 3:32 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	IIR- FEB- EST		

Call Script

Who contacted us?	Dealer	Vehicle Maintained Location	Nissan 112 Sales Corp
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	5,000	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	1	RHR Started	
IIR Date		RHR Completed	
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN8AT2MV6HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29417	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	NISSAN 112 SALES CORP	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	11/6/2017
Responsible District	07	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	Please review.

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 [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date		[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] [redacted] VIN: JN8AT2MV6H[redacted]	Root Cause	
Created By	Markita Scott, 10/24/2017 1:12 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/13/2018 10:34 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	903		
Action Code	NT8G		
What action was taken?	8G Provided Other Information		

Agent Comments

Agent Comments	#FEB . Pending direction from TL-GD.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
12/12/2017 3:32 PM	Brandon Johnson	Changed **Status** from Open to **Closed**. **Closed.**
12/8/2017 8:48 AM	Brandon Johnson	Changed **Follow Up Date** from 12/8/2017 to **12/15/2017**.
11/29/2017 7:36 AM	Brandon Johnson	Changed **Follow Up Date** from 12/7/2017 to **12/8/2017**.
11/13/2017 10:11 AM	Brandon Johnson	Changed **Follow Up Date** from 11/13/2017 to **12/7/2017**.

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Case Comments

New

Case Comments Help

Public	Comment
✓	**Created By: Brandon Johnson (12/12/2017 3:32 PM)** ARBS closing C's case as NNA found no manufacturer's defects on C's veh.
✓	**Created By: Brandon Johnson (12/12/2017 3:30 PM)** ARBS placed outbound call to C [redacted] @ # [redacted] ARBS stated that NNA had a resolution on C's case. ARBS stated that NNA found no manufacturer's defects on C's veh. C understood and call ended.
✓	**Created By: Brandon Johnson (12/12/2017 3:22 PM)** ARBS attached PL resolution email, PL resolution letter and Fedex label. ARBS sent PL resolution letter to C via Fedex. Tracking #: 7709-7482-2330.
✓	**Created By: Brandon Johnson (12/8/2017 8:48 AM)** ARBS emailed PL for an update on PL resolution. ARBS setting case for 12/15/2017 to wait for PL resolution.
✓	**Created By: Brandon Johnson (11/29/2017 7:34 AM)** ARBS received email from DTS-KM stating that the IIR had been uploaded to the FTP site. ARBS setting case for 12/8/2017 to wait for PL resolution.
✓	**Created By: Brandon Johnson (11/13/2017 10:11 AM)** ARBS setting case for 12/7/2017 for inspection to be completed.
✓	**Created By: Brandon Johnson (11/13/2017 10:08 AM)** ARBS emailed DLR SM-Mohamed Khan via email: [redacted] ARBS stated that NNA had an inspection with the DTS on 11/28/2017 at 10 AM EST. ARBS stated for SM to have a lift and a technician available for the below inspection.
✓	**Created By: Brandon Johnson (11/13/2017 10:03 AM)** ARBS placed outbound call to DLR-NISSAN 112 SALES CORP @ # [redacted] and spoke with DLR secretary. ARBS stated that ARBS wanted to make SM aware of an inspection date and time. Secretary took down ARBS information and stated that SM-Mohamed Khan would contact ARBS back. ARBS understood and call ended.
✓	**Created By: Brandon Johnson (11/13/2017 9:56 AM)** ARBS placed outbound call to C [redacted] @ # [redacted] ARBS stated that ARBS had an inspection date and time set for 11/28/2017 at 10:00 AM EST at DLR-NISSAN 112 SALES CORP. C understood and ARBS stated that after inspection was completed NNA had two to four weeks to review the inspection report. C understood and ARBS stated that ARBS would contact C back when ARBS had further information for C. Call ended.
✓	**Created By: Brandon Johnson (11/10/2017 8:19 AM)** ARBS emailed DTS-KM for an update on the date and time for C's veh inspection.

ARBS setting case for 11/13/2017 for ARBS to wait for a date and time.

✓ **Created By: Brandon Johnson (11/8/2017 9:29 AM)**
ARBS submitted DTS request.

Created By: Brandon Johnson (11/8/2017 9:27 AM)
ARBS placed outbound call to C[redacted] @ #[redacted]
ARBS stated that ARBS would need 15-30 minutes of C's time to complete probe.
C agreed and ARBS completed probe questions.

ARBS asked for C to explain the concern that occurred on C's veh.

C/s that C was driving back into the parking lot of C's work on 1 Cannon Park in Melville, NY.
C/s that C was going around 15 mph.

C/s that a red collision warning light comes on for couple of seconds.
C/s that the veh started to brake on its own.

C/s that the concern had happened once before when C first got the veh.
C/s that C did not impact anything but C felt that the sensors on C's veh were not operating correctly.

✓ ARBS stated that NNA would like to send an inspector to look at C's veh.
ARBS stated that the NNA IIR process was a six to eight week long process.
ARBS stated it could be two to four weeks before NNA could get an inspector out to look at C's veh.
ARBS stated that after inspection was completed NNA had two to four weeks to review the inspection report.
ARBS stated that during NNA IIR inspection process NNA did not cover rental, storage, or towing fees.
ARBS stated if C did incur those fees and NNA found some type of manufacturer's defect on C's veh, NNA could reimburse C for those fees.
ARBS stated that no repairs could be done to C veh before inspection was completed.

C understood and C/s that DLR had C in a loaner veh and C did not want to be charged.
ARBS stated that was something that C would have to take up with the DLR.
ARBS stated that NNA had no control over the rental of loaner vehs that were owned by DLR.

C understood and C agreed to inspection.
ARBS understood and ARBS stated that ARBS would contact the inspector for a date and time of inspection.
ARBS stated that ARBS would contact C back with that information on ARBS had that information.
C understood and call ended.

✓ **Created By: Brandon Johnson (11/8/2017 8:56 AM)**
ARBS received vmx from C.

✓ **Created By: Brandon Johnson (11/8/2017 8:44 AM)**
ARBS setting case for 11/9/2017 for ARBS to follow up with C.

Created By: Brandon Johnson (11/8/2017 8:43 AM)

✓ [redacted]

ARBS-BJ called customer no answer was made ARBS left a message stating name and number for C to call ARBS back at[redacted] vmx ended.

✓ **Created By: Brandon Johnson (11/8/2017 8:41 AM)**
**********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********

Created By: Samantha Dixon (11/7/2017 7:24 AM)
Vehicle concern-Forward Emergency Braking/ and Warning light on dash appeared

C requests vehicle to be repaired

✓ **Created By: Janisha Wilkerson (11/6/2017 4:54 PM)**
SRCAS-JW data net the case

Created By: Janisha Wilkerson (11/6/2017 4:53 PM)
Vehicle concern-Forward Emergency Braking

Created By: Janisha Wilkerson (11/6/2017 4:52 PM)
SRCAS-JW will wait on further detail from dlr and Region at this time for status update

PREVIOUS RELATED CASE:
PREVIOUS UNRELATED CASE:
CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES and Found:
VERIFIED C's name, address, phone number, email
Best Contact:[redacted]
SRCAS-JW informed C that the call may be recorded for training and quality purposes
✓ SRCAS-JW called C at[redacted]
C stated that C is in a loaner vehicle
C stated that C is experiencing the warning light appearing on the dashboard for the forward collision
C stated C has had the veh for about 3 months
C stated that the veh also braked on its own
SRCAS-JW completed the IIR to be submitted
SRCAS-JW informed C that the dlr will be following up with C and if there are any status updates
SRCAS-JW provided C with SRCAS-JW contact number
C thanked SRCAS-JW
Call ended mutually

Created By: Jeremy Angelini (11/6/2017 10:53 AM)
CRR-JA VERIFIED Account Info including: C's name, home & email address, phone# & best contact#

CRR-JA received inbound call from C

C stated that C has been trying to get a callback from RCAS
C stated that C is only reached at[redacted]

CRR-JA informed C that CRR-JA will try to get C a call back no later than tomorrow, November 7, 2017

C understood and appreciated the assistance

CRR-JA asked if there was anything else with which CRR-JA could assist C

C declined

Best Contact #[redacted]

Call ended mutually

✓ **Created By: Janisha Wilkerson (11/3/2017 8:43 AM)**
SRCAS-JW sent email to SM Mo and OLM-Raquel in regard to concern-waiting on response

✓ **Created By: Janisha Wilkerson (11/3/2017 8:26 AM)**
SRCAS-JW sent C an email to return call back to RCAS-MS to discuss case

✓ **Created By: Janisha Wilkerson (11/3/2017 8:24 AM)**
SRCAS-JW called C at[redacted] number not in service

SRCAS-JW called 2nd number on file[redacted] wrong number for C

✓ **Created By: Markita Scott (10/30/2017 2:26 PM)**
RCAS-MS sent e-mail to OLM-Raquel on 10/30/2017 at 2:26pm requesting best contact number for Customer.

✓ **Created By: Markita Scott (10/30/2017 2:25 PM)**
RCAS-MS placed outbound call to Customer at[redacted] on 10/30/2017 at 2:23pm.

RCAS-MS received message, "The number you dialed is not in service."

✓ **Created By: Markita Scott (10/25/2017 2:07 PM)**
RCAS-MS sent contact attempt e-mail on 10/25/2017 at 2:07pm.

✓ Created By: Markita Scott (10/25/2017 2:07 PM)
RCAS-MS placed outbound call to Customer at [redacted] on 10/25/2017 at 2:05pm.

Customer did not answer.

RCAS-MS disconnected call following eight rings.

Created By: Markita Scott (10/24/2017 1:13 PM)
RCAS-MS received e-mail from OLM-Raquel indicating that Customer has experienced concerns with Forward Emergency Braking system.

✓ OLM-Raquel provided information that Customer is currently in a loaner vehicle.

RCAS-MS responded inquiring if vehicle has experienced actual braking or if the system sound or warning lights are activating only.

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]	INTERIOR ELECTRICAL	FORWARD EMERGENCY BRAKING (FEB)	POOR OR IMPROPER OPERATION	26	11/8/2017	YX	AV	320500	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Janisha Wilkerson, 11/6/2017 4:47 PM	11/6/2017

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Number of open vehicle campaigns = 1

Account Name	[redacted]	Case Owner	[redacted] Kalia Johannes
Contact Email	[redacted]	Type	CA
Home Phone	[redacted]	Case Origin	Letter/Fax
Letter Sent Date		Executive Referral	
Letter Received Date	1/10/2018	Exec-Received-Date	
Follow Up Date	2/16/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/26/2017 3:37 PM
Social Media Involvement		Date/Time Closed	2/21/2018 2:31 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Lorain	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	1		
Description	Customer has an FEB concern on the veh		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	AutoNation Nissan Marietta
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	2,500	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	1	RHR Started	1/12/2018
IIR Date		RHR Completed	1/15/2018
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	KNMAT2MT3HP[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29317	Beyond PT Warranty Months1	20

Dealer Detail

Case Servicing Dealer	AUTONATION NISSAN MARIETTA	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	
Shared With		Requested Dealer Action	

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 [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date
LS Response Time

Home Phone [redacted]
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 Request Type
Inspection Time/Notes: Appointment Time:
Notes to Agent:

DTS Inspection Date Confirmed?
Notes for DTS (Vehicle Concerns)

System Information

Subject: CUSTOMER: [redacted] VIN: KNMAT2MT3H[redacted]
Created By: Betty Tilahun, 10/26/2017 3:37 PM
Last Modified By: NNAETL, 12/13/2018 10:05 PM
Case Record Type: CA Closed Case
Days Closed: 832
Action Code: NT9H
What action was taken?: 9H DTS Inspection - Settlement

Root Cause
Root Cause Code: SCBR
Root Cause Code (2)
Document ID [redacted]

Agent Comments

Agent Comments: Pending RHR. Complete IIR. Contact DLR.
Agent Next Step

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
2/21/2018 2:31 PM	Kalia Johannes	Changed **Status** from Open to **Closed**.
		Closed.
2/14/2018 2:52 PM	Kalia Johannes	Changed **Follow Up Date** from 2/13/2018 to 2/16/2018.
2/9/2018 2:36 PM	Kalia Johannes	Changed **Follow Up Date** from 2/8/2018 to 2/13/2018.
2/7/2018 12:31 PM	Kalia Johannes	Changed **Follow Up Date** from 2/7/2018 to 2/8/2018.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public **Comment**

Created By: Kalia Johannes (2/21/2018 2:30 PM)
Notes continued...

C stated that is fine c has filed with the state and c will just continue that process.
ARBS understood and thanked c and call ended mutually.

Created By: Kalia Johannes (2/21/2018 2:29 PM)
ARBS-KJ made outbound call to c on [redacted] and spoke with c.
ARBS advised that the information that was received is that in the videos provided there was no abnormal operation found, the parking garage only has 6'5" clearance and that is what is causing the veh to detect an object as it is designed to pick up objects such as semi-trucks that are 13' tall.
ARBS advised in the other videos there are veh's approaching c's veh on the sides or the veh straying over the line and so the system is simply alerting c to ensure c is aware of the surroundings.
C stated and what about when it does it in an open parking lot with nothing around?
ARBS advised cannot speak to that as c did not provide that video to review.
C stated c is not happy with these answers and asked if there is someone else c can speak with who can make a decision?
ARBS advised actually ARBS does make the decision and there have been no warranty repairs to c's veh and the veh is operating as designed so NNA is not in the position to offer to replace or repurchase the veh.

Created By: Kalia Johannes (2/14/2018 2:52 PM)
ARBS-KJ made outbound call to c on [redacted] and reached vmx.
ARBS left a vmx advising calling with an update on c's case.
ARBS provided direct line [redacted] with request for call back at c's earliest convenience.

Created By: Kalia Johannes (2/9/2018 3:10 PM)
ARBS-KJ received a call from DTS and DTS advised that the garage was inspected and that c's veh was there. DTS advised that the clearance in the garage is 6'5" and the veh is programmed to detect Semi trucks up to 13' so it is the design of the parking garage. DTS advised while there may be an update in the future, at this time the veh is operating as intended. ARBS asked about the hearing and DTS advised does not think c has had any repairs, DTS can defend.
ARBS understood and call ended mutually.

Created By: Kalia Johannes (2/9/2018 2:38 PM)
ARBS-KJ called DTS and DTS was on the other line.
DTS advised will call ARBS back, call ended mutually.

Created By: Kalia Johannes (2/7/2018 12:31 PM)
ARBS-KJ made outbound call to c on [redacted] and reached vmx.
ARBS-KJ left a vmx advising is calling to follow up on the request for the information for the parking deck.
ARBS requested a call back at c's earliest convenience to [redacted]

Created By: Kalia Johannes (2/6/2018 12:54 PM)
ARBS-KJ emailed DTS and advised that c does not have the info yet, that c stated c would call ARBS when c does.
ARBS explained NNA is trying to get out there this week to gather data.

Created By: Kalia Johannes (2/6/2018 12:53 PM)
ARBS-KJ made outbound call to c on [redacted] and spoke with c.
C stated c has not gotten the info for the parking deck company yet but c will call ARBS when c does. ARBS understood and thanked c and advised that engineering is trying to get out there this week to gather data if possible.
C understood and call ended mutually.

Created By: Kalia Johannes (2/5/2018 2:53 PM)
ARBS-KJ called DTS-JH and advised that c is not at work today but c will get the info tomorrow and call ARBS.
DTS understood.

Created By: Kalia Johannes (2/5/2018 2:50 PM)
ARBS-KJ made outbound call to c on [redacted] and spoke with c.
ARBS asked how the DTS and engineers can get access to the parking garage to gather data from that location?
C stated that there is a company that runs the parking deck and c is not at work today but c will call ARBS with the number tomorrow.
ARBS understood and thanked c, c asked what about the veh does c just keep driving it?
ARBS advised yes. C stated c feels like NNA is not doing anything for c.
ARBS advised that per the IIR there were no issues found with c's veh.
ARBS advised an engineering scramble is just to collect data that may provide more information on c's situation but that at this point ARBS does not have anything further.
C understood and stated c will call ARBS tomorrow with the info.
ARBS thanked c and call ended mutually.

Created By: Kalia Johannes (2/5/2018 2:46 PM)
ARBS-KJ received a call from DTS and DTS advised that access is required to the garage. DTS advised the back entrance only was open and engineering wants to do a scramble and DTS will need the phone number for who runs the parking garage to request access if c does not wish to assist.
ARBS agreed to call c and call DTS back.
Call ended mutually.

Created By: Kalia Johannes (2/2/2018 3:48 PM)
ARBS sent email to DTS-JH with the address for the garage and the info c supplied.

Created By: Kalia Johannes (2/2/2018 3:47 PM)
ARBS-KJ received inbound call from c and ARBS advised that ARBS received some questions about c's videos. ARBS asked which parking garage is featured in c's videos? C stated c's work garage. ARBS asked if there is any sort of badge or electronic entry devices to the garage? C stated not for the vehs. ARBS asked for the address. C provided 3379 Peachtree Rd. NE
C stated it has happened in other garages too.
C stated c will send the address.
C stated just 5 minutes ago the veh applied the brakes while c was operating with nothing in front of c.
C stated this is the 3rd or 4th time this has happened and now c has video. C stated once it was in a Kroger parking lot.
C stated c will upload the video and send the link to ARBS when c is able.
ARBS understood and call ended mutually.

Created By: Kalia Johannes (2/1/2018 3:25 PM)
ARBS-KJ sent email to DTS-JH and Sr. PLN-FD for review of the videos c provided.

Created By: Kalia Johannes (2/1/2018 3:25 PM)
ARBS-KJ replied to c and advised that ARBS is forwarding the videos for review to determine if anything abnormal can be found.

Created By: Kalia Johannes (2/1/2018 2:51 PM)
ARBS-KJ noting links received from c:

https://www.dropbox.com/s/unlsxgwv3r6bkfq/07000018.AVI?dl=0

https://www.dropbox.com/s/n4xpc8xm4s3aozc/Brake%20sensor%20at%201m20s.AVI?dl=0

https://www.dropbox.com/s/pu4fh0vkwddhew9/Brake%20sensor%20at%2025s.AVI?dl=0

https://www.dropbox.com/s/bigwn07lt5wdsir/Brake%20sensor%20at%2050s%20.AVI?dl=0

Created By: Kalia Johannes (1/25/2018 4:28 PM)
ARBS-KJ received an email from c advising that c cannot send the videos.
ARBS replied and advised if due to size, c can send a youtube link or dropbox.

Created By: Tanya Hasenleder (1/25/2018 7:13 AM)
DRTS-TH. Received another GA MVDN Letter Signed by the customer. Logged a call to Arbs: KJ.

Created By: Tanya Hasenleder (1/25/2018 7:13 AM)
DRTS-TH

MVDN Letter

Previous cases found: None

No recalls or campaigns.

DRTS-TH in receipt of customer letter via USPS letter dated 01/22/18 received 01/24/18 MVDN attached for your review.

Laws cited: Georgia Lemon Law, O.C.G.A. Section 10-1-784 (b)(1).
Vehicle out of service? Unknown;

Selling and repairing dealership: Autonation Nissan Marietta, 925 Cobb Parkway SE Marietta, GA 30060

MVDN Attached.

Created By: Kalia Johannes (1/19/2018 4:32 PM)
ARBS-KJ sent follow up email to c to determine if c had the chance to send in the videos as ARBS has not received them.

Created By: Kalia Johannes (1/17/2018 3:28 PM)
ARBS-KJ made outbound call to c on [redacted] and spoke with c.
ARBS advised received c's letter and that ARBS was calling to determine if c would be willing to send in the videos c referred to to ARBS-DM for review? C stated c set up a dash cam and caught the incident 3 times.
C stated that c received a letter from NNA stating that NNA will not do anything for c.
C stated that c's kids are in the veh and c has to deal with that constant anxiety.
C stated c has the videos and that proves that there is a veh issue and so NNA has to buy the veh back.
ARBS advised NNA has not had the opportunity to review the videos and that there is no information without the videos so NNA's position would remain the same.
C stated fine, c would send the videos. ARBS verified c's email address and stated ARBS would send c an email to reply to with the videos.
C agreed.
ARBS advised would send the emails to DTS and they would be forwarded to the engineering group for review.
C understood and advised NNA has to buy the car back, it is 7 days after c mailed the letter and it is still having issues.
ARBS advised that NNA is not in the position to buy the car back at this time as there have been no warranty repairs and the IIR and c's insurance company determined that there were no manufacturing issues with the veh that it operated as it should. ARBS advised ARBS has to determine if the videos constitute new information.
C disconnected the call.

Created By: Tanya Hasenleder (1/15/2018 10:42 AM)
DRTS-TH. Called AutoNation Nissan Marietta, spoke with Nancy Rosado Phone#[redacted] Explained to her Nissan needs a copy of the Title Application and B.O.S. Nancy informed me the botton section of the B.O.S with customer signature is cut off, she does have a signed Retail Sales Contract. Nancy will E-mail the information to my attn: today.

Created By: Tanya Hasenleder (1/15/2018 9:03 AM)
DRTS-TH. Completed and Attached RHR to the case.
Per Special Comments: Referencing [redacted] per Service the RO didn't begin with Line A, RO started with Line B. The vehicle was in SVC the entire time. Per [redacted] Days down 65. The vehicle was in SVC the entire time. The vehicle was in SVC for 30 days. The customer wasn't approved for a loaner vehicle. Customer shows up after the 30 days and and a service advisor gave her a rental vehicle in error. Service didn't perform any repairs to the vehicle. The customer didn't feel safe driving the vehicle due to the concern, she was in two minor accidents with the vehicle. A DTS came to the dealership and inspected the vehicle. The customer is no longer in a rental vehicle.

Created By: Tanya Hasenleder (1/15/2018 8:36 AM)
DRTS-TH. Called AutoNation Nissan Marietta, spoke with the SVC Adviosr Ashley Christianson. Per [redacted] Days down 65. The vehicle was in SVC the entire time. The vehicle was in SVC for 30 days. The customer wasn't approved for a loaner vehicle. Customer shows up after the 30 days and and a service advisor gave her a rental vehicle in error. Service didn't perform any repairs to the vehicle. The customer didn't feel safe driving the vehicle due to the concern, she was in two minor accidents with the vehicle. A DTS came to the dealership and inspected the vehicle. The customer is no longer in a rental vehicle. Service didn't use any aftermarket parts on the vehicle, no repairs were made, just the verbage the DS uses on their Repair Orders.

Created By: Tanya Hasenleder (1/15/2018 7:46 AM)
DRTS-TH. Recived RO#[redacted] from Regal Nissan, attached pw to the case as Combined RO's.

Created By: Tanya Hasenleder (1/15/2018 7:45 AM)
DRTS-TH. After attaching the RO's to the case. Noticed in Sales Force another RO was added. Called Regal Nissan phone#[redacted] spoke with Stephanie Bradley the SVC Advisor. She confirmed RO#[redacted] is closed and the customer is no longer in a rental vehicle. She Emailed the RO to my Attn:

Created By: Tanya Hasenleder (1/12/2018 3:56 PM)
DRTS-TH Received and attached RO's to the case.

Created By: Tanya Hasenleder (1/12/2018 3:52 PM)
DRTS-TH. Called Autonation Nissan Marietta spoke with Laura Soto the cashier in SVC. She E-mailed the RO's while I was on the phone with her. [redacted] doesn't have a line A. Service started the RO with Line B.

Created By: Tanya Hasenleder (1/12/2018 1:22 PM)
DRTS-TH. Tyler in SVC E-mailed the RO's however, the pw is the Dlr internal customer copy RO's. I spoke with Tamara Brown the SVC Coordinator, she will E-mail the accounting copies of the RO's to my attn: today.

Created By: Tanya Hasenleder (1/12/2018 12:22 PM)
DRTS-TH. Called Autonation Nissan Marietta back, spoke with Tyler he faxed the RO's. I didn't receive the fax. While, I stayed on the line with him he re-faxed the pw. I didn't receive the fax. He will E-mail the RO's to my attn:

Created By: Michelle Simpson (1/12/2018 10:13 AM)
DRTS-SM located and attached Factory Invoice to case.

Created By: Tanya Hasenleder (1/12/2018 9:53 AM)
DRTS-TH. Called Autonation Nissan Marietta Phone#[redacted] Spoke with Tyler Cooney the SVC Advisor, he will fax the RO's to my attn: today.
(3 Total)

Created By: Kalia Johannes (1/11/2018 3:05 PM)
ARBS-KJ reviewed with case with Sr. PLN-FD and was advised to send the video when c provides it to Sr. PLN-FD for PL review.

Created By: Kalia Johannes (1/11/2018 2:53 PM)
ARBS-KJ made outbound call to c on [redacted] and reached vmx.
ARBS left a vmx advising calling from NNA ARBS in regards to c's letter.
ARBS requested a call back at c's earliest convenience to [redacted]

Created By: Kalia Johannes (1/11/2018 1:53 PM)
ARBS-KJ called DTS-JH to discuss the case.
DTS advised that the veh had minimal damage when presented, DTS would estimate less than $1,000.
DTS stated C's company came out and inspected with DTS, neither found anything wrong with the veh.
DTS advised dlr did not contact him previously as there was No DUP, no codes have ever been found, no warranty repairs made. DTS stated if c has a video, DTS will be happy to review it and forward it to engineering to determine if they want to inspect the veh.
DTS advised has availability Wednesday, 1/17 and is in Nashville the following week and then has no more availability until the week of February. ARBS-KJ advised would review the case with Sr. PLN-FD and determine the best course of action for the file.
ARBS thanked DTS and call ended mutually.

Created By: Tanya Hasenleder (1/11/2018 8:06 AM)
DRTS-TH

MVDN Letter

Previous cases found: None

No recalls or campaigns.

DRTS-TH in receipt of customer letter via USPS letter dated 01/02/18 received 01/10/18 MVDN attached for your review.

Laws cited: Georgia Lemon Law, O.C.G.A. Section 10-1-784 (a)(2).
Vehicle out of service? Unknown; Sensor and automatic emergency braking malfunction.
Selling and repairing dealership: Autonation Nissan Marietta, 925 Cobb Parkway SE Marietta, GA 30060
MVDN Attached.

Created By: Tanya Hasenleder (1/11/2018 7:55 AM)
DRTS-TH. Received GA MVDN Letter, attached pw to the case.

Created By: Dakota McGregor (1/3/2018 2:00 PM)
*** [Added after the case is closed.] ***
ARBS NOTES TO CRR: veh has already been inspected, and no defects were found with the veh-- this is no longer an IIR

please do not reopen case, please open a new case, and IF applicable send case to an RCAS

Created By: Dakota McGregor (1/3/2018 1:58 PM)
*** [Added after the case is closed.] ***
ARBS notes that ARBS received inbound from C
C states that C is still having concerns with FEB
C states that C put a dashpro cam in the veh and has recorded some concerns
C inquired about further inspection
ARBS informed that C will need to contact CA and can further discuss with CA
ARBS referred C to CA for handling
C understood
ARBS thanked C
C thanked ARBS
Call ended mutually

Created By: Dakota McGregor (12/21/2017 1:45 PM)
CASE CLOSING SUMMARY

ARBS sent resolution letter to C via FEDEX

ARBS provided resolution over telephone also

ARBS closing case

Created By: Dakota McGregor (12/21/2017 1:43 PM)
ARBS sent resolution letter to C via FEDEX
ARBS notes FEDEX Tracking [redacted]
ARBS attached letter and label to case

Created By: Dakota McGregor (12/21/2017 1:38 PM)
ARBS received inbound from C
C states C would like a detailed report of everything that Nissan does for the inspection process
ARBS informed that information is proprietary to Nissan
C states that is unfair
C inquired how C should proceed
ARBS informed that ARBS is only able to speak to Nissan's position and is unable to speak to anything further
ARBS informed that ARBS has provided C Nissan's position on the matter
C states ok
C terminated call

Created By: Dakota McGregor (12/21/2017 1:33 PM)
[redacted] ARBS placed outbound to C
ARBS verified C had time to speak to ARBS
ARBS informed that after a thorough inspection, Nissan found no defects with the veh
C states C will not drive the veh
C states that 5 people have witnessed the concerns
C states that just because Nissan's systems did not find the concern, does not mean that is not occurring
ARBS informed that Nissan operates off of the information from the inspection
ARBS referred C to insurance
ARBS informed that Nissan would not be in a position to assist , and C would need to return the loaner rental veh
C understood
C inquired how C should proceed
ARBS informed this would be Cs discretion
ARBS informed that C would receive a resolution letter in 1-2 business days for Cs records
C understood
ARBS thanked C
C thanked ARBS
Call ended mutually

Created By: Dakota McGregor (12/21/2017 1:29 PM)
ARBS received e-mail from PL-LO informing that no defects were found with the veh

ARBS attached e-mail to case

Created By: Dakota McGregor (12/20/2017 2:42 PM)
ARBS notes that due to network problems retyping note

ARBS notes that IIR was uploaded to FTP on 12/13/17

Created By: Dakota McGregor (12/20/2017 9:14 AM)
ARBS sent e-mail to DTS-JH inquiring when IIR will be uploaded to FTP

Created By: Dakota McGregor (12/14/2017 1:29 PM)
ARBS placed outbound to C Chelsea
C states C received a call from State Farm informing that State Farm did not find anything wrong with the veh
C states C is not happy with report
ARBS referred C to work with Cs insurance about this
ARBS explained that insurance sent own inspector for inspection, and not a Nissan inspector
C understood
C states that insurance also told C that Nissan inspector did not find anything either
ARBS informed that Nissan has not come to a resolution yet
ARBS informed that case is still under review
C inquired if C can keep rental/loaner currently
ARBS informed that rental/loaner veh is only provided until review is completed unless ARBS informs C otherwise
C understood
C inquired about after review
ARBS informed that if there is no defect then c would need to return the loaner/rental veh immediately
C understood
ARBS informed if otherwise, then ARBS Would notify C
C understood
ARBS offered further assistance
C declined
ARBS thanked C
C thanked ARBS
Call ended mutually

✓ Created By: Dakota McGregor (12/14/2017 1:20 PM)
ARBS received vmx from C requesting callback

Created By: Dakota McGregor (12/8/2017 1:40 PM)
ARBS placed outbound to GM Arvind at [redacted]
GM informed that would like e-mail from ARBS verifying that C is working with Nissan on an inspection for FEB concerns, and Nissan is providing rental currently
✓ *ARBS verified GM received e-mail sarathya@autonation.com
ARBS offered further assistance
GM declined
ARBS informed that would not be calling SA back as has provided direct number and left GM information
GM understood and agreed

✓ Created By: Dakota McGregor (12/8/2017 1:37 PM)
ARBS received 2 vmxs from CRT-LG one from GM and one from SA Ashley requesting callback

Created By: Dakota McGregor (12/8/2017 11:34 AM)
✓ ARBS placed outbound to SA Ashley [redacted]
ARBS left vmx with best contact info
ARBS inquired if SA needs to speak to ARBS, SA is more than welcome to reach out to ARBS

Created By: Dakota McGregor (12/8/2017 11:28 AM)
ARBS placed received inbound from C
C states that DLR is confused about claim and would like ARBS to call DLR back
C requested ARBS call SA Ashley [redacted]
✓ ARBS informed that would not be a problem
ARBS offered further assistance
C declined
ARBS thanked C
C thanked ARBS
Call ended mutually

✓ Created By: Dakota McGregor (12/7/2017 10:12 AM)
ARBS received vmx from insurance rep informing that will have specialist in attendance for inspection

Created By: Dakota McGregor (11/28/2017 8:49 AM)
ARBS notes that received vmx from CRT-LG

ARBS notes that rep from DLR named Sasha is requesting ARBS callback at [redacted]

✓ ARBS placed outbound to [redacted]
ARBS notes that vmx indicates that C is not available and did not allow ARBS to leave a vmx

ARBS placed outbound to DLR Autonation Nissan Marietta
ARBS spoke to service receptionist
Service Receptionist indicated that no one works at DLR with that name
ARBS thanked service receptionist

✓ Created By: Laxaviera Garrett (11/27/2017 9:10 AM)
CRT-LG received VMX from DLR Auto Nation Nissan Mariette from service advisor Ashley regarding C case.
CRT-LG will FWD VMX to ARBS-DM

✓ Created By: Dakota McGregor (11/17/2017 8:49 AM) | Last Modified By: Dakota McGregor (11/17/2017 8:49 AM)
ARBS notes that reviewed case with ARBS SD while was on phone with insurance rep

Created By: Dakota McGregor (11/17/2017 8:48 AM)
ARBS received inbound from Insurance Rep Lorena Korpela [redacted]
ARBS received claim number 112015H09
Rep informed that would like to coordinate inspection with Nissan regarding claim
ARBS inquired if C has filed a claim with insurance, as C has mentioned to several agents that C has not
✓ Rep states C has not
Rep informed that there is another veh involved in the incident
ARBS informed that C has filed c claim with Nissan to inspect at this time
ARBS informed that Nissan would not be coordinating inspection with Rep
ARBS informed that ARBS can provide location and address, and insurance would need to verify with C that is okay for insurance to be present
ARBS provided location of inspection and time
Rep understood

Created By: Dakota McGregor (11/15/2017 12:16 PM)
7706746081 ARBS notes placed outbound to DLR
✓ ARBS spoke to Service Receptionist Laura
ARBS informed of inspection date for 12/13/17 at 10AM with DTS
Service Receptionist confirmed appointment
ARBS thanked receptionist

Created By: Dakota McGregor (11/15/2017 12:05 PM)
ARBS placed outbound to C [redacted]
ARBS informed that inspection is set for 12/13/17 at 10 AM at AUTONATION NISSAN MARIETTA
C understood and agreed
✓ ARBS reminded C that would be 2-4 weeks from inspection date before resolution would be available
C understood
ARBS thanked C
C thanked ARBS
call ended mutulaly

✓ Created By: Dakota McGregor (11/14/2017 10:03 AM)
ARBS submitted DTS request

Created By: Dakota McGregor (11/14/2017 10:02 AM)
✓ ARBS additional note:

ARBS notes that ARBS verified with C that C would like inspection performed at Autonation Nissan Marietta

✓ Created By: Dakota McGregor (11/14/2017 10:01 AM)
[redacted] ARBS placed outbound to C
ARBS verified C had time to speak to ARBS
ARBS inquired if C is wishing to proceed with inspection
C states yes
ARBS informed that will be 2-4 weeks to get an inspector out, and veh cannot be repaired until then
C understood
ARBS informed would be 2-4 weeks after inspection for results
C understood
ARBS offered further assistance

C inquired if C still has to make payments
ARBS informed is Cs discretion and referred C to NMAC
ARBS thanked C
c thanked ARBS
Call ended mutually

Created By: Dakota McGregor (11/14/2017 9:57 AM)
ARBS received vmx from C informing that would like to proceed with an inspection

Created By: Dakota McGregor (11/14/2017 9:36 AM)
ARBS received inbound from an insurance agent
Insurance agent inquired if there was an open investigation or inspection scheduled for the veh
ARBS put insurance agent on brief hold
ARBS reviewed case with ARBS-JC and ARBS-SD

ARBS informed that there is not an open investigation or inspection scheduled presently
Rep states that C informed Rep of this
Rep asked for history in case
ARBS informed that would not be able to provide all information from the case as rep is not the owner of the veh
ARBS referred insurance to speak further with insurance's insured

Created By: Megan Lupp (11/13/2017 1:08 PM)
DRTS-ML received and attached Title App, from Nancy.

Created By: Megan Lupp (11/13/2017 10:31 AM)
DRTS-ML attached factory invoice to this case.

Left vm for Nancy, Title Clerk, requesting title app for veh. Follow up call to be made soon if no response this morning yet.

Created By: Janelle Cantrall (11/10/2017 12:06 PM)
Rec'd call from C
C stated C is calling arbs back to discuss C incident
C stated C is not filing with C insurance for hitting the other car because C just wants C Veh. repurchased.
Arbs Advised C that NNA is not in the position to repurchase C veh.
arbs stated C would need to let NNA - IIR team complete inspection of C vehicle since C stated C Wreck was due to Veh. Malfunction.
C stated C was not driving veh. but Nanny was
Arbs stated arbs understands that and per case comments the person driving the veh. stated Person was stopping and the veh. pushed C veh. into the other veh. arbs stated NNA would need to inspect C veh.
C stated C will just call C attorney
arbs advised C that if C retains atty. arbs will no longer be able to speak with C but will need to speak with C attorney
C stated C will call arbs back to advise arbs what C decision is.

Created By: Janelle Cantrall (11/10/2017 9:21 AM)
Arbs notes:

1V FEB braking is activated when there is Nothing there @ 1,310 miles 9.20.17 / Test drove veh. for 14 miles . NO dupe.

1V Veh. towed in Due to C being in an accident. C/S c was approaching the turning lane, and braking. C stated the FEB activated and c hit car in front of C
@ 2,456 miles 10.24.17 / Per SA-S on 11.10.17, Veh. is still at the dealer.

customer:
[redacted]
Roswell, GA [redacted]
P# [redacted]

2017 Nissan Rogue
VIN ~ KNMAT2MT3HP[redacted]
ISD: 8/9/17
MSRP $27,980
Color: Gun Metallic
Model: 29317

NO prev. Cases
No Tech line case
No Campaigns
NO VSC
NO DTS

Selling Dealer:
Autonation Nissan Marietta
925 COBB PARKWAY SE
MARIETTA, GA 30060
P# [redacted]
NON – FI Dealer
Dealer code: 3213
Southeast Region
SA- Richard Philadelphia
service advisor Ashley
SA- Stephanie

Created By: Janelle Cantrall (11/10/2017 9:18 AM)
Placed outbound call to C @ [redacted]
Arbs advised C that arbs has taken over C case from CA
Arbs let C know that arbs has read case file and called dealer
Arbs asked C since C stated C has been in a wreck (hit another veh.) and is stating the cause was because the veh. malfunctioned, why does C not want to work with the IIR team for inspection? Arbs stated arbs also notes C Stated C does not want to file claim with C insurance Co. ?

C stated C is at work now and will have to call arbs back at lunch. C/S that C just wants to go forward with the Buyback process.

arbs provided C with arbs name, and P#
C/S C will call arbs back when C goes to lunch.

Created By: Janelle Cantrall (11/10/2017 9:13 AM)
Arbs Taking over Case

Created By: Janelle Cantrall (11/10/2017 9:13 AM)
Placed outbound Call to Autonation Nissan Marietta @ [redacted]
Asked to Speak to SA- Steven
spoke to SA - S
asked if C has picked up veh.?
SA- S stated the RO is pre-invoiced and SA-Ashley is assisting C but will check to see if C keys are still at the dealer.
arbs put on hold
SA- S stated VEH is still at the dealer.

Created By: Janelle Cantrall (11/10/2017 8:50 AM)
C Called CA on 10.26.17
Arbs Rec'd RHR on 11.8.17
Arbs Rev'd RHR on 11.10.17

09/20/17 ~ 09/26/17 @ 1,310 miles [redacted] days:7 Dealer: 3213
concern & action:
1. Miscellaneous Maintenance...c/s front emergency braking is activating when there is no one actually there / Drove vehicle for 14 miles with and without intelligent cruise control. Could not verify customer concern. no DTC's stored in
System.
2. Courtesy loaner vehicle / Provided

10/24/2017 ~ open @ 2,456 miles [redacted]
concern & Action:
1. Roadside Assistance Claim Towing.

CASE notes:
SA-Steven stated the VEH was currently at the DLR.
SA-Steven stated that RO # is [redacted]
SA-Steven stated that C brought VEH in on 10/24/2017 .
SA-Steven stated that VEH has 2,456 miles.

Created By: Laxaviera Garrett (11/8/2017 4:07 PM)
CRT-LG made outbound call to [redacted]
CRT-LG ADVISED "This call may be recorded for quality and training purposes."

CRT-LG updated C that case is under review at this time.
CRT-LG stated that C will be updated on the review within 3 business days.

C understood and asked about C car payment is due should C pay the payment.

CRT-LG advised C to do everything normal and if reimbursement is being seek then it will be review for passible reimbursement.

C understood.

CRT-LG stated to C to have a nice day.

C thanked CRT-LG and stated have a nice day as well.

Call ended mutually.

Created By: Nicki Barror (11/8/2017 3:38 PM)
DRTS received the RHR. The RHR was assigned to ARBS Janelle Cantrall for review.

Created By: Laxaviera Garrett (11/8/2017 3:18 PM)
CRT-LG has submitted RHR to ARBS for review.

Created By: Laxaviera Garrett (11/8/2017 2:49 PM)
CRT-LG placed an outbound call to DLR AutoNation Nissan Marrietta.
CRT-LG spoke with SA-Steven.

SA-Steven stated the VEH was currently at the DLR.
SA-Steven stated that RO # is [redacted]
SA-Steven stated that C brought VEH in on 10/24/2017 .
SA-Steven stated that VEH has 2,456 miles.

Call ended mutually.

Created By: Laxaviera Garrett (11/7/2017 2:06 PM)
CRT-LG was informed by TL-Grady Douglas to go ahead and submit RHR for C after TL-GD reviewed the case with DRT and the C has refused IRR process.

Created By: Dakota McGregor (11/6/2017 4:04 PM)
ARBS placed outbound ot C [redacted]
ARBS inquired how ARBS could help C
C states that CRT-LG informed C that for the other person that was involved in the accident to pursue Nissan that an IIR has to be conducted
ARBS apologized for misinformation and informed that CRT-LG is in regional department and is not versed on insurance matters
ARBS informed that insurance has a process for subrogation for this concern
C states that C feels like this will affect Cs case
ARBS informed this is not applicable to CS case or working with Nissan
C understood
C states C would like ARBS to decide what C should do
ARBS informed that is unable to advise, but if C chooses to work with ARBS department then ARBS will be happy to help C
C understood
C states C would like to finish buyback process
C states C would like to continue working with CRT-LG
ARBS understood
ARBS offered further assistance
C declined
ARBS thanked C
C thanked ARBS
Call ended mutually

Created By: Dakota McGregor (11/6/2017 4:00 PM)
ARBS received vmx from C requesting callback

Created By: Dakota McGregor (11/6/2017 3:26 PM)
ARBS placed immediate outbound call to C [redacted]
ARBS left vmx informing that case will be regional department unless C notifies ARBS otherwise
ARBS informed that insurance has a process for subrogation for this concern
ARBS informed this is not applicable to CS case or working with Nissan

Created By: Dakota McGregor (11/6/2017 3:23 PM)
ARBS placed outbound to C [redacted]
ARBS inquired how ARBS can assist C
C states that CRT-LG informed C that for the other person that was involved in the accident to pursue Nissan that an IIR has to be conducted
ARBS apologized for misinformation and informed that CRT-LG is in regional department and is not versed on insurance matters
ARBS informed that insurance has a process for subrogation for this concern
ARBS informed this is not applicable to CS case or working with Nissan
ARBS notes that call dropped

Created By: Dakota McGregor (11/6/2017 3:17 PM)
ARBS notes received vmx from C requesting callback

Created By: Dakota McGregor (11/6/2017 9:08 AM)
ARBS placed outbound to C [redacted]
ARBS inquired if C had requested transfer to ARBS
C states no, C did not
C states that CRT-LG informed C that C had to be transferred back
C states that C will further discuss with ARBS DM later as is with a patient
C states will call back around lunch time
ARBS apologized and thanked C
Call ended mutually

Created By: Laxaviera Garrett (11/3/2017 4:16 PM)
CRT-LG made outbound call to C at [redacted]
CRT-LG ADVISED "This call may be recorded for quality and training purposes."

CRT-LG spoke with C asking what can CRT-LG assist the C with?

C stated that C wanted to know what to do regarding the accident occurred due to the manufacture defect on the VEH.

CRT-LG confirmed that C is stating that C got into a accident regarding the VEH and due to a manufacturing defect?

C stated yes. C stated that C is getting too many call from too many people and is confused.
C stated that C doesn't want to file claim with insurance.

CRT-LG explained to the C that CRT-LG could work with C and submit an repurchase review for the VEH that will take up to 10 business days but if C wants to move forward with the Accident review the C will have to work with ARBS-DM on the review that will take up to 6-8 weeks.

C stated that C wants things to move quicker and wants to work with someone different.

CRT-LG stated that C will have to work with ARBS-DM on the review.
CRT-LG informed C that RHR will be submitted and ARBS-SM will be informed about moving forward with the C.

C stated ok.

CRT-LG apologized for the miscommunication and informed C that everything is being done to move case Forward.

C stated ok C is just frustrated.

CRT-LG understood.

C ended call mutually.

Created By: Dakota McGregor (11/2/2017 11:55 AM)
IIR-FEB-EST

Created By: Dakota McGregor (11/2/2017 11:55 AM)
✓ ***ARBS transferring case to RCAS for further handling***
ARBS notes to RCAS: please process RHR for C and if applicable work with C regarding veh concerns

Created By: Dakota McGregor (11/2/2017 11:53 AM)
ARBS received inbound from C
ARBS inquired how ARBS could assist C
C states C is unsure still if would like to work with ARBS to conduct an inspection of the veh
C states that incident was very minor
C states that there are only a few scrapes and scratches on the veh, and a tear in the bumper
C states that C wants Cs veh bought back, and C wants to insure that veh is bought back
C inquired how C can get this accomplished
ARBS informed that is unable to advise on this at all
C requested ARBS make decision for C
ARBS informed that is unable to make decision for C
C inquired about RCAS-LG and about different departments
ARBS informed that if C is seeking assistance with damages to the veh from Nissan, then C will be required to go through inspection process with ARBS
C states that C does not care about the veh or damages to the veh
C states C just does not want the veh anymore
ARBS informed that offered inspection again to C
C states that C would just prefer to work with RCAS and regional department regarding Cs concerns
C inquired if C changes Cs mind could case be transferred back to ARBS
ARBS informed that would see if is an option, and ARBS inquired if C would mind a brief hold
✓ C states no C does not mind

ARBS reviewed case with SRPLNR FD
SRPLNR informed that for this case, if C would like to have inspection later, then would be fine
ARBS understood

ARBS apologized for brief hold to C
C states is fine
ARBS informed that if C changes mind later then case could be transferred.
ARBS did remind C that process would still be a 6-8 week process from whenever C changes mind and is transferred
C understood
ARBS offered further assistance
C inquired about other person involved in accident
ARBS referred to insurance
C understood
ARBS informed that case will be transferred and does take one business day for transfer
C understood and agreed
ARBS informed that C would receive a followup no later than close of business 11/03/17
C thanked ARBS
ARBS thanked C
Call ended mutually

Created By: Dakota McGregor (11/2/2017 11:04 AM)
"Good Morning Ms. [redacted]

I hope you are doing well.

✓ Our office has not heard back from you regarding your case, and I understand that you have contacted the regional department several times. If you would like your case to be transferred back to the regional department and would not like to proceed with our department, you will need to let our office know, so we can process this request.

Please let our office know how or if you would like to proceed by 11/08/17, or your case will be closed in Nissan's system.

Thank you,"

Created By: Dakota McGregor (11/2/2017 10:45 AM)
[redacted]

✓ ARBS sent e-mail to C per SRPLNR

ARBS attached e-mail to case

Created By: Dakota McGregor (11/2/2017 10:37 AM)
✓ ARBS reviewed case with SRPLNR FD
SRPLNR informed to send e-mail to C inquiring if would like to proceed with ARBS or with regional department and provide a date that C must respond by before case closure

Created By: Dakota McGregor (11/2/2017 10:35 AM)
ARBS notes that RCAS-LG sent ARBS more vmx's from C requesting callback

✓ ARBS notes that ARBS did verify with C on 11/01 that C did have ARBS direct number

ARBS also notes that direct number was provided to C on 10/30/17

Created By: Dakota McGregor (11/2/2017 10:28 AM)
ARBS notes CORRECTIONS

✓ ARBS notes that vmx received was forwarded from RCAS-LG as C was requesting to speak to RCAS not ARBS

ARBS notes on call placed on 11/01/17 8:30 AM to C

C informed that was wishing to speak to regional department not ARBS, and was still unsure if wanted to proceed with ARBS or not

Created By: Dakota McGregor (11/1/2017 8:32 AM)
✓ notes correction:

C informed that will call ARBS back when C is not with a patient

Created By: Dakota McGregor (11/1/2017 8:30 AM)
[redacted] ARBS placed outbound to C
C states that C is with a patient and is a bad time
C requested that ARBS speak to C and father about case
✓ ARBS informed that will be speaking to owner as ARBS has provided information to C, and C is the owner of the veh
C understood
C states C will call C when C is not with a patient
ARBS understood and thanked C
Call ended mutually

✓ Created By: Dakota McGregor (11/1/2017 8:24 AM)
ARBS received vmx from C requesting callback

Created By: Dakota McGregor (10/31/2017 11:23 AM)
[redacted] ARBS placed outbound to C
✓ ARBS left vmx informing that ARBS was reaching out to C
ARBS informed that would be OOO after 1PM and provided best contact info
ARBS inquired if C has made a decision regarding Cs claim

Created By: Dakota McGregor (10/30/2017 6:05 PM)
IIR-FEB-CST

Created By: Dakota McGregor (10/30/2017 6:05 PM)
Vehicle concern-Forward Emergency Braking concern

✓ Created By: Dakota McGregor (10/30/2017 6:05 PM)
[redacted] ARBS placed outbound to C
ARBS verified C had time to speak to ARBS
ARBS verified and completed probe

C states C will contact Driver
C contacted Driver Kristen Carlisle
ARBS took Driver's statement. ARBS referring to Driver as C for statement only

C states that C had just picked up the veh from the owner of the veh
C states that had gone to pick up dinner at Zaxby's
C states that had gotten into the turning lane to turn left
C states that was decelerating with foot on the brake
C states that was going about 10 mph
C states that was approaching an intersection light
C states that C was 1-2 car lengths away from the other veh, a mazda car sedan CX3, when the vehicle's forward emergency brakes suddenly engaged stopping the veh suddenly
C states that veh suddenly slammed on the brakes automatically
C states that all of the warning lights illuminated from the FEB and did not give a one tone warning beep and only gave several warning beeps
C did not mention any illuminated warning indicator lights when ARBS asked C
C states that brake released suddenly, and C hit the veh in front of C
C states that foot was fully on the brake when the veh went forward anyway
C states that there were no items or anything surrounding the veh or area that might have tripped the forward emergency braking
C states that was sunny, no inclement weather
C states that sun was still out and not setting
C states there was no property damage or injury

ARBS notes that ARBS thanked Driver for taking time to provide Driver Statement
ARBS notes that ARBS spoke further with C

ARBS offered inspection to C and offered rental for duration of inspection
ARBS advised c that NNA would be interested in inspecting the veh
ARBS advised c that it can take 2-4 weeks to get an inspector out and another 2-4 weeks to get the results depending on the inspector's schedule but may be potentially less
ARBS advised c that c would have to make the vehicle available at the Nissan dealer for the inspection and the inspection would take 4-6 hours
c stated ok and that the veh is already at Autonation Nissan Marietta
c stated that C is curious about repurchase of the veh
ARBS inquired if C would like to have veh inspected
C states C is unsure if C would like to proceed or not and would like to review further with Cs father
C inquired what options does C have outside of Nissan
ARBS informed that is unable to advise on any other processes
C states C will review with CS father then call ARBS back tomorrow morning
ARBS provided ARBS direct info
ARBS offered futher assistance
C declined
ARBS thanked C
C thanked ARBS
call ended mutually

Created By: Dakota McGregor (10/30/2017 5:47 PM)
✓ ARBS reviewed case with SRPLNR FD
ARBS notes to ARBS to offer C a rental/loaner for duration of review

Created By: Dakota McGregor (10/30/2017 5:08 PM)
✓ ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE
****

✓ **Created By: Markita Scott (10/30/2017 3:59 PM)**
RCAS-MS VERIFIED C's name, mailing address, e-mail, phone #, vehicle
RCAS-MS CHECKED for open recalls/campaigns and found: None
Previous UNRELATED Case(s) Found: None
Previous RELATED Case(s) Found: None
RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
_____
RCAS-MS placed outbound call to Customer at [redacted] on 10/30/2017 at 3:24pm.

RCAS-MS ADVISED "This call may be recorded for quality and training purposes."
RCAS-MS stated that RCAS-MS has taken over Customer's case.
RCAS-MS asked Customer if Customer can speak with RCAS-MS further regarding some questions that RCAS-MS has.

Customer agreed.
Customer stated that Customer wasn't driving at the time of the incident.
Customer called Driver (Kirsten Carlisle) of vehicle and joined call.

Driver of vehicle stated that the vehicle was approaching a light and Driver was slowing down normally.
Driver stated that all of a sudden the vehicle lights started blaring and the vehicle braked on its own.

RCAS-MS asked Driver for first and last name.

Driver provided Kirsten Carlisle.
Driver clarified that Customer is nanny of Driver's children.

RCAS-MS asked Driver how fast Driver was going when vehicle braked.
Driver indicates that vehicle was going around 10-15 mph.
RCAS-MS asked if the vehicle braked or if there was an accident that took place.

Driver stated that the rear bumper on a vehicle was damaged and front bumper of Customer's vehicle was damaged.

RCAS-MS asked Driver and Customer if any pictures were taken.

Driver stated that no pictures had been taken.

RCAS-MS asked Driver if Driver applied the brakes once the lights came on.

Driver indicated that the brakes were being applied already when the lights came on and everything in the vehicle was thrown forward.

RCAS-MS understood.
RCAS-MS proceeded to ask IIR Questions.
RCAS-MS stated that Customer and Driver will need to be available 20-30 minutes on the follow up phone call to discuss the situation further.
RCAS-MS stated that the phone call will come within the next 1-3 business days.

Customer understood.
Customer asked RCAS-MS if this was just about the accident.

RCAS-MS stated that the case is also regarding Customer's buyback request.

Customer understood.
Customer stated that this is the third time that the concern has happened.

RCAS-MS asked Customer where the concern has happened before.

Customer stated that the concern has taken place in a parking lot.

RCAS-MS understood.
RCAS-MS stated that RCAS-MS will document that information.

Customer asked if Customer should go ahead and pay for the damages to the other vehicle.

RCAS-MS stated that is not recommended.
RCAS-MS stated that RCAS-MS recommends that Customer wait until Customer has received follow up phone call regarding Customer's case.

Customer understood.

RCAS-MS provided direct contact information.
RCAS-MS stated that Customer can contact RCAS-MS with any questions or concerns that may come up.

Customer thanked RCAS-MS.

Call ended mutually.

Created By: Laxaviera Garrett (10/30/2017 1:37 PM)
CRT-LG placed an outbound call to [redacted]
CRT-LG spoke with Scott? which the C is a nanny for.

The male who spoke stated that the C is the male who spoke nanny.
The male who spoke stated that this is the males contact information.
The male who spoke stated that C works in a doctors office which is why the C did not answer.
The male who spoke stated that the wife drove the VEH thinking the C was crazy about what the C stated that was happening to the VEH.
The male who spoke stated that wife got into an accident inside the C VEH while Foot was on the break.
✓ The man who spoke stated that at first the family thought it was the change in the road is the reason for the car concerns.
C stated that the VEH made noises an then proceeded to stop.

CRT-LG stated "This call may be recorded for quality and training purposes."
CRT-LG stated that in order for the process to move forward that the C needs to give permission to speak with someone else.
CRT-LG also stated that more information needs to be obtained to move case forward along with more questions.
CRT-LG stated that the person that was the driver of the VEH will need to be available for questions as well.

The man who spoke understood and stated that the message would be relayed.

CRT-LG thanked the C and call ended mutually.

Created By: Laxaviera Garrett (10/30/2017 1:17 PM)
✓ CRT-LG made outbound call to C at [redacted] .
CRT-LG left VMX stating credentials with direct contact number and case number requesting call back regarding case and office hours.
CRT-LG will follow up next business day.

Created By: Laxaviera Garrett (10/30/2017 1:16 PM)
CRT-LG placed an outbound call to DLR AutoNation Nissan Mariette.
CRT-LG spoke with receptionist in the service department who stated the Service manager will not be back from California due to a family emergency and mom passing away.

✓ Receptionist stated that the Service manager return is unknown.

CRT-LG asked to speak to Service advisor Ashley.

Receptionist stated that SA-Ashley is unavailable.
Receptionist transferred CRT-LG to another department where no one answered.

Created By: Laxaviera Garrett (10/27/2017 4:07 PM)
CRT-LG recieved call from [redacted]
CRT-LG VERIFIED C's name, home & email address, concern, phone.
CRT-LG VERIFIED servicing dealer/retailer: AutoNation Nissan of Mariette
CRT-LG CHECKED for open recalls/campaigns and found: 0
Previous UNRELATED Case(s) Found: 0
Previous RELATED Case(s) Found: 0
CRT-LG ADVISED "This call may be recorded for quality and training purposes."

CRT-LG sated credentials.
CRT-LG updated the C on the case notes and the case findings.
CRT-LG Stated that the DLR was contacted and that the CRT-LG wanted to make sure DLR was utilizing all of the resources.

C stated that the C VEH is at the DLR.
C stated that The VEH is ready for pickup and that the C does not feel safe from driving with the kids and nothing has been done.
C wants to discuss buy back of the VEH.
****** CRT-LG asked the C RHR customer question*********
• Why do you want to return the vehicle to Nissan North America? New crash system malfunctioning and has caused an incident
• Where is the vehicle currently? At the DLR.
✓ • Are you currently in a rental vehicle? NO.
• Where was the vehicle purchased? AutoNation Nisan of Mariette
• Was the vehicle purchased new or used? NEW
• Where is the vehicle serviced? AutoNation Nissan of Mariette

C stated that C does not want VEH because VEH was in an accident due to the VEH malfunction.

CRT-LG stated that more information will be obtained.
CRT-LG asked if C had time to do an IIR questionnaire.

C stated that C was driving and couldn't answer at the time.
C stated that C was not driving at the time of the incident.

CRT-LG stated that CRT-LG will contact the C on Monday to finish process and get more information.

C agreed that Monday would work better to ask the questions.

CRT-LG thanked C for the time and contact CRT-LG if the C needed further help.

C thanked CRT-LG and ended call mutually.

Created By: Laxaviera Garrett (10/27/2017 3:35 PM)
✓ CRT-LG made outbound call to C at [redacted]
CRT-LG left VMX stating credentials with direct contact number and case number requesting call back regarding case and office hours.
CRT-LG will follow up next business day. 10/30/2017.

Created By: Laxaviera Garrett (10/27/2017 3:32 PM)
CRT-LG placed an outbound call to the DLR Nissan of Mariette.
CRT-LG spoke with Owners Loyalty Manager who advised that SA-Ashley that worked with the C is unavailable and off work today. Owners Loyalty manager stated that thee are only two SA's available today and the have been slammed.

✓ CRT-LG spoke with SA- Stephanie on the VEH concerns.

SA-Stephanie stated that the C has an open RO on the VEH.
SA-Stephanie checked to see if the C VEH was at the DLR and the VEH is currently at the DLR.

SA-Stephanie state that technician will be advised to utilize Tech line.

[redacted] Created By: Betty Tilahun (10/26/2017 3:45 PM)
*****CASE SUMMARY*****
CRR-BT forwarding case to RCAS for VEH concern with no resolution

Created By: Betty Tilahun (10/26/2017 3:44 PM)
CRR-BT verified account Info including: C's name, home & email address, concern, phone # & best contact #
CRR-BT VERIFIED VEH Info including: VIN #current Mileage
CRR-BT CHECKED for open recalls/campaigns and found: none
CRR-BT CHECKED for previous UNRELATED Cases(s) and found: [redacted]
CRR-BT CHECKED previous RELATED Case(s) and found: none
CRR-BT NOTED concern is: VEH concern

CRR-BT received an inbound call from C

C stated that C purchased a 2017 Rogue
C stated that the VEH has been having safety malfunction on the VEH
C stated that C took the VEH to auto nation Nissan
C stated that C spoke with service advisor Ashley
C stated that the DLRSH was not able to duplicate the concern
C stated that the auto stop was activated
C stated that the VEH just stopped when C was in the parking lot
C stated that when C came to a red light and started slowing down the VEH was beeping like there was an object in front and jolted the VEH to a stop
C stated that the DLRSH informed C that there is nothing that can be done
C stated that C was informed that this is a new concern and there is no data regarding it
C stated that C does not feel safe driving the VEH
C stated that C does not feel safe with C's kids inside the VEH

CRR-BT verified C's concern

CRR-BT created a case for C

CRR-BT informed C that the concern has been documented
CRR-BT informed C that the Case with be transferred to a (RCAS) who will contact C by close of next business day 10/27/2017/

C understood and appreciated the assistance

CRR-BT provided C with Case #[redacted] and Agent ID#[redacted]
CRR-BT offered C more assistance

C declined
Best contact #[redacted]
Call ended mutually

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]	INTERIOR ELECTRICAL	FORWARD EMERGENCY BRAKING (FEB)	POOR OR IMPROPER OPERATION	26	10/30/2017	YX	AV	320500	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Markita Scott, 10/30/2017 3:57 PM	10/30/2017

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [31] | Case Categorizations [1] | Forms [1]

Case Detail

Reopen Case | Clone Closed Case

Number of open vehicle campaigns = 1

Account Name	[redacted]	Case Owner	[redacted] DeHenry Kidd
Contact Email	[redacted]	Type	CA
Home Phone	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	12/15/2017	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/30/2017 4:38 PM
Social Media Involvement		Date/Time Closed	12/15/2017 11:16 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	1		
Description	IIR- FEB- EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	Nissan of Westbury
# Vehicles Owned	8	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	766	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

Incident Date	10/27/2017	Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	1	RHR Started	12/13/2017
IIR Date		RHR Completed	12/13/2017
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	KNMAT2MV8HP[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29417	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	NISSAN OF WESTBURY	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	Customer Contact
Shared With		Requested Dealer Action	Please review.

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 [redacted]

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] VIN: KNMAT2MV8H[redacted]	Root Cause	
Created By	Harjot Dhindsa, 10/30/2017 4:38 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/13/2018 10:08 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	900		
Action Code	NT8F		
What action was taken?	8F Provided Vehicle Information		

Agent Comments

Agent Comments	FEB case. #DTS inspection. Submit for inspection.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
12/15/2017 11:16 AM	DeHenry Kidd	Changed **Status** from Open to **Closed**.
		Closed.
12/13/2017 12:34 PM	Nicki Barror	Deleted Pending in **DRT Support Status**.
12/13/2017 12:31 PM	Nicki Barror	Changed **RHR Started** to **12/13/2017**.
		Changed **RHR Completed** to **12/13/2017**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public **Comment**

Created By: DeHenry Kidd (12/15/2017 11:16 AM)
Closing case notes

Arbs called customer to discuss RHR decision:

After careful review of the information submitted (IIR report, RHR, ROs, case comments and DTS report), NNA is not in the position to offer a repurchase or replacement at this time due the vehicle not having an unreasonable number of repair attempts for the same substantial nonconformity or number of days down for warrantable repairs.

NNA will continue to honor the terms and conditions of all applicable warranties. If customer is still experiencing any vehicle concern(s), ARBS recommends the customer to continue working with the dealership, Tech Line and/or the Region to get the vehicle diagnosed/repaired.

Arbs is closing case no further assistance is needed at this time.

Created By: Luis Rodriguez (12/14/2017 8:41 AM)
ARBS notes the following vehicle history repair:

9/22/17 ~ Mileage 1,264 ~ RO[redacted] ~ Days down 1
Concern
1.CS car brakes on it's own
Action taken
1.Tech drove twice after pulling codes.Reset codes, found nothing wrong. Did hit a button that showed a foot on the pedal that said ok-reset that. Drove ok.

10/30/17 ~ Mileage 1,826 ~ RO[redacted] ~ Days down 1
Concern
1.CS ABS goes off w/o light on dash when passing schools-btw 25-35 mph.
Action taken
1.Road tested-drove past school where C stated incident occurred. No problem of detected. No codes found.

12/12/17 ~ Mileage 1,919 ~ RO[redacted] ~ Days down 1
Concern
1.CS ABS goes off w/o light on dash when passing schools.
Action taken
1.SM road tested w/ C driving. Drove past two school zones w/o incident. No problem found, no work done.

****

ARBS notes the following Summary of service history:

In-service date: 07/31/2017
Additional CA cases: None
Tech Line cases: None
VSC: None
DTS Inspection: Kevin MacKay _ 11/20/2017 _ FEB concern / No problems found _ Requested by IIR

Repairs/visits made during the first 18,000 miles / 2 years from the in-service date:

1 visits for the vehicle braking on its own:
– No problem found

2 visist for the ABS goes off but the light on dash does not come on:
– 1. No problem found
– 2. No problem found

Total days down: 3

****

After careful review of the information submitted (IIR report, RHR, ROs, case comments and DTS report), NNA is not in the position to offer a repurchase or replacement at this time due the vehicle not having an unreasonable number of repair attempts for the same substantial nonconformity or number of days down for warrantable repairs.

NNA will continue to honor the terms and conditions of all applicable warranties. If customer is still experiencing any vehicle concern(s), ARBS recommends the customer to continue working with the dealership, Tech Line and/or the Region to get the vehicle diagnosed/repaired.

–

Created By: Nicki Barror (12/13/2017 12:30 PM)
DRTS attached RHR

Created By: Nicki Barror (12/13/2017 11:18 AM)
DRTS attached remaining RO's dlr 5639

Created By: Nicki Barror (12/13/2017 10:55 AM)
DRTS called Sheldon again dlr 5639 for missing RO's. Will walk over now and ask to send.

Created By: Nicki Barror (12/13/2017 9:00 AM)
DRTS attached RO dlr 5639. DRTS called Sheldon back for missing RO's. Sheldon will send, noted open RO-waiting on DTS inspection. Nothing on open RO to send at this time.

Created By: Nicki Barror (12/13/2017 8:56 AM)
DRTS attached RO dlr 5326

Created By: Nicki Barror (12/13/2017 8:22 AM)
DRTS called dlr 5326 for RO/PDI followup-Joe faxing by 10:30
DRTS called dlr 5639 for all RO's followup. Sheldon having RO's faxed this morning.

Created By: Nicki Barror (12/12/2017 3:25 PM)
DRTS called dlr 5326 for RO/PDI-Joe faxing by tomorrow morning.
DRTS called dlr 5639 for all RO's. Sheldon having RO's faxed.

Created By: DeHenry Kidd (12/12/2017 3:21 PM)
– Arbs has submitted the request for RHR review.

Created By: Anshroop Sidhu (12/11/2017 3:27 PM)
CRR-AS <VERIFIED> Account Info including: C's name, home & email address, phone# & best contact#
CRR-AS VERIFIED VEH Info including: VIN#, Current Mileage
CRR-AS CHECKED for open recalls/campaigns and found: 0
CRR-AS CHECKED for previous UNRELATED Case(s) and found: 0
CRR-AS CHECKED previous RELATED Case(s) and found: 0
CRR-AS received an inbound call from C

C stated C have a case# [redacted]
C stated C picked up the VEH and C had the same concern
C stated this is the 7th time that c is having the same concern

CRR-AS asked c if the concern happens at the same place or anything similar about it

C stated it always happens at the same place near the school
C stated at the point c either want to break the lease or want NNA to replace the VEH
C stated C want to talk to someone about it

CRR-AS informed C that Case will be reopened and someone will contact C by the end of business day December 12, 2017 regarding to C's concern

C understood and appreciated the assistance

Best contact# 5166982160

Call ended mutually

Created By: DeHenry Kidd (12/11/2017 10:58 AM)
*** [Added after the case is closed.] ***
New FedEx [redacted]

Created By: DeHenry Kidd (12/8/2017 10:42 AM)
Closing case Notes

Customer Name: Susan [redacted]
Phone#: [redacted]

Arbs-DK called customer to discuss case, arbs informed customer after the review there were no defects found with the vehicle. The vehicle's braking technology system was tested and inspected and found to be fully functional. The DTS could not replicate the customer's concern. No DTCs or events were recorded.

Customer was not happy with the decision stating that it does not happen all the time. Customer stated that customer was not going to drive the vehicle because customer does not feel safe in the vehicle and does not want to hurt anyone or hurt herself. Customer stated that she see this all over the internet and know this is a problem. Customer stated that customer will have to get an attorney involved since Nissan is not willing to help customer.

Customer was sent a letter in regards to their case

Fedex# 770942052232

Arbs is closing case

Created By: DeHenry Kidd (12/5/2017 9:13 AM)
Arbs called customer at 906am to discuss case, arbs informed customer that the report has been received and once a decision has been made arbs will contact customer.

Created By: Barbara Adamson (12/5/2017 8:02 AM)
SCRR-BA received inbound call from C who provided Case #
SCRR-BA authenticated name, address, tel

C states C has not heard from specialist
C states there was a message left, C called back, no one has returned C's call
C states C is becoming frustrated with process, because of lack of communication, while C is paying for VEH that is at DLRSHP and cannot be driven
BEST CALLBACK is [redacted] C's cell as C is in FL
C asks if necessary please leave a clear message
C wants VEH back, C is asking for a resolution
call ended mutually

Created By: Daniela Ahtchiev (11/27/2017 8:41 AM)
CRR-DA VERIFIED Account Info including: C's name, home address, phone# & best contact#
CRR-DA VERIFIED VEH Info including: VIN#, Current Mileage
CRR-DA CHECKED for open recalls/campaigns and found: 0
CRR-DA CHECKED previous RELATED Cases and found: 0
CRR-DA RECEIVED inbound call from: wife Susan [redacted]
CRR-DA NOTED concern is:

C advised that C has been waiting quite some time to have a decision
C advised C is frustrated
C advised C is tired of everything being top secret

CRR-DA apoligized to C and advised C that ARBS will contact C by COB 12/5/17

C advised C will be out of town

CRR-DA inquired what the best# to contact C will be

C advised [redacted]

CRR-DA offered further assistance

C declined

Call ended mutually

Created By: DeHenry Kidd (11/27/2017 7:38 AM)
(516)[redacted]
[redacted] Susan[redacted]

Arbs called customer at 738am to discuss case, arbs left a message informing customer that the report has been received and once a decision has been made arbs will contact.

Created By: DeHenry Kidd (11/27/2017 7:32 AM)
Arbs-DK received an email from DTS stating that the inspection is completed. Arbs is now waiting on a decision from PL.

Created By: Dani Boers (11/24/2017 10:44 AM)
SCRR-DB took over call from CRR-AO
SCRR-DB introduced self as supervisor.
SCRR-DB confirmed speaking with Miss[redacted]

C stated yes.
C stated C has not had VEH for over a month now.
C stated C understands that case is still open and C wants to know why C hasn't heard back.
C stated tech looked at VEH on Monday and this should not take more than a week to call us.
C stated VEH obviously cannot be fixed or it already would have been
C stated tech did not tell DLRSHP anything.
C stated C wants one month paid on lease for C as C hasn't had VEH in a long time now.
C stated VEH was supposed to be brand new.
C stated C needs compensation for this.

SCRR-DB explained that case is owned by an escalated department.
SCRR-DB explained that follow up date cannot be edited.
SCRR-DB explained that once agent contacts C, agent will leave C with a direct contact number.
SCRR-DB explained that cannot provide this number until agent has provided it to C.

C stated can C have this number?
C stated what is the big secret?
C stated is C calling the CIA?
C stated C needs phone number and will not take no for an answer.

[redacted] SCRR-DB apologized and explained cannot provide this number as this is the policy.
SCRR-DB explained that once agent has contacted C, a direct phone number could be provided at that time.

C stated not acceptable.
C stated C is going on vacation in 8 days and requires answer now.
C stated C will not wait.
C stated C is not crazy, SCRR-DB is crazy.
C stated C needs phone number and will nto believe that agent does not have a phone number.

SCRR-DB explained that agent does have phone, but number cannot be provided to C.
SCRR-DB apologized but explained to C that SCRR-DB can send email and request sooner call back but cannot garuntee.

C stated if C does not hear back by the end of the day, C will contact attorney.
C stated C's brother is an attorney and this is right up his alley.
C stated C will go to BBB.

SCRR-DB explained that this is C's right as a consumer.
SCRR-DB explained that if C does end up seeking legal representation, C should submit letter of representation.

C stated attorney will know what to do.
C stated goodbye then.

C disconnected the call.

SCRR-DB was not able to offer case number, agent ID and name.
SCRR-DB was not able to offer further assistance
SCRR-DB was not able to brand call.

Created By: Amaka Okafor (11/24/2017 10:24 AM)
CRR-AO VERIFIED Account Info including: C's name, home & email address, phone# & best contact# (516)[redacted]
CRR-AO CHECKED for open recalls/campaigns and found: 0
CRR-AO CHECKED for previous UNRELATED Case(s) and found: 0
CRR-AO CHECKED for previous RELATED Case(s) and found: 0
CRR-AO NOTED Concern is: CASE FOLLOW UP

CRR-AO received inbound call from C

C stated tech was at DLR on Monday
C stated C doesn't know what's going on
C stated C is paying for VEH
C stated C has a lease on VEH
C stated C has left 3 vmx for call back
C stated C hasn't received any follow up
C stated DLR where VEH is hasn't told C anything about VEH as well
C stated C IS being contacted and doesn't know what's going on with case

CRR-AO apologized
CRR-AO advised C that case is being handled by a different department
CRR-AO advised C that agent would be contacted

C stated requested contact number for agent

CRR-AO advised C that crr-ao is unable t provide C with number

C stated C needs a supervisor

CRR-AO noted
CRR-AO handed call to SCRR-DB

Created By: Kingsley Isilebo (11/21/2017 4:03 PM)
CRR-KI <VERIFIED> Account Info including: C's name, home address
CRR-KI CHECKED for previous UNRELATED Case(s) and found: 0
CRR-KI CHECKED previous RELATED Case(s) and found: 0
CRR-KI NOTED concern is: case follow-up
CRR-KI received an inbound call from C

C called providing case number
C stated that C would like an update on the case
C was informed of case open status and follow-up date
C called asking NNA to intervene and contact C immediately based on the concern

CRR-KI asked C if any more assistance is required
CRR-KI informed C that case would be documented

C understood and appreciated the assistance
CRR-KI provided name
Call ended mutually

Created By: DeHenry Kidd (11/3/2017 4:33 PM)
Arbs has called customer and the Dealer to let them know the inspection date set for 11/20 at 10am EST

Created By: DeHenry Kidd (11/2/2017 10:05 AM)
Arbs has requested DTS inspection on customer vehicle arbs is waiting on date and time

Created By: DeHenry Kidd (11/2/2017 10:03 AM)
Verified Name Address Phone# VIN Mileage Responsible Dealer

Checked for open Recalls/Campaigns: None

- C states that C was driving on Lenox road/HWY travelling approximately 35 mph.
- How many lanes was the road and in each direction? 4
- Is the road divided by a concrete barrier, grass median or turning lane: yes
- Which lane where you traveling in? right
- Where there any vehicles to your left or right? no
- How far were you from the vehicle in front of you? no
- Was the road grade level on an incline or decline? flat
- Is the road condition newly paved, moderate or poor in condition? Newly Paved
- Did the incident occur in a construction zone? No
- Where you accelerating, coasting, braking or cruising (maintaining speed)? Cruising
- Just before the incident occurred, was the orientation of the steering wheel and the vehicle in a straight line? yes
- Weather: clear

Customer stated from the times it happen customer notices it in school areas, customer stated that it does not happen all the time, but it does happen. Customer state there used to be red light ticking camera's in that area but they banded them. Customer does not know if the cameras still but something is triggering the FEB to engage. Customer stated that the vehicle is at the dealership now.

Arbs-DK informed customer that Arbs would setup an inspection. Arbs-DK stated once arbs has the date Arbs will let the dealer and customer know.

Created By: Samantha Dixon (11/1/2017 11:20 AM)
– Vehicle concerns-Forward Emergency Braking

Created By: Amanda Yett (11/1/2017 9:18 AM)
RCAS-AY placed outbound call to C @[redacted]
RCAS-AY advised call may be recorded for quality and training purposes.
RCAS-AY advised calling on behalf of RCAS-MS who is out of office.
RCAS-AY advised need to ask some questions.

RCAS-AY filled out IIR form.

C stated incident has occurred 6x.
C stated C bought veh in August.
C stated veh was sitting for 12 days.
C stated 1x happened in September.
C stated during last time, it occurred by a school/church.
C stated that there used to be a red light camera there.
C stated that there is still an alert system there.
C stated that it also has happened by another school, not in C's town.
C stated that it happened 2x last Friday by a school, at 9:30 AM and 2:30 PM
C stated that school is on South Oyster Bay Road in Hicksville, NY.

RCAS-AY advised "Thank you for the information. A Nissan/Infiniti representative will call you within 3 business days after the representative receives the case. Please allow for a minimum of 30 minutes during that call so the representative may best understand the whole situation. Is [redacted] the best number to reach you?"

✓ C confirmed.
C asked about DTS inspection.

RCAS-AY advised RCAS-MS is looking into that but is currently out of the office.
RCAS-AY advised RCAS-MS will be in contact with C when RCAS-MS returns.

C stated that DLR wanted C there to road test veh.
C stated that it does not happen every single time.
C stated that it would be great if it happens on road test but C is not expecting much.
C understood.
C asked if other people were experiencing this concern.

RCAS-AY advised unable to provide that information.

C understood.

RCAS-AY thanked C for C's time and advised a representative will be in contact soon.

C stated C was getting a loaner veh today.
C stated that C is all good.

RCAS-AY thanked C for C's time.

Call ended mutually.

✓ Created By: Markita Scott (10/31/2017 4:29 PM)
RCAS-MS sent e-mail to SM-Alex on 10/31/2017 at 4:28pm asking if Customer can be placed in a loaner vehicle while DTS inspection gets set up.

✓ Created By: Markita Scott (10/31/2017 4:28 PM)
RCAS-MS VERIFIED C's name, mailing address, e-mail, phone #, vehicle
RCAS-MS CHECKED for open recalls/campaigns and found: None
Previous UNRELATED Case(s) Found: None
Previous RELATED Case(s) Found: None
RCAS-MS ADVISED "This call may be recorded for quality and training purposes."

RCAS-MS placed outbound call to Customer's wife, [redacted] on 10/31/2017 at 4:04pm.

RCAS-MS stated that RCAS-MS is Customer's Regional Consumer Affairs Case Manager and in short, that means that RCAS-MS is Customer's point of contact with Nissan Corporate regarding Customer's concerns or questions with vehicle or DLR.
RCAS-MS provided direct contact information.
RCAS-MS confirmed Customer's concern.
RCAS-MS asked Customer if the vehicle is coming to a full stop.

Customer stated that Customer is doing about ¾ of a stop.
Customer stated that the anti-lock brakes are kicking in while Customer is driving.
Customer stated that the vehicle doesn't stop completely but like a cease go.
Customer stated that Customer doesn't drive faster than 35 mph.

RCAS-MS asked Customer if the concern happens every time that the vehicle is driven or intermittently.

Customer stated that Customer has had vehicle since the end of July and the concern has happened about six times total.
Customer stated that the concern happens five out of six times near a school.
Customer stated that the beep will happen and then the vehicle will slow.
Customer stated that it as if there is something is around but there is nothing around.

RCAS-MS thanked Customer for being so specific.
RCAS-MS asked Customer where the vehicle is at currently.

Customer stated that the vehicle is currently with Customer.
Customer stated that the DLR completed a diagnosis and test drove the vehicle but was unable to find anything.
Customer stated that SM-Alex test drove with the vehicle but the concern was not duplicated.
Customer stated that Customer is scared to drive the vehicle at this point.
Customer stated that this is Customer's 4th Rogue and Customers are Nissan loyal.
Customer stated that SM-Alex recommended that Customer contact NNA.

RCAS-MS understood.
RCAS-MS thanked Customer for the information.
RCAS-MS is going to follow up with SM-Alex and ask that Customer be place in a loaner vehicle while RCAS-MS gets an inspection set up with the area DTS.

Customer understood.

RCAS-MS stated that RCAS-MS will get the inspection set up and will follow up with Customer with a date and time no later than 11/02/2017.

Customer understood.

RCAS-MS asked Customer if Customer has any questions at this time.

Customer declined.
Customer thanked RCAS-MS.

Call ended mutually.

✓ **Created By: Markita Scott (10/31/2017 8:31 AM)**
RCAS-MS sent e-mail to SM-Alex on 10/31/2017 at 8:31am asking for information regarding vehicle.

Created By: Hariot Dhindsa (10/30/2017 4:56 PM)
****CASE SUMMARY****

CRR-HD transferring case to RCAS

Created By: Hariot Dhindsa (10/30/2017 4:55 PM)
CRR-HD VERIFIED Account information including: C's name, home and email address and best contact#
CRR-HD VERIFIED VEH Information including: VIN #, Current Mileage

CRR-HD CHECKED for open recalls/campaigns and found:
CRR-HD CHECKED for previous UNRELATED Case(s) and found:
CRR-HD CHECKED previous RELATED Case(s) and found:

CRR-HD received inbound call from C
Mrs. [redacted] called on behalf of [redacted] now known as C
C stated C leased 2017 Nissan rogue in august
C stated between 25 and 35 MPH Brakes never goes to full stop but slows down
C stated C went to DLRSHP
C stated DLRSHP told they fixed it
C stated it happened again after several weeks
C stated DLRSHP diagnosed the VEH now
C stated DLRSHP said they were unable to find anything
C stated C had 4 Nissan Rogues
C stated C's husband had 2 Pathfinders and 1 Murano
C stated C's daughter have 1 Altima
C stated C was told to call NNA CA and open up a case#
C stated C wants this VEH to be fixed

CRR-HD stated case will be transferred to RCAS for further review
CRR-HD stated C will be contacted tomorrow before the end of the business day
CRR-HD asked C if there was anything else CRR-HD could assist with.

C declined.

CRR-HD provided C with agent's name and ID [redacted] and case number: [redacted]

C understood

Call ended mutually.

BEST CONTACT: (516)[redacted]

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	ROGUE	GENERAL INQUIRY	QF	11/13/2017	ZR	AZ	270500	OF

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Amanda Yett, 11/1/2017 9:18 AM	11/1/2017

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[redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Brandon Johnson
Contact Email		Type	CA
[redacted]	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	1/11/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/30/2017 4:40 PM
Social Media Involvement		Date/Time Closed	1/10/2018 8:58 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	1		
Description	Consumer Affairs Voluntary Settlement due to 2 repair visits with 5 days out of service due to FEB activating incorrectly at certain times		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	Commonwealth Nissan
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	11,797	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	1	RHR Started	12/21/2017
IIR Date		RHR Completed	12/21/2017
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN8AT2MV1HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	1
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	COMMONWEALTH NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	12	Dealer Instructions	Customer Contact
Shared With		Requested Dealer Action	Please review.

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 [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date	
LS Response Time	

Home Phone	[redacted]
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] VIN: JN8AT2MV1H[redacted]	Root Cause	
Created By	Rebecca Blanchard, 10/30/2017 4:40 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/13/2018 9:24 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	874		
Action Code	NT4D		
What action was taken?	4D Customer Refused Assistance		

Agent Comments

Agent Comments	FEB case. Submit IIR. E-mail sent to SM at DLR.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
1/10/2018 8:58 AM	Brandon Johnson	Changed **Status** from Open to **Closed**.
		Closed.
1/8/2018 3:41 PM	Brandon Johnson	Changed **Follow Up Date** from 1/9/2018 to **1/11/2018**.
1/4/2018 8:19 AM	Chad Alsup	Changed **Description**.
1/4/2018 8:14 AM	Brandon Johnson	Changed **Follow Up Date** from 1/4/2018 to **1/9/2018**.

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Case Comments

New

Case Comments Help

Public	Comment
✓	**Created By: Brandon Johnson (1/10/2018 8:57 AM)** ARBS closing C's case as C refused further assistance.
	Created By: Brandon Johnson (1/10/2018 8:56 AM) ARBS noting ARBS email to C: Understood, then at this time there would be no further assistance I can offer. If you are seeking legal action please have your attorney send in a letter of representation to:
✓	Nissan North America Inc. Consumer Affairs P.O. Box 685001 Franklin, TN 37068 Someone from the appropriate team will get in contact with your attorney once a letter of representation is received.
✓	**Created By: Brandon Johnson (1/10/2018 8:53 AM)** ARBS noting C email to ARBS: I fully understand that and it is fine.
✓	**Created By: Brandon Johnson (1/10/2018 8:53 AM)** ARBS noting ARBS email to C: That is your right not to sign but, without that being signed and returned I cannot proceed with the reimbursement process.
✓	**Created By: Brandon Johnson (1/10/2018 8:53 AM)** ARBS noting email from C via C's email of kbirchmore@mpiua.com. We have reviewed the document with an attorney who has advised us to NOT sign this document.
✓	**Created By: Brandon Johnson (1/8/2018 3:39 PM)** ARBS attached the settlement letter to be sent to C. ARBS sent settlement letter to C for C and C's husband to sign and notarize the form. ARBS setting case for 1/11/2018 to wait for settlement letter from C.
✓	**Created By: Brandon Johnson (1/8/2018 3:19 PM)** ARBS reviewed registration sent from C with DRT-CA. DRT-CA stated that both C's would have to sign settlement form.
✓	**Created By: Brandon Johnson (1/8/2018 8:17 AM)** ARBS emailed C requesting a full copy of C's veh registration and a copy of the veh title.
✓	**Created By: Brandon Johnson (1/8/2018 8:14 AM)** ARBS attached veh registration from C.
✓	**Created By: Brandon Johnson (1/4/2018 8:49 AM)** ARBS noting ARBS email to C:

Please send me the registration for your 2017 Rogue in question.
Once I receive that I will be able to send you that letter to sign and notarize.

Created By: Brandon Johnson (1/4/2018 8:46 AM)
ARBS placed outbound call to [redacted]
ARBS stated that ARBS needed a copy of C's veh registration and for C to sign.
ARBS stated that ARBS would also need C to sign and notarize a settlement letter.
C understood and C/s for ARBS to send that C to via C's email: [redacted].
ARBS understood and call ended.

Created By: Chad Alsup (1/4/2018 8:19 AM)
IIR- FEB- EST

Created By: Brandon Johnson (1/4/2018 8:13 AM)
ARBS submitted check in the amount of $1,645.41 payable to C.
CST #: CST00144962.

Created By: Brandon Johnson (1/4/2018 7:57 AM)
ARBS noting ARBS reimbursing C for three months veh payment.
(548.47 x 3= 1,645.41) per NMAC payment history.

Created By: Brandon Johnson (1/2/2018 11:53 AM)
ARBS attached payment history from NMAC.

Created By: Brandon Johnson (12/29/2017 8:39 AM)
ARBS setting case for 1/4/2018 to wait for further information from C and NMAC.

Created By: Brandon Johnson (12/29/2017 8:36 AM)
ARBS noting ARBS email to NMAC via NMACMorleyPayoffRequest@nissan-usa.com:

Could you please provide me with some type of receipt or conformation amount of the last three months payments on the above customer's lease veh.

Created By: Brandon Johnson (12/29/2017 8:35 AM)
ARBS placed outbound call to C [redacted]
ARBS stated that ARBS had a resolution on the repurchase or replacement review for C.
ARBS stated 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 apologized and ARBS stated that NNA could keep C in a rental veh until a fix was found for C's veh concern and ARBS could reimburse C for a couple of month's payments.
C/s that C would have to check around to the local DLRs in C's area to see if there was a comparable rental veh.
ARBS understood and ARBS stated for C to contact ARBS if C found that and ARBS could contact DLR to make DLR aware of situation and that the rental veh would be approved until a fix was found.
C understood and ARBS asked for receipts for three months veh payment.
ARBS stated that ARBS could reimburse C for the trouble that C had with C's veh.
C/s that the veh was a lease through NMAC.
ARBS stated that ARBS would try to get that information through NMAC.
C understood and C/s that C would check for rental vehs at DLR.
ARBS understood and call ended.

Created By: Lawanda Bradley (12/22/2017 8:00 AM) | Last Modified By: Lawanda Bradley (12/22/2017 8:00 AM)
ARBS notes:
Total Days Down: 5 Days Down
2 visits with 0 repairs related to front emergency brake system comes on when nothing is in front of the veh
****
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.

Created By: Lawanda Bradley (12/22/2017 7:59 AM)
ARBS notes:
10/30/17 @ 10,717 miles.....RO [redacted] .4 Days Down
1. CS veh auto brakes for no reason when switching lanes with no blinker, no warning sound.
1. Road tested and unable to duplicate. Nissan engineer inspected and road tested, appt set up for 11/21 to meet with customer.
11/21/17 @ 11,797 miles.....RO [redacted] .1 Day Down
1.CS front emergency brake system comes on when nothing in front of veh.
1.DTS inspected veh and road tested w/ C to place where incident occurred. Unable to duplicate

Created By: Lawanda Bradley (12/22/2017 7:59 AM)
ARBS notes:
In service date: 04/23/2017
State: Massachusetts
NMAC Lease
****
1 ADDITIONAL CASES FOUND [redacted]
1 TECH LINE CASE FOUND [redacted]
1 DTS FOUND- NERDTS-Peter Merkel, Inspection date 11/21/2017
NO VSC's FOUND
NO WARRANTY CASES FOUND

Created By: Brandon Johnson (12/21/2017 3:47 PM)
ARBS emailed DRT-CA and DRT-AM requesting an ARBS agent review the RHR attached to case.

Created By: Nicki Barror (12/21/2017 3:40 PM)
DRTS attached RHR

Created By: Nicki Barror (12/21/2017 12:09 PM)
DRTS attached RO's dlr 5307

Created By: Nicki Barror (12/21/2017 11:10 AM)
DRTS called dlr 5307 for RO's, David faxing.

Created By: Brandon Johnson (12/21/2017 10:41 AM)
ARBS submitted tasks for DRTS-NB to gather ROs and create the RHR.

ARBS setting case for 12/29/2017 to wait for RHR creation to be completed.

Created By: Brandon Johnson (12/21/2017 10:37 AM)
ARBS placed outbound call to C [redacted]
ARBS stated that ARBS was following up to see if C had made a decision on which route to go with C's claim.
ARBS explained C's options as that NNA could review for a repurchase/replacement on C's veh which was a ten day review and not a guarantee for repurchase or replacement.
ARBS stated or C could stay in rental veh until a fix is found and NNA could reimburse C for two or three month's veh payments.
C/s that C would like to review C's veh for a replacement.
ARBS understood and ARBS stated that ARBS would start that process.
ARBS stated that ARBS would follow up with C when ARBS had further updates.
ARBS asked if C had ARBS direct line.
C/s that C did and call ended.

Created By: Brandon Johnson (12/20/2017 8:56 AM)
*** [Added after the case is closed.] ***
ARBS received vmx from C.

Created By: Brandon Johnson (12/18/2017 8:21 AM) | Last Modified By: Brandon Johnson (12/18/2017 8:21 AM)
ARBS closing C's case pending C contact.

Created By: Brandon Johnson (12/14/2017 1:43 PM)
ARBS placed outbound call to C [redacted] and left vmx.
ARBS stated that ARBS had not heard from C on how C would like to continue with C's claim.
ARBS stated that if ARBS did not hear from C by 12/18/2017 ARBS would be forced to close C's case.
ARBS provided ARBS contact # and hours of operation.
Vmx ended.

Created By: Brandon Johnson (12/13/2017 1:41 PM)
ARBS setting case for 12/14/2017 to follow up with C to C how C would like to proceed with C's case.

Created By: Brandon Johnson (12/13/2017 1:39 PM)
ARBS placed outbound call to C [redacted]
ARBS asked how C would like to proceed with claim.
ARBS provided ARBS direct line and hours of operation.
Vmx ended.

Created By: Brandon Johnson (12/11/2017 8:27 AM) | Last Modified By: Brandon Johnson (12/13/2017 7:41 AM)
12/13/2017

Created By: Brandon Johnson (12/11/2017 8:26 AM)
ARBS placed outbound call to C[redacted]
ARBS stated that NNA would be taking responsibility for C's concern.
ARBS stated that C's concern was not something that NNA had a fix for at this time.
ARBS stated that NNA would like to offer C two options.
ARBS stated that NNA could review for a repurchase/replacement on C's veh.
ARBS stated or C could stay in rental veh until a fix is found and NNA could reimburse C for two or three month's veh payments.
ARBS asked which C would like to do?
C/s that C did not know, C/s that C would like to talk that over with C's husband and get back with ARBS.
ARBS understood and ARBS stated if ARBS did not hear from C ARBS would contact C back on 12/18/2017.
C understood and call ended.

Created By: Brandon Johnson (12/8/2017 1:51 PM)
ARBS setting case for 12/11/2017 for ARBS to follow up with C.

Created By: Brandon Johnson (12/8/2017 1:51 PM)
ARBS placed outbound call to C[redacted] and left vmx.
ARBS stated that ARBS had some further information on C's claim.
ARBS provided C with ARBS contact # and hours of operation.
Vmx ended.

Created By: Brandon Johnson (12/7/2017 3:48 PM)
ARBS reviewed case with DRT-FD.

DRT-FD stated to determine what the customer was seeking from NNA.
DRT-FD stated that NNA could review for a repurchase/replacement (send to DRT support for RHR to be completed).
DRT-FD stated or C could stay in rental veh until a fix is found and NNA could reimburse C for two or three months veh payments.*

Created By: Brandon Johnson (12/7/2017 7:54 AM)
ARBS attached PL resolution letter.

ARBS sent PL resolution to DRT-FD for further review on how to proceed with case.

Created By: Brandon Johnson (12/5/2017 8:17 AM)
ARBS setting case for 12/11/2017 to wait for PL resolution.

Created By: Brandon Johnson (11/27/2017 7:21 AM)
ARBS received email from DTS-PM stating that IIR had been uploaded to the FTP site.

ARBS setting case for 12/5/2017 to wait for PL resolution.

Created By: Brandon Johnson (11/20/2017 8:44 AM)
ARBS setting case for 12/1/2017 for inspection to be completed.

Created By: Brandon Johnson (11/20/2017 8:42 AM)
ARBS placed outbound call to C[redacted] and left vmx.
ARBS reminded C of inspection date and time of 11/21/17 at 9:00 AM EST at DLR- COMMONWEALTH NISSAN.
ARBS stated that DLR SM-DN had been made aware of inspection date and time.
ARBS stated after inspection was completed NNA had two to four weeks to review the inspection report.
ARBS provided ARBS contact # and hours of operation.
ARBS stated that ARBS would be OOO on 11/23 and 11/24 for the Thanksgiving holiday.
Vmx ended.

Created By: Brandon Johnson (11/2/2017 2:30 PM)
ARBS setting case for 11/20/2017 for ARBS to remind C of inspection appointment.

Created By: Brandon Johnson (11/2/2017 2:28 PM)
ARBS placed outbound call to DLR-COMMONWEALTH NISSAN @ #[redacted] and spoke with SM-David Nadeau.
ARBS had an inspection date and time of 11/21/17 at 9:00 AM EST at DLR- COMMONWEALTH NISSAN.
ARBS stated that was with DTS-PM.
SM stated that SM was aware and SM had contacted DTS to confirm.
ARBS understood and call ended.

Created By: Brandon Johnson (11/2/2017 2:14 PM)
ARBS placed outbound call to C[redacted]
ARBS stated that ARBS had an inspection date and time of 11/21/17 at 9:00 AM EST at DLR- COMMONWEALTH NISSAN.
C understood and C/s that would work for C.
ARBS understood and ARBS stated that ARBS would let DLR SM know.
C understood and ARBS asked if C would like for ARBS to contact C the date before the inspection to remind C?
C agreed and call ended.

Created By: Brandon Johnson (11/2/2017 10:55 AM)
ARBS submitted DTS request.

Created By: Brandon Johnson (11/2/2017 10:52 AM)
ARBS placed outbound call to C[redacted]
ARBS stated that ARBS would need 15-30 minutes of C's time to complete probe.
C agreed and ARBS completed probe questions.

C/s that C's husband[redacted] was driving on Water St in Haverhill, MA.
C/s that C's husband was going around 30 mph.

C/s that out of nowhere the veh started beeping and the veh then braked on its own.
C/s that after the veh braked on its own the vehs service screen showed a malfunction error on the screen. *photo in email attachments of case.*
C/s that there were no other vehs in the area or around C's husband.

C/s that the concern had happened to C once before but the veh did not fully brake on C.

C/s that C would like the veh inspected due to the braking concerns on C's veh.

ARBS understood and ARBS apologized for C's veh concerns.
ARBS stated that NNA would like to send an inspector to look at C's veh.
ARBS stated that the NNA IIR process was a six to eight week long process.
ARBS stated it could be two to four weeks before NNA could get an inspector out to look at C's veh.
ARBS stated that after inspection was completed NNA had two to four weeks to review the inspection report.
ARBS stated that during NNA IIR inspection process NNA did not cover rental, storage, or towing fees.
ARBS stated if C did incur those fees and NNA found some type of manufacturer's defect on C's veh, NNA could reimburse C for those fees.

C understood and ARBS stated that ARBS would reach out to the inspector for a date and time for the inspection at DLR-COMMONWEALTH NISSAN.
ARBS stated as soon as ARBS had further information for C on the date and time for the inspection ARBS would contact C back.
C understood and call ended.

Created By: Brandon Johnson (11/2/2017 9:48 AM)
ARBS received vmx from C.

Created By: Brandon Johnson (11/2/2017 9:06 AM)
ARBS setting case for 11/3/2017 for ARBS to follow up with C.

Created By: Brandon Johnson (11/2/2017 9:05 AM)
Kristine Birchmore
[redacted]

ARBS-BJ called customer no answer was made ARBS left a message stating name and number for C to call ARBS back at[redacted] vmx ended.

Created By: Brandon Johnson (11/2/2017 9:05 AM)
**********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********

Created By: Samantha Dixon (11/1/2017 3:34 PM)
IIR rejected- Owners contact information is missing from IIR probe. Please correct and resubmit

Created By: Amanda Yett (11/1/2017 2:43 PM)
RCAS-AY sent email to TL-GD and SRCAS-JW requesting next steps.

Created By: Amanda Yett (11/1/2017 2:40 PM)
RCAS-AY received inbound call from DTS-PM.

DTS-PM advised was at DLR today to look at veh.
DTS-PM advised FEB worked 3x in 1 driving cycle.
DTS-PM advised C's concerns seem to be with lane departure warning.
DTS-PM advised no lane departure prevention.
DTS-PM advised veh does not have lane departure prevention.
DTS-PM advised if weaving in and out of cars at high speeds, it will beep and apply the brakes.
DTS-PM advised C may need to turn off system in instrument cluster.
DTS-PM advised codes that were stored are with radar which has to do with heavy rain or a lot of leaves on the road.
DTS-PM advised there was another code having to do with how many times feb triggered.
DTS-PM advised would like to meet with customer, walk them through OM and describe system to C.

RCAS-AY advised will consult with TL-GD and RCAS-MS for next steps.

✓ **Created By: Amanda Yett (11/1/2017 11:17 AM)**
RCAS-AY corrected IIR form by adding contact info and resubmitted.

Created By: Samantha Dixon (11/1/2017 11:11 AM)
Vehicle concern-Forward Emergency Braking

Created By: Amanda Yett (11/1/2017 8:56 AM)
RCAS-AY received inbound call from C--Kristine Birchmore.
RCAS-AY advised call may be recorded for quality and training purposes.
RCAS-AY advised calling on behalf of RCAS-MS, C's case manager.
RCAS-AY advised RCAS-MS is out of office.
RCAS-AY advised needs to ask C a few questions.
RCAS-AY completed IIR form.
RCAS-AY advised "Thank you for the information. A Nissan/Infiniti representative will call you within 3 business days after the representative receives the case. Please allow for a minimum of 30 minutes during that call so the representative may best understand the whole situation. Is [redacted] the best number to reach you?"

C confirmed.
C stated that C's husband was driving in this particular incident.
C advised C's husband can be reached at [redacted]

RCAS-AY apologized for C's experience and advised someone will be in touch shortly.

C understood.

RCAS-AY thanked C for C's time.

Call ended mutually.

Created By: Amanda Yett (11/1/2017 8:43 AM) | Last Modified By: Amanda Yett (11/1/2017 8:43 AM)
✓ RCAS-AY placed outbound call to C's wife who will now be referred to as C @ [redacted]
RCAS-AY left VMX advising of direct line and case number.
RCAS-AY requested callback when C had a few moments to speak.

✓ **Created By: Markita Scott (11/1/2017 6:59 AM)**
RCAS-MS consulted TL-GD regarding direction for case movement.

Created By: Markita Scott (11/1/2017 6:58 AM)
RCAS-MS VERIFIED C's name, mailing address, e-mail, phone #, vehicle
RCAS-MS CHECKED for open recalls/campaigns and found: None
Previous UNRELATED Case(s) Found: None
Previous RELATED Case(s) Found: [redacted]
RCAS-MS ADVISED "This call may be recorded for quality and training purposes."

RCAS-MS placed outbound call to Customer at [redacted] on 10/31/2017 at 4:29pm.

RCAS-MS stated that RCAS-MS is Customer's Regional Consumer Affairs Case Manager and in short, that means that RCAS-MS is Customer's point of contact with Nissan Corporate regarding Customer's concerns or questions with vehicle or DLR.
RCAS-MS stated that RCAS-MS has a few questions to ask regarding the concern that Customer has experienced with vehicle.
RCAS-MS asked Customer how often this concern has taken place.

Customer indicates that it happened once to Customer and twice to Customer's wife.
Customer stated that the lane departure doesn't really work.
Customer stated that the illumination near the mirrors works intermittently.
Customer stated that the FEB concern is the main concern because the concern is a safety concern.

RCAS-MS confirmed that Customer is in a loaner vehicle currently.

Customer agreed.

RCAS-MS proceeded to ask IIR questions.

Customer stated that Customer sent a picture to CRR-RB right after the most recent concern taking place.
Customer stated that the Owner's Manual is extremely unclear on what direction to do when the concern is taking place.
Customer stated that all the Owner's Manual tells customers to do is to restart the vehicle.

RCAS-MS understood.
✓ RCAS-MS asked Customer when the most recent event took place.

Customer stated that the last time that the concern happened was Sunday night around 5:30pm EST.

RCAS-MS asked Customer for Customer's wife's name and best contact information should it be needed.

Customer's wife provided name of Kristeen Birchmore and contact number of [redacted]

RCAS-MS asked Customer exactly what happens when the concern happens.

Customer's wife stated that Customer's wife will be driving and the vehicle will begin beeping and then all of a sudden the vehicle will slow down but not completely come to a stop.

RCAS-MS asked Customer if Customer's experience is similar.

Customer stated that when Customer was driving, the vehicle did almost come to a complete stop.

RCAS-MS understood.
RCAS-MS stated that RCAS-MS will get the case moving forward.
RCAS-MS stated that Customer will be contacted back within 1-3 business days for additional questions.
RCAS-MS stated that Customer' wife may also be contacted as Customer's wife is the primary driver of the vehicle.

Customer understood.

RCAS-MS provided direct contact information.

Customer thanked RCAS-MS.

RCAS-MS stated that Customer can contact RCAS-MS should any questions or concerns come up prior to contact being made with Customer.

Customer thanked RCAS-MS for all of the help.

Call ended mutually.

Created By: Markita Scott (10/31/2017 7:56 AM)
RCAS-MS received e-mail from SM-Dave with the following:

✓
-Vehicle is at the DLR currently.
-Customer is in a loaner vehicle.
-The vehicle has been road-tested several times, however no successful duplication.

✓ **Created By: Markita Scott (10/31/2017 7:26 AM)**
RCAS-MS sent e-mail to SM-Dave on 10/31/2017 at 7:25am requesting that Customer be placed in a loaner vehicle and provided information regarding FEB direction currently.

Created By: Rebecca Blanchard (10/30/2017 4:45 PM)
CASE SUMMARY

SCRR-RB sending case to RCAS; DLR complaint regarding a Service Advisor

BEST CONTACT # (781)[redacted]

Created By: Rebecca Blanchard (10/30/2017 4:45 PM)
SCRR-RB < VERIFIED> Account Info including: C's name, home & email address, phone# & best contact#
SCRR-RB VERIFIED VEH Info including: VIN#, Current Mileage
SCRR-RB CHECKED for open recalls/campaigns and found: 0
SCRR-RB CHECKED for previous UNRELATED Case(s) and found: 0
SCRR-RB CHECKED previous RELATED Case(s) and found: 0

SCRR-RB NOTED concern is: DLR complaint

SCRR-RB received inbound call from C

C stated that C has been having off and on concerns with the lane departure feature of the VEH
C state that the FEB which stops the VEH automatically has also been experiencing concerns
C stated that it has stopped the VEH a couple of time with nothing in front of the VEH
C stated last night at 5:30PM at 30 mph the VEH started beeping and the VEH stopped
C stated that C described these concerns with C's wife
C stated that today C called the DLR at 9:27AM and spoke with SA-KRISTIN
C stated that SA-K was not very friendly nor did SA-K express concern for C's concerns
C stated that the last time the VEH was taken to the DLR this concern was brought up but the notes did not speak to it
C stated that SA-K spoke to VEH having hiccups like this occasionally
C stated that C will take the VEH back when it is safe to drive
C stated that C advised SA-K that C would need a loner VEH
C stated that C wants this covered under warranty and C has dealt with other DLRs where this is procedure
C stated that SA-K stated that SA-K was not sure if a loner would be available
C stated that C expressed that C would need some sort of accommodation
C stated that C loves the VEH but just does not feel safe with it
C stated that C's wife then went into the DLR to pick the VEH up and the SA advised C that the diagnostics might not be covered by the warranty if the VEH had been in a collision
C stated that the VEH had not been in an incident
C stated that the SA advised C that the VEH diagnostics would still be something that might not be covered
C stated that C believes it should be covered regardless as the VEH is new and only has 10000 miles
C stated that the SA has only been rude and not understanding
C stated that C has never experienced this before at a DLR
C stated that SA-K claimed that the VEH would not be at the DLR until 5 as claimed by C
C stated that this is not true and would like the DLR called pulled

SCRR-RB apologized for the experience C had with this DLR
SCRR-RB informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 10/31/2017 regarding C's concern

C understood

SCRR-RB inquired how C would like NNA to assist with this concern

C stated that C would like the concern reported
C stated that C wants NNA CA to know how the DLR was responsive with a serious concern as C expressed not feeling safe with the VEH

SCRR-RB stated an email requesting POO will be sent to C
SCRR-RB asked if there was anything else C needed assistance with today

C declined

SCRR-RB provided agent ID

Call ended mutually

BEST CONTACT # (781)[redacted]

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]	INTERIOR ELECTRICAL	FORWARD EMERGENCY BRAKING (FEB)	POOR OR IMPROPER OPERATION	26	11/2/2017	YX	AV	320500	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Amanda Yett 11/1/2017 8:56 AM	11/1/2017

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[redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Sarah Whittle
Contact Email	[redacted]	Type	
[redacted]	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	12/6/2017	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/31/2017 1:47 PM
Social Media Involvement		Date/Time Closed	12/5/2017 4:09 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	3		
Description			

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	EMPIRE LAKEWOOD NISSAN
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	2,001	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	1	RHR Started	11/1/2017
IIR Date		RHR Completed	11/2/2017
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	KNMAT2MV0HR[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29417	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	EMPIRE LAKEWOOD NISSAN	Data Net	✓
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	12/5/2017
Responsible District	03	Dealer Instructions	Customer Contact
Shared With		Requested Dealer Action	automatic braking concerns.

Bluetooth

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

Related Items

Approved Check Requests	$463.64	Goodwill Offered	
		VCAN	
		Goodwill Processed	0
		Vehicle Service Contract	
		VSC Reprint Request	Email

Contact Name [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date		[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	12/11/2017 2:00 PM	DTS Inspection Date Confirmed?	
DTS Request Type	CA Inspection	Notes for DTS (Vehicle Concerns)	Specifics requested in the future - VIN: KNMAT2MV0HP[redacted] - Year, Make, and Model: 2017 Nissan Rogue - Customer name: STEVEN LAPOIGHT - Dealer name and code the vehicle is presently at or was just at: EMPIRE LAKEWOOD NISSAN - Who was recently contacted at dealership, name of person at dealership for details: ASM-Nick Yaw - Current exact complaint : Customer is advising is having issues with automatic braking. - Any details that are specific to the complaint in question and any repair history recent that pertains to complaint: C stated that C stated that C's wife said that the vehicle was braking and didn't stop the first time this incident occurred. C stated that then the second incident that occurred the vehicle did come to a complete stop and C's wife was on an off ramp and guesses that the vehicle was sensing and confirmed the issues did happen and can't pen point and was given the vehicle back with the system disabled.
Inspection Time/Notes	Appointment Time: 12-11 at 2pm mdt Notes to Agent: Vehicle has been previously inspected and documented by dts please advise if inspection is still needed as discussed over the phone		

System Information

Subject	CUSTOMER:[redacted] [redacted] VIN: KNMAT2MV0HP[redacted]	Root Cause	
Created By	Sandra Bidwell, 10/31/2017 1:47 PM	Root Cause Code	SCSV
Last Modified By	NNAETL, 12/13/2018 10:03 PM	Root Cause Code (2)	SCIR
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	910		
Action Code	NT2A		
What action was taken?	2A Customer Reimbursement - Recall/Campaign		

Agent Comments

Agent Comments	Contact the SM-Jared D. and DTS-Thomas T. about C's automatic braking concerns.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
12/5/2017 4:09 PM	Sarah Whittle	Changed **Status** from Open to **Closed**.
		Closed.
12/5/2017 3:02 PM	DeHenry Kidd	Changed **Description**.
12/5/2017 3:02 PM	DeHenry Kidd	Changed **Escalated By ID** from 0050G000008Wm4N to **005F00000020gd7**.
		Changed **Case Owner** from DeHenry Kidd to **Sarah Whittle**.

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Case Comments

New

Case Comments Help

Public	Comment
✓	**Created By: Sarah Whittle (12/5/2017 4:07 PM)** RCAS-SW NOTES ABLE TO DATANET CASE TO SM AT THIS TIME.
	Created By: Sarah Whittle (12/5/2017 4:06 PM) RCAS-SW is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with brake concerns and buy back request. Goodwill template: • Customer purchased vehicle: NEW • Current mileage: 2001 • OOW Basic 0 months/ 0 miles Power train 0 months/0 miles • VSC : MZNC10776591/PMA10776591 Basic 6/5000 MY14+[redacted] 0 7/29/2017 7/29/2020 30,015 • Total customer pay at retailer: none • Last service visit: 7/24/2017 • Previous owned veh: three View V[redacted] VRS[redacted] Not Checked 1N6BA1F49HN[redacted] New Case with Vehicle View V[redacted] VRS[redacted] Not Checked KNMAT2MV0HP[redacted] New Case with Vehicle View V[redacted] VRS[redacted] Not Checked 1N6AA0EC2FN[redacted] New Case with Vehicle ***STATEMENT OF DECISION*** RCAS-SW advised C the Case has been thoroughly reviewed and NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that significantly impair the operation of the vehicle. NNA will continue to honor the terms and conditions of all applicable warranties." NNA is offering two monthly payments PENDING POP AND PO FROM C.

RCAS-SW reviewed Case with ARBS, DTS-TT, SRCAS-QC, SR Planner DRT-FD, IIR-DK, and TL-GD.

Created By: Sarah Whittle (12/5/2017 4:05 PM)
RCAS-SW stated that this is RCAS-SW with NNA Consumer Affairs and asked if C had some time to speak?
C stated that does.
RCAS-SW ADVISED "This call may be recorded for quality and training purposes."
****

RCAS-SW stated Good Afternoon to C.
RCAS-SW placed outbound call to C at [redacted] Mr. [redacted] answered.

RCAS-SW stated that NNA seems to have everything at this point and on this end from C and C's wife.
RCAS-SW stated that the DTS has already inspected the vehicle.

✓ RCAS-SW stated that thought there was going to be some further questions asked but seems everything has been addressed at this time, and inquired if C has any other questions?

C stated that seems NNA and NNA DLRSHP have done everything on the case, and appreciates the help on both ends with the assistance on C's concerns.
C stated that feels safe and appreciates NNA direction in addressing the concerns.

RCAS-SW stated that C is welcome.
RCAS-SW thanked C for time and patience, and if C has any other questions or concerns to let NNA know.

C agreed.

Call ended mutually.

Created By: DeHenry Kidd (12/5/2017 3:02 PM)
IIR- FEB- MST

Created By: DeHenry Kidd (12/5/2017 3:01 PM)
Per request for SP-FD arbs-dk was advised to call DTS-Thomas T to inquire about this case. Arbs spoke with DTS-TT and was informed that No "Scramble" happen on this vehicle. DTS did go out and test drove the vehicle in the area customer stated the incident happen. DTS stated that he has a "Log in Salesforce", DTS stated there was no damage to the vehicle and drove the vehicle on roads where customer states it happens at. DTS stated that the roads has dips and hills and can see why it trigger but nothing out of the norm or a malfunction. DTS stated that customer has been informed the vehicle has been checked out and there is no issues with the vehicle and the customer was ok with that. The DTS stated if the customer does not wont to use the feature then customer would have to cut it off when they start the vehicle.

***No IIR Inspection is needed at this time, will forward case back to NNA RCAS for further handling if needed.

Created By: Samantha Dixon (12/4/2017 3:08 PM)
Customer is advising is having issues with automatic braking.

Created By: Sarah Whittle (12/4/2017 1:03 PM)
RCAS-SW stated that this is RCAS-SW with NNA Consumer Affairs and asked if C had some time to speak?
C stated that does.
RCAS-SW ADVISED "This call may be recorded for quality and training purposes."
****

RCAS-SW stated Good Afternoon to C.
RCAS-SW placed outbound call to C at [redacted] Mr. [redacted] answered.

RCAS-SW stated that needs to ask some questions in regards to the incidents that occurred on the vehicle?

C understood.
C stated that DLRSHP made C feels safe in the vehicle now.
C stated that has the vehicle back now, and so far so good.

RCAS-SW understood and stated that does need to ask some questions? (the 1st IIR Question was asked)

C stated that has a dash camera in case something like that occurs again.
C stated that doesn't recall the time and incident odometer reading but C's wife does.

RCAS-SW understood.

C transferred call to C's wife.
✓ C's wife -Mrs. Lapointe answered.

RCAS-SW asked C's wife the (IIR) Questions.

C's wife stated that the three incidents that happened, C stated that can't recall the date and time, but one happened in the morning.

C's wife stated that the 1st incident, C can't recall where C was at but was in the left hand lane and the safety notice started beeping at C and nothing was in front of C.
C's wife stated that 2nd and 3rd incident of the concerns, C was getting off the highway and going to work and goes over the bridge and over the highway, and goes to the turn off and passed the intersection and was beeping and brakes were coming on, and nothing was in front of C.

RCAS-SW inquired how would C like Nissan to involved.

C's wife would like NNA to note the incidents have happened and would like C's included in an investigation about concerns.

RCAS-SW understood and stated that will be contacted by another department about concerns tomorrow.

C's wife understood.

RCAS-SW inquired if C has any other questions?

C's wife declined.

Call ended mutually.

Created By: Sarah Whittle (12/4/2017 12:44 PM)
✓ RCAS-SW notes received an email from SR Planner DRT-FD and cc'd. TL-GD about case and to submit an IIR if the customer adamant that the vehicle stopped abruptly when it should have not, received email on Mon 12/4/2017 at 12:05 PM.

✓ **Created By: Sarah Whittle (12/4/2017 11:43 AM)**
RCAS-SW notes spoke with TL-GD about case and was going to speak with SR Planner DRT-FD about case and let RCAS-SW know a decision on DTS inspection again by 12/04/2017.

✓ **Created By: Sarah Whittle (12/1/2017 5:05 PM)**
RCAS-SW emailed DRT-FD about case to see what NNA needs to do at this time, sent email on Fri 12/1/2017 at 4:47 PM.

✓ **Created By: Sarah Whittle (11/30/2017 12:00 PM)**
RCAS-SW I'M TL-GD about if NNA has heard anything back from DRT on case yet or not? sent I'M on 11/30/2017 at 11:25 AM.

✓ **Created By: Sarah Whittle (11/30/2017 11:58 AM)**
RCAS-SW emailed DTS-Thomas stating that NNA is waiting on response from DRT as to if DTS needs to inspect the vehicle yet or not again? sent email on Thu 11/30/2017 at 11:58 AM.

✓ **Created By: Sarah Whittle (11/29/2017 10:39 AM)**
RCAS-SW notes spoke with TL-GD about case via I'M and is checking with DRT about if DTS needs to inspect vehicle again or not? received I'M on 11/29/2017 at 10:25 AM.

Created By: Sarah Whittle (11/28/2017 1:40 PM)
RCAS-SW placed outbound call to DTS-Thomas T. at [redacted]

DTS-Thomas answered.

DTS-Thomas T. stating that drove the vehicle in the same area C was complaining about and verified no abnormalities and gave copy of the owners manual page to C and if C feels the system is not working correctly to keep give the gas to the vehicle as stated in the owners manual.

✓ RCAS-SW understood.

DTS-Thomas stated that already inspected the vehicle and can documented it under the VIN of the Vehicle.
DTS-Thomas T. inquired if needs to inspect the vehicle again or what?

RCAS-SW stated that will check with Management and get back with DTS-Thomas T. asap.

DTS-Thomas T. agreed.

Call ended mutually.

✓

Created By: Sarah Whittle (11/28/2017 10:45 AM)
RCAS-SW emailed DTS-Thomas stating that was asked to re-open case by SRCAS-QC and that vehicle needs to be inspected at this time, sent email on Tue 11/28/2017 at 10:45 AM.

Created By: Sarah Whittle (11/15/2017 11:47 AM)
*** [Added after the case is closed.] ***
RCAS-SW placed outbound call to DTS-Thomas at [redacted]

DTS-Thomas stated C's case number and is going to look at the vehicle.
✓ DTS-Thomas stated that ASM-Nick drove the vehicle and never duplicated the concerns.

DTS-Thomas T. stated that talked to SR DTS- Randy Drier about this case, and DTS-Thomas needs to drive the vehicle, but needs to be able to duplicate concerns, and so far no duplication.

RCAS-SW stated that understands.

Call ended mutually.

Created By: Sarah Whittle (11/6/2017 5:02 PM)
THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:
C IS ELIGIBLE FOR # 2 MONTHS VEH PAYMENT REIMBURSEMENT ONLY.
✓ PAYMENT: $231.82
TOTAL AMOUNT: $463.64
Approved by: SRCAS-Quinta Chaney
Mailing Address verified:YES

Created By: Sarah Whittle (11/6/2017 3:45 PM)
✓ RCAS-SW placed outbound call to C at : [redacted] Mr. [redacted] answered.
LEFT A VMX STATING THAT NNA STILL NEED POP FOR REIMBURSE TO C AND TO SEND IN THE INFORMATION AND CALLBACK RCAS-SW IF NEEDED.

✓ Created By: Sarah Whittle (11/6/2017 3:43 PM)
RCAS-SW NOTES ATTACHED PO TO THE CASE BUT WAITING ON POP STILL.

Created By: Sarah Whittle (11/3/2017 2:26 PM)
RCAS-SW is closing Case as no further assistance can be offered at this time.

CASE SUMMARY
C contacted Nissan CA requesting assistance with brake concerns and buy back request.
Goodwill template:

• Customer purchased vehicle: NEW
• Current mileage: 2001
• OOW Basic 0 months/ 0 miles Power train 0 months/0 miles
• VSC : MZNC10776591/PMA10776591 Basic 6/5000 MY14+[redacted] 0 7/29/2017 7/29/2020 30,015
• Total customer pay at retailer: none
• Last service visit: 7/24/2017
• Previous owned veh: three
View V-32896158 VRS-54702269 Not Checked 1N6BA1F49HN[redacted] New Case with Vehicle
View V[redacted] VRS-54671471 Not Checked KNMAT2MV0HP[redacted] New Case with Vehicle
View V-28758553 VRS-48797252 Not Checked 1N6AA0EC2FN[redacted] New Case with Vehicle

STATEMENT OF DECISION
RCAS-SW advised C the Case has been thoroughly reviewed and NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that significantly impair the operation of the vehicle. NNA will continue to honor the terms and conditions of all applicable warranties." NNA is offering two monthly payments PENDING POP AND PO FROM C.

RCAS-SW reviewed Case with ARBS and SRCAS-QC.

Created By: Sarah Whittle (11/3/2017 2:21 PM)
RCAS-SW is closing Case as no further assistance can be offered at this time.

CASE SUMMARY
C contacted Nissan CA requesting assistance with brake concerns and buy back request.
Goodwill template:

• Customer purchased vehicle: NEW
• Current mileage: 2001
• OOW Basic 0 months/ 0 miles Power train 0 months/0 miles
✓ • VSC : MZNC10776591/PMA10776591 Basic 6/5000 MY14+[redacted] 0 7/29/2017 7/29/2020 30,015
• Total customer pay at retailer: none
• Last service visit: 7/24/2017
• Previous owned veh: one

STATEMENT OF DECISION
RCAS-SW advised C the Case has been thoroughly reviewed and NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that significantly impair the operation of the vehicle. NNA will continue to honor the terms and conditions of all applicable warranties." NNA is offering two monthly payments PENDING POP AND PO FROM C.

RCAS-SW reviewed Case with ARBS and SRCAS-QC.

Created By: Sarah Whittle (11/3/2017 2:19 PM)
RCAS-SW stated that this is RCAS-SW with NNA Consumer Affairs and asked if C had some time to speak?
C stated that does.
RCAS-SW ADVISED "This call may be recorded for quality and training purposes."
****
RCAS-SW stated Good Afternoon to C.
RCAS-SW placed outbound call to C at : [redacted] Mr. [redacted] answered.

RCAS-SW stated that NNA did review for a possible buy back at this time, " NNA is not in a position to offer a repurchase of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that significantly impair the operation of the vehicle. NNA will continue to honor the terms and conditions of all applicable warranties."

RCAS-SW stated that C will receive a formal denial letter in the mail in regards to concerns, and if need be, can contact the BBB as another option.

✓ C understood.

RCAS-SW stated that NNA is in the position to offer 2 monthly payment reimbursements, pending POP and PO from C, and will send an email via email to C request that information.
RCAS-SW stated that after POP and PO arrives, then will send C a check via mail and will arrive in the mail within the next two to four weeks.

RCAS-SW inquired if C has any other questions at this time?

C understood and thanked RCAS-SW.

RCAS-SW thanked C for time and patience.
RCAS-SW stated that if C has any other questions or concerns to let NNA know.

C agreed.

Call ended mutually.

Created By: Sarah Whittle (11/3/2017 2:11 PM)
RCAS-SW placed outbound call to DLRSHP at EMPIRE LAKEWOOD NISSAN at Phone 3032328881.

SA-Mic answered.

RCAS-SW inquired to speak with ASM-Nick Yaw about case?

✓ SA-Mic stated that C is OOO today.

RCAS-SW understood and inquired what was done to the vehicle the other day with DTS-Thomas T.?

SA-Mic stated that reset on computer the system and the DLRSHP was instructed to drive the vehicle for week and try to duplicate.

RCAS-SW understood.

Call ended mutually.

✓ Created By: Sarah Whittle (11/3/2017 1:11 PM)
RCAS-SW notes spoke with SRCAS-QC can offer 2 monthly payments.

Created By: Luis Rodriguez (11/3/2017 12:48 PM)
ARBS notes the following vehicle history repair:

10/21/17 ~ Mileage 2,652 ~ RO[redacted] ~ Days down 10 (as of 11/03/2017)
Concerns
1. C/s when she is driving the vehicle will brake on it own and jerk on her as if she was doing repaid panic stops in a row this is intermitanly but does happen often. There is no certain thing you can do to get this to happen other than just driving the vehicle advise
2. Customer states when driving all the door willon there own lock and unlock and sometimes they will do it 5-6 times on one trip and sometimes it won't happen but it's getting more consistent advise
Actions taken
1. Vehicle currently at dealer
2. Vehicle currently at dealer

****

ARBS notes the following Summary of service history:

In-service date: 07/28/2017
Additional CA cases: None
Tech Line cases: None
VSC: Maintenance / Basic _ Policy No.[redacted] _ Expires on 07/29/2020 or at 30,015 miles
DTS Inspection: Thomas Tejeda _ 10/25/2017 _ FEB malfunction / No repairs made

Repairs/visits made during the first year of ownership / earlier of warranty term from the in-service date:

1 visit for the FEB concern (vehicle braking on its own):
– No repairs made

Total days down: 10 business days (as of 11/03/2017)

****

ARBS notes based on a good faith review and the information submitted (RHR, ROs, and case comments), NNA is not in a position to offer a repurchase/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 the use, safety, or value of the vehicle.

NNA will continue to honor the terms and conditions of all applicable warranties.

ARBS notes the customer has been provided with a loaner vehicle while concern is addressed. ARBS recommends RCAS agent to offer customer two (2) vehicle payments as a goodwill gesture. If customer does not accept the goodwill offer, ARBS recommends RCAS to circle back with ARBS to discuss case.
–

Created By: Nicki Barror (11/2/2017 12:43 PM)
DRTS received the RHR. The RHR was assigned to ARBS Luis Rodriguez for review

Created By: Sarah Whittle (11/1/2017 4:33 PM)
RCAS-SW placed outbound call to DLRSHP at EMPIRE LAKEWOOD NISSAN at Phone[redacted]

ASM-Nick Yaw answered.

RCAS-SW inquired about needing the open RO sent over to RCAS-SW?

DTS-Thomas T. is here inspecting the vehicle right now.

✓ ASM-Nick Yaw stated that[redacted] was opened on 10/22/2017, at 2,652 miles.
ASM-Nick Yaw stated that got the vehicle on Saturday and could not look at the vehicle until Wednesday, October 25th, 2017 and been in the exact same vehicle.

ASM-Nick Yaw stated that DTS-Thomas wanted to give the vehicle back and monitor the concerns but Customer refused and was put into a vehicle by the DLRSHP of the same make and model as C's.

RCAS-SW understood and appreciated the information from ASM-Nick and will be in touch.

Call ended mutually.

Created By: Sarah Whittle (11/1/2017 12:05 PM)
✓ RCAS-SW emailed SM-Jared D., ASM-Nick Yaw, and SA-Kyle to please send over any RO's for C and any RO's open more then five days, need the times stamps as well, and inquired if there are any open RO's? and cc'd. DTS-Thomas T. and FOM-Dan K. sent email on Wed 11/1/2017 at 12:03 PM.

Created By: Sarah Whittle (11/1/2017 12:03 PM)
✓ RCAS-SW notes received an email from DTS-Thomas T. stating The dealer did disable the feature and advised customer of so. There is no repair at this time. received email on Wed 11/1/2017 at 11:45 AM.

Created By: Sarah Whittle (11/1/2017 11:58 AM)
RCAS-SW placed outbound call to DLRSHP at EMPIRE LAKEWOOD NISSAN at Phone[redacted]

SA-Corey answered.

RCAS-SW asked to speak with SM-Jared or ASM-Nick about case?

✓ SA-Corey stated that ASM-Nick is with a customer and to call back in a bit.

RCAS-SW stated that will do so in 15 minutes.

SA-Corey agreed.

Call ended mutually.

Created By: Sarah Whittle (11/1/2017 11:22 AM)
**********Continuation of Conversation with C**********

C stated that C's wife drives the vehicle mostly and drives around with the baby.
C stated that the DLRSHP is working with C and providing a loaner vehicle.

C stated that if an accident does occur basically has no proof of how this happened.
C stated that if the vehicle is stopping at a specific area and then it happens again, this is screwed if C gets into an accident and is a scary issue for C and doesn't want this to happen.

C stated that C's wife stated that this is happen.
C stated that is a loyal customer to the DLRSHP and Nissan.

RCAS-SW explained RHR process:
RCAS-SW stated that doesn't know what could be offered until it comes back as a yes or no answer.

RCAS-SW that has to advise that this point this is a lengethly process which does take about 10 business days to complete at this point.

RCAS-SW stated that what happens is the NNA gathers all the repair orders from the dlrshps in the lifetime of the vehicle and documents them for internal review then NNA would proceed in terms of making a decision based on the lemon laws in C's state.

RCAS-SW advised:
1. The RCAS (Regional Consumer Affairs Specialist) must ADVISE the customer that, in most cases, it will take up to 10 business days for their request to be reviewed. During the RHR review process, the RCAS must continue to work the Case and not allow the Case to age pending DRT's decision. The RCAS must ask the customer the following questions and DOCUMENT the responses in Case Comments:

•Why do you want to return the vehicle to Nissan North America?
C stated that because C's wife said that this happened more then once and the issues were out of C's wife's control and doesn't want C's wife to be killed for this concern.

C stated that is holding all the cards in C's area and the uncertainity is scarey and last thing C wants to do is have C's wife in an accident.

Where is the vehicle currently?
C stated that the vehicle is with Empire Lakewood Nissan.

•Where was the vehicle purchased?
C stated that vehicle was purchased at Empire Lakewood Nissan.

•Was the vehicle purchased new or used?

NEW

•If used, when was the vehicle purchased?

•Where is the vehicle serviced?
C stated that the vehicle was at Empire Lakewood Nissan.

Any Nissan dealers or Infiniti retailers?
If so, document names of dealers/retailers?
NOPE

RCAS-SW stated that doesn't know what could be offered until it comes back as a yes or no answer.
RCAS-SW that has to advise that this point this is a lengthy process which does take about 10 business days to complete at this point.

RCAS-SW stated that what happens is the NNA from the dlrshps in the lifetime of the veh and documents them for internal review then NNA would proceed in terms of making a decision based on the laws in C's state.
RCAS-SW stated that will send contact information via email to C at this time too.

RCAS-SW inquired if C has any other concerns at this time?

C stated that there is very little information from Field Reps, but is happy things are getting done.
C stated that feels like NNA is doing more then C thought.

RCAS-SW understood and thanked C for time and patience.
RCAS-SW stated that will follow up with C again on Monday.

C agreed.

Call ended mutually.

Created By: Sarah Whittle (11/1/2017 11:20 AM)
RCAS-SW VERIFIED C's name, home & email address, concern, phone#, VIN#, mileage Mobile:
RCAS-SW CHECKED for open recalls/campaigns and found:0
Previous UNRELATED Case(s) Found:0
Previous RELATED Case(s) Found: 0
RCAS-SW stated that this is RCAS-SW with NNA Consumer Affairs and asked if C had some time to speak?
C stated that does.
RCAS-SW ADVISED "This call may be recorded for quality and training purposes."
****
RCAS-SW stated Good Afternoon to C.
RCAS-SW placed outbound call to C at : [redacted] Mr. : [redacted] answered.

RCAS-SW stated that did go ahead and start working C's case in due of C's concerns, and does understand that C has had issues with vehicle?

C stated that is correct.

RCAS-SW inquired what is going on with C's veh or what is C requesting from NNA at this time?

C stated that NNA Corporate sent over a tech to look at the issue.
C stated that the camera was causing concerns.

C stated that was afraid if C took the vehicle back with the braking system disabled, then what would C do?
C stated that is spending money on a vehicle, and was inquiring what NNA could do at first to compensate C for this issue?

C stated that believes the sensor are tied into the automatic braking system.

RCAS-SW understood C's concerns and apologized that C is having to go through this.

✓ C stated that was provided a loaner vehicle by the DLRSHP though.
C stated that braking system is braking automatically without having anything in front of C's wife.

C stated that C stated that C's wife said that the vehicle was braking and didn't stop the first time this incident occurred.
C stated that then the second incident that occurred the vehicle did come to a complete stop and C's wife was on an off ramp and guesses that the vehicle was sensing and confirmed the issues did happen and can't pen point and was given the vehicle back with the system disabled.

C stated that then was given another vehicle until the concerns were satisfied, by the DLRSHP.
C stated that at first was going to be out of a vehicle for some time C thought.

C stated that can't drive the vehicle with system disabled.
C stated that bought a vehicle with that had this feature in due of C's wife wanted to be safe driving.

C stated that if nothing gets fixed on the vehicle and is driving the vehicle again and accidents does occur then what happens?
C stated that as C's wife drives the vehicle with C's son to daycare and back every day.

C stated that does C need to talk to attorney with NNA or what?
C stated that is concerned about C's safety and is unsure of what can be done to fix the vehicle?

RCAS-SW stated that does want to let C know a couple of things in regards to C's concerns.
RCAS-SW stated that spoke with DTS about C's concerns that was working with the DLRSHP by phone about concerns, and seems this issue is under engineering review at this time for this concern of operation abnormality.

C understood and stated that so there is no time frame for a repair on the vehicle then doesn't want the vehicle?

RCAS-SW stated that it is under engineering review from what the DTS informed RCAS-SW.

C stated that then would like other options as to what to do with the vehicle?

Created By: Sarah Whittle (11/1/2017 11:15 AM)
✓ RCAS-SW received an email from DTS-Thomas T. stating I did not physically inspect this vehicle but did discuss with the shop foreman by phone and as he stated he was unable to duplicate the concern and the customer stated the concern would happen randomly and advised there are no repairs and engineering is under review for this concern of operational abnormality. received email on Tue 10/31/2017 at 3:20 PM.

Created By: Sarah Whittle (10/31/2017 2:09 PM)
✓ RCAS-SW emailed DTS-THomas to gather more information on the DTS inspection that occurred and cc'd. SA-Kyle, SM-Jared and ASM-Nick Yaw to get more information on C's concerns sent email on Tue 10/31/2017 at 2:09 PM.

Created By: Sandra Bidwell (10/31/2017 1:53 PM) | Last Modified By: Sarah Whittle (10/31/2017 1:57 PM)
********** CASE SUMMARY **********
✓ Customer Concern: C contacted NNA CA requesting assistance with: automatic braking system failure – tech confirmed braking system will have to be disabled rather than repaired which will also affect back up camera and C is not satisfied with that answer as C would like this repaired
Agent actions: CRR-SB documented C's concern and sent case to RCAS for further review

✓ **Created By: Sandra Bidwell (10/31/2017 1:53 PM) | Last Modified By: Sarah Whittle (10/31/2017 1:57 PM)**
CRR-SB VERIFIED Account Info including: C's name, home & email address, phone# & best contact#[redacted]
CRR-SB VERIFIED VEH info including: VIN# & Current Mileage
CRR-SB CHECKED for open recalls/campaigns and found: 0
CRR-SB CHECKED for previous UNRELATED Case(s) and found: 0
CRR-SB CHECKED for previous RELATED Case(s) and found: 0
CRR-SB NOTED Concern is: automatic braking system failure – tech confirmed this will have to be disabled rather than repaired and C is not satisfied with that answer and needs this repaired

CRR-SB received inbound call from C,

C stated C took VEH to DLRSHP due to tech concern with automatic brake system
C stated Nissan sent out tech from NNA CA to look at VEH
C stated DLR has been working well but C just wants to advise NNA CA what is going on
C stated C was given a loaner VEH
C stated automatic braking system may have to be disabled
C stated tech said that this system connects with camera
C stated C can pick up VEH now but they will have to disable this system
C stated SA is SA-Kyle but C is unaware of tech name
C stated C would like this system to work and would like NNA CA to assist
C stated this system was one of the main reasons why C purchased VEH
C stated C would like to confirm that VEH will be fully repaired and operated correctly as C feels as if this is a safety concern

CRR-SB apologized

CRR-SB advised C that CRR-SB can create a case for C
CRR-SB advised C that CRR-SB will send case to a RCAS
CRR-SB advised C that the RCAS will contact C within the next business day before end of day

C thanked CRR-SB for information provided

CRR-SB gave C CRR-SB name Sandra & ID 7319178 as well as case#

Call ended mutually

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	ROGUE	GENERAL INQUIRY	QF	10/31/2017	ZR	AZ	270500	OF

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Sarah Whittle, 12/4/2017 12:58 PM	12/4/2017

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [7] | Case Categorizations [1] | Forms [1]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted]awanda Bradley
Contact Email	[redacted]	Type	
[redacted]	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	4/5/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	11/1/2017 12:10 PM
Social Media Involvement		Date/Time Closed	4/4/2018 2:28 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Consumer Affairs Voluntary Replacement due to 0 repairs with 143 days down due to Forward Emergency braking system stopping by itself		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	PINE BELT NISSAN OF KEYPORT
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	4,500	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	1	RHR Started	11/3/2017
IIR Date		RHR Completed	11/3/2017
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN8AT2MV4HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	2
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	PINE BELT NISSAN OF KEYPORT	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	11/3/2017
Responsible District	03	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	Forward Braking Concern

Bluetooth

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

Related Items

Approved Check Requests	$33,303.00	Goodwill Offered	
		VCAN	
		Goodwill Processed	0
		Vehicle Service Contract	
		VSC Reprint Request	Email

Contact Name [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date
LS Response Time

Home Phone
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 Request Type
Inspection Time/Notes: Appointment Time:

Notes to Agent:

DTS Inspection Date Confirmed?
Notes for DTS (Vehicle Concerns)

System Information

Subject: CUSTOMER: [redacted] VIN: JN8AT2MV4HW[redacted]
Created By: Jeremy Angelini, 11/1/2017 12:10 PM
Last Modified By: NNAETL, 9/18/2019 9:26 PM
Case Record Type: CA Closed Case
Days Closed: 790
Action Code: NT5C
What action was taken?: 5C Voluntary NNA Trade/Repurchase - NNA Inventory - 2 vehs

Root Cause
Root Cause Code: SCSV
Root Cause Code (2)
Document ID: [redacted]

Agent Comments

Agent Comments: #RHR request
Agent Next Step

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
4/4/2018 2:28 PM	Lawanda Bradley	Changed **Status** from Open to **Closed**.
		Closed.
4/3/2018 10:02 AM	Lawanda Bradley	Changed **Follow Up Date** from 4/4/2018 to **4/5/2018**.
		Changed **Description**.
4/3/2018 8:33 AM	Lawanda Bradley	Changed **Follow Up Date** from 4/3/2018 to **4/4/2018**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Paige Gilliam (5/10/2018 11:45 AM) *** [Added after the case is closed.] *** DRTS PW: Check(s) from NESNA for Service Agreement Refund in the amount of $6.99 sent to LOCKBOX #54457; FED EX TRACKING #[redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted] Case documented and copy of check attached to case.
[redacted]	**Created By: Lawanda Bradley (4/4/2018 2:28 PM)** ARBS closing the case as no further assistance is needed
	Created By: Lawanda Bradley (4/4/2018 2:27 PM) ARBS notes Morley case # The case is successfully created with Morley with Case Number as:280459 ********** ARBS notes Morley Fedex tracking #[redacted]
	Created By: Lawanda Bradley (4/3/2018 12:07 PM) ARBS received inbound call from C C requested an update on the process C stated the veh has been sitting at the DLR for a week ARBS informed C that ARBS received SOC docs from NMAC this morning ARBS informed C that the check for the replacement veh was submitted this morning and ARBS should receive the check at the latest Wednesday ARBS stated that ARBS will then send the check to Morley who will verify the docs and contact C to schedule the surrender C stated understanding and thanks ARBS thanked C call ended mutually
	Created By: Lawanda Bradley (4/3/2018 10:02 AM) IIR- FEB- EST
	Created By: Lawanda Bradley (4/3/2018 10:00 AM) ARBS notes that C has been in a loaner since 11/29/2017 ARBS notes C has been out of the vehicle 142 days
	Created By: Lawanda Bradley (4/3/2018 9:59 AM) ARBS received SOC docs
[redacted]	**Created By: Lawanda Bradley (4/2/2018 10:43 AM)** ARBS sent email to NMAC stating: Good morning, Could you please send me the SOC docs for the customer [redacted] VIN: JN8AT2MV4HW[redacted] ? Dealership- Pine Belt Automotive

Attn: Sales Manager Richard Hendrickson
Email address: rhendrickson@pinebeltauto.com
Mailing Address: [redacted], Keyport, NJ [redacted]
Phone: [redacted]

Old VIN: JN8AT2MV4HW[redacted]
New VIN: JN8AT2MV2JW[redacted]

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (4/2/2018 10:32 AM)
ARBS notes DLR agreement figures:

(+) New Vehicle Invoice: $35,183.00
(+) Doc Fee: $395.00
(-) Rebate: $2,275.00
(=) Total due to Dealer $33,303.00
(-) Customer portion to Dealer: $0.00
(=) Total NNA Pays to Dealer: $33,303.00

Created By: Lawanda Bradley (3/28/2018 5:27 PM)
ARBS sent email to GSM-RH stating:

Good afternoon,

I'm putting together your dealership agreement. On the mock buyer's order that you sent, there is not a price listed for the total balance for the vehicle. Could you please resend a mock buyer's order with the amount owed, so I will know how much to submit the check request for.

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (3/28/2018 9:21 AM)
ARBS sent email to GSM-RH stating:

Good afternoon,

I'm putting together your dealership agreement. On the mock buyer's order that you sent, there is not a price listed for the total balance for the vehicle. Could you please resend a mock buyer's order with the amount owed, so I will know how much to submit the check request for.

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (3/27/2018 12:32 PM)
ARBS sent replacement agreement to C in email stating:

Good afternoon Mr.[redacted]

I hope this email finds you well!

[redacted] I have received the documents for your replacement vehicle and was able to create your Replacement Agreement. The agreement is attached to this email.

Please take the time to review the agreement, as it has information regarding the process of swapping the vehicles through the 3rd party company that we use called Morley.

If you agree with this offer, please sign the agreement and return all of the pages back to me.

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (3/27/2018 12:32 PM)
ARBS notes replacement agreement figures:

Nissan agrees to replace your current vehicle with a new, 2018 Rogue bearing the VIN: JN8AT2MV2JW[redacted].

New Vehicle MSRP (2018 Rogue): $36,955.00
Old Vehicle MSRP (2017 Rogue): $35,580.00
Total Upgrade: $1,375.00
Total Upgrade Fee Waived: -$1,375.00
Usage Fee: $ 0.00
(=) Total Customer Payment to Dealer $0.00

Created By: Lawanda Bradley (3/27/2018 12:21 PM)
ARBS notes replacement VIN #:

JN8AT2MV2JW[redacted]

Created By: Lawanda Bradley (3/27/2018 12:21 PM)
ARBS received new vehicle invoice and mock buyer's order

Created By: Lawanda Bradley (3/21/2018 9:27 AM)
ARBS sent SlsM-RH an email stating:

[redacted] Along with the invoice, I will need a mock buyer's order. On the mock buyer's order, the cash price of the vehicle will need to be listed at invoice price and all collateral charges inclusive of any applicable rebates should also be included.

From there I will create and send him a replacement agreement to sign and return back to me and I will also send you a dealership agreement showing the calculations of the payment for the replacement vehicle.

Created By: Lawanda Bradley (3/21/2018 9:24 AM)
ARBS received an email from SlsM-RH stating:

Good morning Lawanda, we have located a replacement vehicle and are in the process of swapping in the vehicle this week. What do you need me to send to you other than the invoice?

Created By: Lawanda Bradley (3/21/2018 8:09 AM)
ARBS sent email to SlsM-RH stating:

Good morning Mr. Hendrickson,

Happy Hump Day!

I just want to touch base with you to see if you have been able to locate a replacement vehicle for Mr.[redacted]

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (3/16/2018 11:21 AM)
ARBS sent email to C stating:

Good morning Mr.[redacted]

I hope this email finds you well!

I just want to provide you with an update on your case.

I have received your interior photo and your registration, so thank you for that.

I just spoke with the Sales Manager Richard, he is currently looking for your replacement vehicle from another dealership. Once he locates the vehicle, he will have it transported to the dealership and will send me the documents needed to create your replacement agreement.

Once he send me the documents, I will send you a Replacement Agreement for you to sign and return all of the pages back to me.

I will continue to keep you updated and provide next steps of this process.

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (3/16/2018 11:16 AM)
ARBS made outbound call to SlsM-RH
SlsM-RH inquired about what is needed
SlsM-RH stated SlsM-RH will have to get a veh from another dealership

ARBS explained the process to SlsM-RH
ARBS informed SlsM-RH that ARBS will need a copy of the invoice and a mock buyer's order with the case prices of the veh listed at invoice
ARBS informed SlsM-RH that once SlsM-RH sends ARBS those docs, ARBS can send C the replacement agreement and SlsM-RH the DLR agreement
ARBS informed SlsM-RH that the process does not happen over night

SlsM-RH stated understanding and thanks

call ended mutually

Created By: Lawanda Bradley (3/16/2018 11:08 AM)
ARBS received vmx from SlsM-RH requesting a call back

Created By: Lawanda Bradley (3/16/2018 10:57 AM)
ARBS received email from NMAC stating:

SR#: 1[redacted]
Customer: [redacted]
1. Account# 25007865705
2. 30 day payoff $ 28148.14 good thru 3/31/2018
3. # of scheduled payments received 12
4. Scheduled Payment amount 329.27
5. Most Recent payment received 3/1/2018 for $ 329.27
6. Eligible for SOC? YES

Contract and Payment History are attached.

Created By: Lawanda Bradley (3/14/2018 4:10 PM)
ARBS sent email to SM-Richard Hendrickson stating:

Good afternoon Mr. Hendrickson,

I hope this email finds you well!

Mr. [redacted] has informed me that you will be his point of contact in assisting to locate a comparable replacement vehicle. The replacement vehicle can be a 2018.

At this point have you been able to locate a vehicle? If so, could you please send me the invoice of the replacement vehicle and a mock buyer's order with the cash price of the vehicle listed at invoice price and all collateral chargers included.

I do want to let you know that this process does take weeks, but I am looking to have him in his replacement vehicle by the end of the month.

Please feel free to let me know if you have any questions. I will be sending you emails with updates and keeping you posted on the progress of the case.

Thank you so much for assisting,

Lawanda Bradley
Arbitration Specialist I
Customer Quality

Nissan North America, Inc.
Phone: [redacted]
Fax [redacted]

Created By: Lawanda Bradley (3/14/2018 4:03 PM)
ARBS sent email to NMAC stating:

Good afternoon,

Will you please provide me with the sales contract, the payment history, and the following information on this account:

1. Account#
2. 30 day payoff
3. Per diem
4. # of scheduled payments received
5. Scheduled Payment amount
6. Total Principal paid
7. Total Interest paid
8. Late fees paid
9. Most Recent payment received
10. Eligible for SOC?

Thank you

Lawanda Bradley
Arbitration Specialist I
Customer Quality

Nissan North America, Inc.
Phone: [redacted]

Created By: Lawanda Bradley (3/14/2018 4:00 PM)
ARBS made outbound call to C at [redacted]
C answered
(ARBS notes C is yelling)
C stated C wants a replacement veh
C stated C has been in a loaner for 5 months
C stated C has been trading loaners
C stated C is paying for a veh that C isn't driving
C stated C went to the DLR and was told that there isn't a repair and there won't be a repair anytime soon
C stated C has been working with the dealership for the dealer to put C into a new veh
C stated C spoke with a Nissan rep
C stated the rep told C to contact CA
C stated C wants a replacement veh

ARBS informed C that ARBS sees that C received the email that ARBS sent

C cut ARBS off an stated that C got the email

ARBS informed C that if C is working with the DLR to put C into a new veh, then that is not the same as what ARBS is offering as a replacement
ARBS informed C that ARBS has already offer C a replacement
ARBS informed C that the offer was in the email that ARBS sent

C stated C wants to go with that option
C stated photos were sent to ARBS this morning

ARBS informed C that ARBS will need a photo of the inside of the veh and not just the exterior

C stated C is not sending anything in to ARBS as C was told by the DLR that ARBS already has the information

ARBS informed C that ARBS can request some of the docs from NMAC
ARBS informed C that C will have to send C's registration

C stated C will send the registration and the interior photo
C stated the DLR is looking for a comparable veh for C
C stated C wants to go to a 2018

ARBS informed C that ARBS can get C into a 2018

ARBS inquired who is assisting C in the sales department

C stated C is being assisted by Rich Hendrix

ARBS informed C that ARBS will also send an email to Rich Hendrix with further information
ARBS informed C that the process does take about 4-6 weeks

C stated understanding and thanks

ARBS thanked C

call ended mutually

Created By: Tabatha Macmullan (3/13/2018 12:19 PM)
CRR-TM VERIFIED account info: C's name, home & email address phone#, concern
CRR-TM CHECKED for open recalls/campaigns and found: 0
CRR-TM CHECKED for previous UNRELATED case(s) and found:0
CRR-TM CHECKED previous RELATED case(s) and found: 0
DOCUMENTED CONCERN: REQUEST TO SPEAK WITH ARBS FOR UPDATE
****
CRR-TM received incoming call from C

C stated C was advised that C will be reimbursed for every payment per month that C does not have VEH
C stated has been in a loaner VEH for 5 months
C stated DLR is unable to repair VEH and is requesting trade in
C stated unable to get a hold of ARBS to discuss case

CRR-TM empathized with C and asked if C had received email from ARBS 3/9/18

C confirmed he received the email

CRR-TM went over the documents requested by Nissan in order to coordinate the repurchase

C stated C is not taking pictures
C stated C does not have the information requested and should not be the one that has to provide it
C stated Nissan should already have the documents that ARBS requested

[redacted] CRR-TM asked if C would like CRR-TM to send an internal message to ARBS to see if available

C stated ARBS never available

CRR-TM confirmed best contact # (732)[redacted]
CRR-TM advised message sent to ARBS and asked if C would mind being placed on hold in order to attempt to contact ARBS by phone

C agreed to hold

CRR-TM attempted to contact ARBS at[redacted] and received vmx
CRR-TM advised C that ARBS currently unavailable and advised of follow up date EOB day 3/14/18
CRR-TM suggested C attempt to collect the documents requested in order to move case forward

C stated will take VEH to DLR and have DLR take the photos
C stated registration and the other documents should be there as well and C will ask DLR to send because C does not feel it is C's responsibility

CRR-TM advised case notes have been updated and provided C with case # to include on documents
CRR-TM asked if further assistance needed

C declined and appreciated the assistance

CRR-TM provided C with case# agent name and ID#
Best contact# (732)[redacted]
Call ended mutually

Created By: Lawanda Bradley (3/9/2018 1:16 PM)
ARBS sent email to C stating:

Mr.[redacted]

I hope this email finds you well!

I have received a notification that you are requesting Nissan to repurchase your vehicle.

Nissan carefully considered your clients request during a review of all available facts pertaining to your situation. Based on the vehicle repair history, Nissan offers to voluntarily settlement, replacement, or repurchase of the vehicle.

In order to coordinate the repurchase, Nissan needs to know the particular facts pertaining to your ownership and intentions regarding the vehicle. Please return the following documents to me at your convenience, as it will be needed to make a detailed offer:
• Vehicle photos (4 exterior sides and interior)
• Legible copy of the vehicle's registration
• A copy of the purchase contract
• Loan Payment history
• Current payoff including per diem.
• Title Application OR Copy of Title
• Completed lienholder information request form (attached)

Below are your options:
A. Repurchase: You will send me the documents and I will look at your sales contact and all items paid will be credited to you and then we will deduct for the payoff, and the usage (USAGE EQUATIONS FOR NEW JERSEY USAGE: 1st repair attempt/100,000 x Purchase Price of the vehicle) of the vehicle. Any money left over will be refunded to you. This option is about a 4 to 6 week process and is dependent on how long it takes to receive documents and process paperwork.
B.
B. Replacement: This option is contingent on your lien holder. I will reach out to them and see if you are eligible for a Substitution of Collateral. The vehicle will have all the same options and trim level as your current vehicle. Any extra options added and upgrades will be paid for by the customer. There is not a usage fee for a replacement per your state guidelines. This can be done at the time of surrender or with a refinance with your lien holder. The customer will take possession of the new vehicle on the day of surrender. On this day you will bring your current vehicle (it will be inspected for damage), you will sign paperwork and you will leave with your new vehicle. This option can take 4 to 6 weeks depending on how long it takes to receive documents, get information from the lien holder and for the customer to locate a new vehicle.

C. Settlement: Once the repair has been released and your vehicle is repaired, Nissan will send you a check in the amount of $3,000.00. With this option, you will retain ownership of your vehicle. This does not void any warranties or service contracts that you may have. If you have any issues in the future you will be able to go to the dealer to have them addressed. If any future issues result in a Repurchase or Replacement, the $3,000.00 will be deducted. If you chose this option I will send you a Settlement Agreement. It will need to be signed, notarized, and returned back to me. Once I receive it back, you will receive a check by FedEx in about 3 business days.

Please return the requested information to us via fax at[redacted] or email at Lawanda.Bradley@nissan-usa.com. We anticipate completing the replacement or repurchase within 2 to 4 weeks from the time you accept an offer.

If you have any questions, please contact me at[redacted] I am generally in the office 7a.m. - 4p.m. CST Monday-Friday.

Best regards,

Lawanda Bradley
Arbitration Specialist I
Customer Quality

Nissan North America, Inc.
Phone:[redacted]
Fax[redacted]

Created By: John Roque (3/9/2018 9:37 AM)
CRR-JR VERIFIED Account information including: C's name, home & e-mail address,

phone number & best contact number
CRR-JR VERIFIED VEH Information including: VIN #, Current Mileage, Warranty & Service History
CRR-JR CHECKED for open recalls/campaigns and found: 0
CRR-JR CHECKED for previous UNRELATED Case(s) and found: 0
CRR-JR CHECKED previous RELATED Case(s) and found: 0
CRR-JR NOTED concern is: CASE follow up

CRR-JR received inbound call from C.

C stated C has a case and provided case number C stated C is looking to hear from the ARBS currently working on C's case
C stated the DLRSHP advised C that C's VEH cannot be repaired and C would like NNA to buy back the VEH stating enough is enough C is paying for a VEH C cannot use

CRR-JR understood and empathized with C's concerns and advised C of the follow up date set
CRR-JR stated that C's concerns will be documented and sent to the regional specialist for further review
CRR-JR asked C if there was anything else CRR-JR could assist with.

C declined.

CRR-JR informed C that Case will be notified to the Specialist who will contact the C by close of business day 3/9/18 regarding C's concern.

C understood.

CRR-JR provided C with agent ID 7319311 and case number [redacted]
CRR-JR noting C's best contact number is [redacted]

Call ended mutually

Created By: Lawanda Bradley (3/2/2018 9:56 AM)
ARBS changing follow up date pending information on F.E.B. repair

Created By: Lawanda Bradley (2/23/2018 1:32 PM)
ARBS changing follow up date pending information on F.E.B. repair

Created By: Lawanda Bradley (2/16/2018 10:14 AM)
ARBS changing follow up date pending information on F.E.B. repair

Created By: Lawanda Bradley (2/9/2018 1:08 PM)
Good afternoon, I have been advised that a repair for the FEB is scheduled for late March or early April
I've been told that the repair will be a part and a reprogram.
Nissan is waiting for parts to be produced before sending out a repair directive.
I truly apologize for the delay and thank you so much for your patience.

Created By: Inactive User (2/9/2018 8:10 AM)
Good morning, AS of 2/9/18 the C is still in a rental vehicle. Please update the progress on this.

Created By: Lawanda Bradley (2/2/2018 10:41 AM)
ARBS notes no new information regarding the FEB concern
ARBS is changing C's follow up

Created By: Lawanda Bradley (1/19/2018 10:09 AM)
ARBS made outbound call to C at [redacted]
C answered

C inquired about the status of the repair
C stated C is now in C's 3rd rental

ARBS informed C that the latest update that ARBS has is that the repair is scheduled to be released at the end of February or the beginning of March
ARBS inquired if that would be okay for C

C stated that is okay
C stated C just wanted to know

ARBS informed C that NNA has a repair, but the repair is currently being tested before the repair can be released

C stated understanding and thanks

call ended mutually

Created By: Lawanda Bradley (1/19/2018 10:00 AM)
ARBS received vmxs from C

Created By: Lawanda Bradley (1/5/2018 7:18 AM)
ARBS notes no new information regarding the FEB concern
ARBS is changing C's follow up

Created By: Lawanda Bradley (12/29/2017 11:53 AM)
ARBS sent email to SM-JK stating:

Good morning,

For vehicles with the F.E.B. concern, I have been informed that engineering has repair, but is currently testing the repair and the repair should be released sometime in the beginning of February.

If you are wanting to be paid for the time that the customer has already been in the vehicle, you would have to discuss that with your FOM. The direction that we have received in our office is that the customer stays in the long term loaner until the vehicle has been repaired. From there the dealership will submit the claim to warranty and include the rental on the RO for warranty to pay.

Please feel free to let me know if you have any further questions.

Thank you so much,

Created By: Lawanda Bradley (12/29/2017 11:44 AM)
ARBS received email from SM-JK stating:

Mr[redacted] has been in a rental for 41 days, I would like to submit a claim to get this portion of the rental paid for. Has there been any update on the repair for him at this point?
Thank you ,

John Kravchak

Created By: Inactive User (12/26/2017 9:00 AM)
Has there been any updates with this C? He is still in a rental vehicle?

Created By: Lawanda Bradley (12/21/2017 4:44 PM)
ARBS notes no new information regarding the FEB concern
ARBS is changing C's follow up

Created By: Lawanda Bradley (12/15/2017 11:42 AM)
ARBS notes no new information regarding the FEB concern
ARBS is changing C's follow up

Created By: Lawanda Bradley (12/8/2017 10:24 AM)
ARBS notes no new information regarding the FEB concern
ARBS is changing C's follow up

Created By: Lawanda Bradley (11/29/2017 1:43 PM)
ARBS made outbound call to C at [redacted]
C answered

ARBS informed C that ARBS received C's vmx regarding the loaner having the same concern
ARBS informed C that ARBS has emailed the SM and requested C to be placed in the new loaner

C stated C was able to go to the DLR today
C stated the SM was not available
C stated the cashier was able to place C in a different loaner
C stated C is in a 2017 Altima SR
C stated this veh does not have that feature

ARBS stated gladness

C inquired about compensation

ARBS informed C that engineering is currently working on repair
ARBS informed C that once the veh has been repaired ARBS will rereview C's case and will offer C a compensation

C stated understanding
C stated C's monthly payment is almost due and C doesn't want this to effect C's credit
C stated C will go ahead and make the payment

ARBS stated understanding

call ended mutually

Created By: Lawanda Bradley (11/29/2017 1:35 PM)
ARBS sent email to SM-JK stating:

Good afternoon John,

I hope this email finds you well!

I received a voicemail from our customer Mr. [redacted] He informed me that the loaner that he is in has the same concern regarding the Forward Emergency Braking system. It is possible to be able to get him into a different type of vehicle that doesn't have that feature?

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (11/29/2017 1:29 PM)
ARBS received 5 vmx from C on 11/29/2017
C states the loaner vehicle is having the same concern as C's veh at the same intersection

Created By: Lawanda Bradley (11/17/2017 3:15 PM)
ARBS made outbound call to C [redacted]
C answered

ARBS informed C that SM has confirmed that DLR will place C in a loaner vehicle
ARBS informed C that C can go to the DLR and request to speak with SM-JK

C stated C will go tomorrow
C stated thanks

ARBS thanked C

call ended mutually

Created By: Lawanda Bradley (11/15/2017 10:24 AM)
ARBS sent email to SM-John with FOM-Keith Harmis CC'ed stating,

Thank you for getting back with me so quickly. I have attached the FOM to the email thread just to keep him informed.

The Arbitration Department has been directed by the former Director Nat Mason to place customer's with the Forward Emergency Brake System concern in loaners until the repair has been released by engineering. At this time, engineering is still running test to release a formal repair. Unfortunately, I don't know how long it will take for engineer to release the repair. As far as the payment, you should be able to add the loaner to a repair order and then submit the repair order to warranty once the vehicle has been repaired.

Please let me know if you have any additional questions.

Thank you again,

Lawanda Bradley

Created By: Lawanda Bradley (11/15/2017 10:23 AM)
ARBS received email from SM-John Kravchak stating:

Good morning,

Based on His current situation with his new Rogue, we will be able to provide alternate transportation. How long will he need a vehicle? Has this been cleared with the FOM?

John Kravchak

Created By: Lawanda Bradley (11/15/2017 9:57 AM)
ARBS made outbound call to C at [redacted]
C answered

ARBS informed C that ARBS has received C's vmxs stating that C would like to be placed in a loan vehicle
ARBS informed C that ARBS has sent the request to the SMs at the DLR and ARBS is waiting on further information
ARBS informed C that as soon as ARBS hears for SM, ARBS will contact C

C stated thanks

ARBS thanked C

call ended mutually

Created By: Lawanda Bradley (11/15/2017 9:49 AM)
ARBS sent email to SM-Thomas Linkin and SM-John Kravchak

Good morning,

I hope this email finds you well!

My name is Lawanda Bradley and I am with Nissan's Arbitration Department.

I have received a case for the customer [redacted] VIN: JN8AT2MV4HW[redacted]. The customer's vehicle is having concerns with the Forward Emergency Braking System. We are needing to get this customer into a loaner vehicle. Is there any way that either of you can assist me with getting the customer in a long term loaner vehicle until a repair has be released from engineering?

Thank you,

Created By: Lawanda Bradley (11/9/2017 10:56 AM)
ARBS made outbound call to SM-John Kravchak at [redacted]
No answer
ARBS left vmx inquiring if SM can place C in a long term loaner
ARBS requested a call back
ARBS provided ARBS name and contact #

Created By: Lawanda Bradley (11/9/2017 10:55 AM)
ARBS received 3 vmx from C requesting a long term loaner

Created By: Lawanda Bradley (11/8/2017 4:46 PM)
ARBS made outbound call to C at [redacted]
ARBS informed C that ARBS has taken over C's case
ARBS inquired if C has the veh

C stated the veh is at C's home

ARBS inquired how often the concern happens

C stated every time C goes through a certain intersection

ARBS informed C that NNA can place C into a loaner veh

C stated C just wants the veh fixed
C stated C has been told that NNA is working on a fix

ARBS informed C that is correct
ARBS informed C that NNA is currently working on a repair but as of now a repair has not been release
ARBS informed C that NNA can offer C monthly vehicle payment once a repair has been released

C stated C is paying $330.00 a month
C stated as long as Nissan is working on it that C feels like that is okay
C stated C just doesn't want to be forgotten about

ARBS informed C that ARBS will be providing C with vehicle updates

C stated the DLR is great
C stated C loves the veh
C stated C feels comfortable driving the veh but is just concerned that the person behind C will not be paying attention
C stated C would like to keep driving the veh

ARBS stated understanding
ARBS informed C that ARBS will follow up with C

C stated thanks

ARBS thanked C

call ended mutually

Created By: Janisha Wilkerson (11/8/2017 2:43 PM)
SRCAS-JW received inbound call from C

✓ SRCAS-JW informed C the call may be recorded for training and quality purposes

SRCAS-JW informed C that the case is no longer in SRCAS-JW possession and referred C to contact the representative who has called C and left a message for C previously

Call ended mutually

Created By: Lawanda Bradley (11/7/2017 5:16 PM)
ARBS made outbound call to C at [redacted]
No answer
ARBS left vmx with case # and ARBS contact #

Created By: Lawanda Bradley (11/7/2017 8:24 AM)
ARBS notes:
Total Days Down: 16 Days Down
1 visit with 0 repairs related to power steering warning/ steering wheel hard
3 visits with 0 repairs related to frontal brake light on
[redacted] 1 visit with 0 repairs related to A/C control panel not illuminated
1 visit with 0 repairs related to radio loosing memory
1 visit with 1 repair related to windshield wiper
1 visit with 0 repair related to daytime navigation screen dim
2 visits with 1 repair related to front braking comes on by itself
****
ARBS taking over the case for further assistance

Created By: Lawanda Bradley (11/7/2017 8:24 AM)
ARBS notes:

06/10/17 @ 1,402 miles.....RO[redacted] 5 Days Down
Concern:
1. CUST STATES POWER STEERING WARNING, STEERING WHEEL HARD
2. CUST STATES FRONTAL BRAKE WARNING LIGHT.
3. CUST STATES ENTIRE A/C CONTROL PANEL NOT ILLUMINATED AND NOTHING WORKED, NO BLOWERS, NO A/.C
Action:
1. ROADTESTED VEHICLE, SCANNED VEHICLE FOR DTC CODES, CLEARED ALL CODES NONE RETURNED, CHK ALL FUSES
2. FOUND DTC CODES (SEE SHEET ATTACHED) , CALLED TECHLINE , THEY INFORMED TO CLEAR AND RE-ROAD TEST EXTE
3. SEE LINE A AND B

06/29/17 @ 1,941 miles.....RO[redacted] 1 Day Down
Concern:
1. CUSTOMER STATES WARNING LIGHT ON- AUTOMATIC BRAKE LIGHT
2. CUSTOMER STATES RADIO IS LOOSING ITS MEMORY
Action:
1. TECH SCANNED AND FOUND MULTIPLE PAST CODES ON VEHICLE. TECH SUBMITTED INFORMATION INTO NISSAN WAITING
2. SEE LINE ABOVE

08/03/17 @ 2,674 miles.....RO[redacted] 1 Day Down

Concern:
1. C S FRONT WIPERS ARE STREAKING CHATTERING. TECH FOUND TORN WIPERS. TECH REPLACED FRONT WIPER BLADES REPLACE FRONT WIPER
Action:
1. REPLACED FRONT WIPERS DUE TO STREAKING AND CHATTERING.

09/09/17 @ 3,451 miles.....RO[redacted] 1 Day Down
Concern:
1. CUSTOMER STATES IN DAYTIME NAVIGATION SCREEN IS DIM (DAY NIGHT BUTTON MUST BE HIT TO CHANGE IT) AND AT NIGHT SCREEN IS REALLY BRIGHT
Action:
1. TECH INSPECTED AND FOUND NAVIGATION SETTING IS IN NIGHT MODE. TECH RESET INTO AUTO MODE NO FURTHER I

09/19/17 @ 3,661 miles.....RO[redacted] 3 Days Down
Concern:
1. CUSTOMER STATES FRONT BRAKING COMES ON BY ITSELF
Action:
1. AS PER TSM ISSUE IS UNDER INVESTIGATION

10/13/17 @ 4,153 miles.....RO[redacted] 4 Days Down
Concern:
1. CUSTOMER STATES CAR IS BRAKING ON ITS OWN
Action:
1. TECH REPORTS ICC SENSOR IS OUT OF ADJUSTMENT-READJUSTED CUSTOMER STATES CAR IS BRAKING ON ITS OWN

10/27/17 @ 4,203 miles.....RO[redacted] 1
Concern:
1. CUSTOMER STATES AFTER REMOTE STARTING CAR AND PUSHING START BUTTON-THE FORWARD BRAKING LIGHT STARTED FLASHING
Action:
1. TECH COULD NOT VERIFY CONCERN AT THIS TIME

Created By: Lawanda Bradley (11/7/2017 8:23 AM)
ARBS notes
In service date: 03/30/2017
State: New Jersey
NMAC Lease
****
NO ADDITIONAL CASES FOUND
NO TECH LINE CASE FOUND
NO DTS FOUND
1 VSC's FOUND- MZNA10794686/PMA10794686
NO WARRANTY CASES FOUND

Created By: Dakota McGregor (11/6/2017 9:11 AM)
(732)[redacted] ARBS placed outbound to C
✓ ARBS left vmx requesting callback and 25-30 minutes of Cs time
ARBS requested detailed vmx of when C could take a callback during ARBS business hours
ARBS provided best contact info and case #

✓

Created By: Dakota McGregor (11/6/2017 8:46 AM)
ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE
****

Created By: Samantha Dixon (11/3/2017 2:58 PM)
C stated C wants NNA to fix the veh or just replace the vehicle since NNA does not have a fix at this time

Created By: Nicki Barror (11/3/2017 1:41 PM)
DRTS received the RHR. The RHR was assigned to ARBS Lawanda Bradley for review

Created By: Janisha Wilkerson (11/3/2017 1:10 PM)
SRCAS-JW completed IIR, attached repair orders (no open repair orders at this time), and submitted RHR for review

Created By: Janisha Wilkerson (11/3/2017 12:27 PM)
SRCAS-JW called dlr spoke to SM John who stated:

• How many times has the customer's vehicle been in for repairs?
SM John refer to repair orders file of which all is accurate with information
SRCAS-JW documenting 8 repair orders on file
• What repairs were performed?
SM John refer to repair orders file of which all is accurate with information
• How many days has the vehicle been kept out of service at your dealer for repairs? SM John refer to repair orders file of which all is accurate with information
If the Service Manager is unsure, the RCAS needs to collect the hard copies of the repair orders that contain the technician time stamps.
• Has TECH LINE been involved?
SM John stated yes
• Has the Dealer Technical Specialist (DTS) been involved?
SM John stated TSM and engineers from Japan

Created By: Janisha Wilkerson (11/3/2017 12:17 PM)
IMPORTANT: Call both number to get in touch with C, try cell number and home until C is reached and leave messages if needed

[redacted]

SRCAS-JW data net the case

PREVIOUS RELATED CASE:
PREVIOUS UNRELATED CASE:
CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES and Found:
VERIFIED C's name, address, phone number, email
Best Contact: [redacted]
SRCAS-JW informed C that the call may be recorded for training and quality purposes
SRCAS-JW called C at [redacted]
C stated that the vehicle is at C's residence in C's driveway
C stated that the last time C visited the dlr about a week ago and C spoke SA Eric
C stated when C goes through an intersections of Stone Road and Florence Ave in Hazlet in NJ and State Hwy 35 at Laurel Ave in Homedale, NJ
C stated at State Hwy 35 at Laurel Ave in Homedale, NJ the veh stopped abruptly and C was driving at least 50 mph
C stated that the veh starts to beep and a light comes on in the dash
C stated that the veh will stop on its own and there is nothing in front of the vehicle. C stated that NNA engineers came to inspect the vehicle and the veh did the same as well
C stated that the speeds vary between 20 and 30 mph when the concerns occur
C stated that a black box and dash cam was installed in the veh as per NNA engineers
SRCAS-JW completed the IIR to be submitted
C stated that C wants NNA to either fix the veh or replace the vehicle
C stated C just wants another vehicle since the engineers cannot fix the concern
SRCAS-JW informed C that an internal review can be completed not a guarantee and can take an estimate of 10 business days to complete and asked C:

• Why do you want to return the vehicle to Nissan North America?
• C stated Nissan doesn't have a fix for the Forward Braking concern which is still present in C's veh
• Where is the vehicle currently?
• C stated in C's residence in C's driveway
• Are you currently in a rental vehicle?
• C has C's own veh in C's possession
• Where was the vehicle purchased?
• C stated at Pine Belt Nissan of Keyport as Lease
• Was the vehicle purchased new or used?
• C stated Leased new in 2017
• If used, when was the vehicle purchased?
• Where is the vehicle serviced?
• C stated only Pine Belt Nissan of Keyport
• Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers.
SRCAS-JW informed C that C will be contacted as follow up no later than 11-8-2017
SRCAS-JW informed C that RCAS-MS is the point of contact and direct follow up is 11-8-2017
SRCAS-JW provided C with SRCAS-JW contact number as well in case C cannot reach RCAS-MS
C thanked SRCAS-JW
Call ended mutually

Created By: Mubah Butt (11/2/2017 10:26 AM)
CRR-MB <OPENED or VERIFIED> Account Info including: C's name, home & phone#
CRR-MB VERIFIED VEH Info including: VIN#, Current Mileage, Warranty
CRR-MB CHECKED for open recalls/campaigns and found: 0
CRR-MB CHECKED for previous UNRELATED Case(s) and found: 0
CRR-MB CHECKED previous RELATED Case(s) and found: 0

CRR-MB received a call from C concerning speaking with RCAS.

C stated that c called yesterday and was advised that C would be receiving a call today.
C stated that c received a call today but was not home.
C stated that c is returning a call.

CRR-MB checked notes and advised C that CRR-MB can send an internal message to inform RCAS that C called today and wanted to speak with RACS.
CRR-Mb advised C that c would not know the schedule time for RACS whether RACS would call back today otherwise c will be followed up with RACS tomorrow.

C understood.

CRR-Mb asked best contact #.

C provided contact # [redacted]

Call ended mutually.

Created By: Janisha Wilkerson (11/2/2017 9:48 AM)
SRCAS-JW called C at [redacted] (best contact number for Antonio who is the C- mail box full/could not leave a msg

SRCAS-JW sent C an email to return call back to RCAS-MS

Next Step
RCAS-MS will converse with C and submit IIR for further review

Created By: Janisha Wilkerson (11/2/2017 9:46 AM)
SRCAS-JW called C at [redacted]

SRCAS-JW informed C that the call may be recorded for training and quality purposes

Cs wife stated to call C's husband at [redacted]

Created By: Jeremy Angelini (11/1/2017 12:17 PM)
***** [CASE SUMMARY] *****

FRONT BRAKES CONCERN, MULTIPLE REPAIR ATTEMPTS

Best Contact # (732)[redacted]

CRR-JA transferring case to RCAS

Created By: Jeremy Angelini (11/1/2017 12:17 PM)
CRR-JA VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-JA VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History
CRR-JA CHECKED for open recalls/campaigns and found: NONE
CRR-JA CHECKED for previous UNRELATED Case(s) and found: 0
CRR-JA CHECKED previous RELATED Case(s) and found: 0
CRR-JA NOTED concern is: FRONT BRAKES CONCERN, MULTIPLE REPAIR ATTEMPTS

CRR-JA received inbound call from C

C stated that C has been to DLRSHP several time to resolve this concern
C stated that the front brakes will activate without C using the brake pedal
C stated that C has been in the middle of an intersection and had the VEH brake on its own
C stated that the DLR has attempted to repair this
C stated that a field engineer has attempted to repair this
C stated that no one has repaired this
C stated that C even had a black box and dash cam installed in VEH to determine the source of this concern
C stated that none of this has resolved the concern, and C was advised to call NNA-CA for intervention from NNA

CRR-JA informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day November 2, 2017 regarding the C's concern

CRR-JA provided C with Agent ID #7319218 & Case # 28761387

C understood and appreciated the assistance

CRR-JA asked if there was anything else with which CRR-JA could assist C

C declined

[redacted]

Call ended mutually

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]	INTERIOR ELECTRICAL	FORWARD EMERGENCY BRAKING (FEB)	POOR OR IMPROPER OPERATION	26	11/6/2017	YX	AV	320500	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Janisha Wilkerson, 11/3/2017 12:00 PM	11/3/2017

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[redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] DeHenry Kidd
Contact Email	[redacted]	Type	CA
Home Phone	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	12/14/2017	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	11/2/2017 5:27 PM
Social Media Involvement		Date/Time Closed	12/14/2017 3:02 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	IIR- FEB- EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	SMITHTOWN NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	865	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

Incident Date	10/31/2017	Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	1	RHR Started	
IIR Date		RHR Completed	
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	5N1AT2MV6H[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29417	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	SMITHTOWN NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	
Shared With		Requested Dealer Action	

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 [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date	
LS Response Time	

Home Phone	[redacted]
Work Phone	[redacted]
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] [redacted] VIN: 5N1AT2MV6H[redacted]	Root Cause	
Created By	Earl (Chase) Cornell, 11/2/2017 5:27 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/13/2018 10:13 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	901		
Action Code	NT8F		
What action was taken?	8F Provided Vehicle Information		

Agent Comments

Agent Comments	IIR has been submitted for C with FEB system.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
12/14/2017 3:02 PM	DeHenry Kidd	Changed **Status** from Open to **Closed**.
		Closed.
12/14/2017 2:59 PM	DeHenry Kidd	Changed **Follow Up Date** from 12/19/2017 to **12/14/2017**.
12/8/2017 7:53 AM	DeHenry Kidd	Changed **Follow Up Date** from 12/11/2017 to **12/19/2017**.
11/30/2017 4:12 PM	DeHenry Kidd	Changed **Follow Up Date** from 12/1/2017 to **12/11/2017**.

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Case Comments

New

Case Comments Help

Public	Comment
	Created By: DeHenry Kidd (12/14/2017 2:58 PM) ***Closing case Notes*** Customer Name: [redacted] Phone#: [redacted] Arbs-DK called customer at 256pm no answer was made Arbs left c a message stating name and number for c to call Arbs back at [redacted] call ended. Decision: This matter was reviewed and there were no defects found with the vehicle. No EDR event was recorded and no other relevant DTCs are noted. There is no evidence of a defect. Customer was sent a letter in regards to their case Fedex# [redacted] Arbs is closing case
	Created By: DeHenry Kidd (12/8/2017 7:53 AM) Arbs-DK received an email from DTS stating that the inspection is completed. Arbs is now waiting on a decision from PL.
	Created By: DeHenry Kidd (11/30/2017 4:10 PM) [redacted] Arbs called customer at 410pm to remind customer that the DTS inspection is set for 12/4 at 10am EST
	Created By: DeHenry Kidd (11/15/2017 3:12 PM) Arbs called customer and call the dealer to let them know the DTS inspection date is set for 12/4 at 10am arbs did call the dealer to let them know customer can be placed in a loaner vehicle.
	Created By: DeHenry Kidd (11/15/2017 10:54 AM) [redacted] Arbs-DK called customer at 1053am no answer was made. Arbs left a message stating name and number for c to call Arbs back at [redacted] call ended
	Created By: DeHenry Kidd (11/13/2017 3:30 PM) Arbs has requested DTS inspection on customer vehicle arbs is waiting on date and time
	Created By: DeHenry Kidd (11/13/2017 3:24 PM) Verified Name Address Phone# VIN Mileage Responsible Dealer Checked for open Recalls/Campaigns: None Customer stated there were three incidents the first two times the car made a noise as the customer was driving over railroad tracks. The Third time the customer stated that the brake system engaged on its own as the customer car was sitting on top of the railroad tracks and the customer was unable to move the vehicle for about 5 minutes. Customer stated that when it goes over a railroad it start beeping and this happen two days ag. Customer stated this experience terrified them and they are afraid this will happen again.
	Created By: DeHenry Kidd (11/13/2017 2:47 PM) [redacted]

[redacted]

Arbs-DK called customer at 247pm no answer was made. Arbs left a message stating name and number for c to call Arbs back at [redacted] call ended

Created By: DeHenry Kidd (11/13/2017 2:45 PM)
Arbs received a voicemail from customer, arbs will back out to customer.

Created By: DeHenry Kidd (11/9/2017 10:27 AM)

[redacted]

Arbs-DK called customer at 1027am no answer was made. Arbs left a message stating name and number for c to call Arbs back at [redacted] call ended

Created By: DeHenry Kidd (11/7/2017 9:13 AM)

[redacted]

Arbs-DK called customer at 913am no answer was made. Arbs left a message stating name and number for c to call Arbs back at [redacted] call ended.

Created By: Samantha Dixon (11/6/2017 11:10 AM)
IIR rejected- In the Quick Description or Summary of Incident on the IIR probe the allegation of defect is not clear on what the customer is alleging failed on the veh. Please correct and resubmit.

Created By: Samantha Dixon (11/6/2017 7:15 AM)
C requesting assistance with forward emergency braking system.

✓ Created By: Kyra Walton (11/3/2017 4:12 PM)
RCAS-KW sent C an email with RCAS-KW contact information.

Created By: Kyra Walton (11/3/2017 3:47 PM)
RCAS-KW placed outbound call to C on # [redacted]
RCAS-KW VERIFIED C's name, home & email address, concern, phone
RCAS-KW ADVISED "This call may be recorded for quality and training purposes."

RCAS-KW CHECKED for open recalls/campaigns and found: 0
RCAS-KW CHECKED for previous UNRELATED Case(s) and found: 0
RCAS-KW CHECKED previous RELATED Case(s) and found: 0

RCAS-KW advised that RCAS-KW is C's case manager and point of contact for C.
RCAS-KW asked was C have concerns with brakes locking up.

C understood.
C stated that happened 3 times.
C stated the 3rd time it stopped and the first time it just made a noise.
C stated C is driving right now.

RCAS-KW apologized to C.
RCAS-KW asked C IIR questions on incident.
RCAS-KW informed C that IIR does take 3 business days for someone to be in contact with C.

✓
C understood.
C stated C just wants to be safe.

RCAS-KW understood and apologized to C.
RCAS-KW asked C is C requesting a buyback of VEH.

C understood.
C stated C just wants VEH fixed and to be safe to drive.
C stated can C request a time frame to be called.
C stated C would be available to call after 3:30 Eastern time.
C stated if it happens again what does C do again.

RCAS-KW understood and explained that RCAS-KW will send C an email with RCAS-KW number in the meantime for C to call.
RCAS-KW informed C that if this happens again C can take VEH back to DLR for further assistance.

C understood.
C thanked RCAS-KW for calling.

RCAS-KW understood and thanked C.
Call Ended Mutually.

Created By: Kyra Walton (11/3/2017 11:41 AM)
RCAS-KW spoke to SM-Mike at Smithtown Nissan.

SM-Mike stated that C's concern is with the Forward Emergency Braking System.
SM-Mike stated that SM has been in contact with DTS on this one and these issues are happening with many new Nissan Rogues.
SM-Mike stated that SM has driven another VEH with this concern and it just stopped on the railroad tracks while SM was in VEH with the DTS.
SM stated SM has driven C's VEH and it did not stop on the railroad track that C stated when SM drove it, but that is not to say this is not happening.
SM stated SM has seen VEHs repurchased for this and does not blame C for wanting a repurchase for this.

RCAS-KW understood and asked SM RHR questions:
• How many times has the customer's vehicle been to the dealer/retailer for repairs?
✓ One time for this concern.
• What repairs were performed?
None were performed as the DLR could not duplicate the concern.
• Are there currently any OPEN ROs?
Just warranty, but no open ROs by the DLR.
• Is the vehicle currently at the dealership?
C already picked up VEH.
• How many days has the vehicle been kept out of service at your dealer for repairs?
Just a day.
• Has TECH LINE been involved?
Yes
• Has a Dealer Technical Specialist (DTS) been involved?
Yes.

Created By: Earl (Chase) Cornell (11/2/2017 5:34 PM)
****** [CASE SUMMARY] ******

C Concern: Buy Back/Lemon Law

CRR-EC sending case to RCAS for follow up

Created By: Earl (Chase) Cornell (11/2/2017 5:33 PM)
CRR-EC <VERIFIED> Account Info including: C's name, home & email address, phone#
CRR-EC VERIFIED VEH Info including: VIN#, Current Mileage
CRR-EC checked for related cases: 0
CRR-EC checked for unrelated cases: 0
CRR-EC checked for Open Campaigns: 0

C stated 3 Weeks old new Nissan Rogue brakes are locking up after C goes over railroad tracks.
C stated DLR is not able to duplicate
C stated Railroad on River Rd is what is causing
C stated It makes a noise and C got stuck on the tracks for a few seconds

CRR-EC asked C what C would like to request from Nissan

C stated C does not feel safe

CRR-EC advised C of RCAS follow up timeframe
CRR-EC Asked C if there is anything else I can assist with or document

C Stated No

CRR-EC Provided C with [redacted]

C Best Contact#: [redacted]
CRR-EC Provided C with Name and Agent ID 7319150
Call Ended Mutually

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	ROGUE	GENERAL INQUIRY	QF	12/14/2017	ZR	AZ	270500	OF

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Kyra Walton, 11/3/2017 3:42 PM	11/3/2017

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[redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Dakota McGregor
Contact Email	[redacted]	Type	CA
[redacted]	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	11/20/2017	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	11/9/2017 9:38 AM
Social Media Involvement		Date/Time Closed	11/20/2017 11:14 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	IIR- FEB & Brake- EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	SMITHTOWN NISSAN
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	12,500	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	1	RHR Started	11/9/2017
IIR Date		RHR Completed	
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN8AT2MV1HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	6
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	SMITHTOWN NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	11/10/2017
Responsible District	07	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	Please Review and add Notes about updates with concern

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 [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date	
LS Response Time	
Home Phone	[redacted]
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: JN8AT2MV1HW[redacted]	Root Cause	
Created By	Riley Nabert, 11/9/2017 9:38 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/12/2018 11:08 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	925		
Action Code	NP8G		
What action was taken?	8G Provided Other Information		

Agent Comments

Agent Comments	Next Steps: Call C and start IIR and RHR if needed.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
11/20/2017 11:14 AM	Dakota McGregor	Changed **Status** from Open to **Closed**.
		Closed.
11/20/2017 11:12 AM	Dakota McGregor	Changed **Follow Up Date** from 12/6/2017 to **11/20/2017**.
11/20/2017 10:18 AM	Shivani Mishra	Changed **Subject** from CUSTOMER:[redacted] VIN: JN8AT2MV1HW[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: JN8AT2MV1HW**[redacted].
11/15/2017 11:50 AM	Dakota McGregor	Changed **Follow Up Date** from 11/15/2017 to **12/6/2017**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
✓	**Created By: Dakota McGregor (11/20/2017 11:12 AM)** ARBS notes that reviewed case with CRR and ARBS DH ARBS notes that case is a duplicate case of [redacted] ARBS sent e-mail to DTS-KM informing that is a duplicate ARBS CLOSING CASE
	Created By: Shivani Mishra (11/20/2017 10:18 AM) CRR-SM VERIFIED Account Info including: C's name, home & email address, phone# & best contact# CRR-SM VERIFIED Veh Info including: VIN#, Current Mileage, Warranty & Service History CRR-SM CHECKED for open recalls/campaigns and found: n/a CRR-SM CHECKED for previous UNRELATED Case(s) and found: n/a CRR-SM CHECKED previous RELATED Case(s) and found: 2 [redacted] CRR-SM NOTED concern is: Case follow up CRR-SM received inbound call from C C stated C received 2 calls for 2 separate inspection dates for same concern C stated C would like to know which is more accurate CRR-SM stated CRR will e-mail both ARBS agents requesting clarification and follow up for C C stated C will also like to know if Lease payments for these months C is unable to drive VEH will be waived as this concern is not C's fault but Nissan's CRR-SM stated CRR will note concern and transfer C to NMAC for inquiry CRR-SM provided C with Case # & agent ID C understood and appreciated the assistance Best Contact #:[redacted] CRR-SM inquired if C needed additional assistance C declined Call ended mutually
✓	**Created By: Dakota McGregor (11/15/2017 11:54 AM)** ARBS placed outbound to DLR SMITHTOWN NISSAN ARBS spoke to Service Receptionist Courtney as SM is not available ARBS inquired if can provide inspection date and info to receptionist Receptionist states yes ARBS provided C info

ARBS informed that inspection is scheduled for 11/29/17 at 10 AM and Shop Foreman would need to be present and available
Receptionist confirmed
ARBS thanked Receptionist

Created By: Dakota McGregor (11/15/2017 11:49 AM)
✓ ARBS placed outbound to C[redacted]
ARBS left vmx for C informing that inspection is scheduled for 11/29/17 at 10AM
ARBS informed for C to notify ARBS if anything changes and veh is not aviailable

✓ Created By: Dakota McGregor (11/14/2017 11:48 AM)
ARBS submitted DTS request

Created By: Dakota McGregor (11/14/2017 11:48 AM)
ARBS placed outbound to SMITHTOWN NISSAN
ARBS spoke to SM Mike
ARBS informed for SM To open RO stating FEB Concern and rental/loaner veh will be provided for review only
✓ ARBS informed that DTS would be sent out to conduct an inspection
ARBS informed would take time to conduct inspection and review
ARBS inquired if SM has questions
SM states no
ARBS thanked SM

Created By: Dakota McGregor (11/14/2017 11:34 AM)
ARBS placed outbound to C[redacted]
ARBS verified and completed probe
ARBS verified C had time to speak to ARBs

C states that was going eastbound
C states that veh in front of C, a Nissan Juke, was slowing to a stop
C states that C was going 30 mph
C states that other veh was about 3 car lengths away from C
C states that C applied brakes but veh would not brake
C states C put both feet on the brake pedal
C states that brakes did not work
C states that C thinks that brakes are defective also
C states that FEB did beep several times and would not stop beeping
C states that C hit the other veh, theJuke
C states C is not involving insurance currently
C states there was no injury or property damage

C states that believes may be related to FEB but is uncertain

C states C has had multiple incidents with FEB automatically braking
C states that C most recent incident was after accident
C states C was going 45 mph on a country road
C states that veh automatically braked
C states that was about 5 AM
✓ C states that was around an intersection
C states that incident happened on Middle Country Road, close to a Shell Gas Station could not provide exact location or further detail
C states that there were no vehicles ahead of C or beside C
C states there was no construction in the area
C states that veh has been driven some since
C states veh was driven by tech from DLR back to DLR
C states there was no accident on this incident

C did mention that C works for Smithtown Nissan

ARBS advised c that NNA would be interested in inspecting the veh
ARBS advised c that it can take 2-4 weeks to get an inspector out and another 2-4 weeks to get the results depending on the inspector's schedule
ARBS informed that veh would have to remain in an unrepaired state until inspection occurred
C states ok
ARBS advised c that c would have to make the vehicle available at the Nissan dealer for the inspection and the inspection would take 4-6 hours then c would take the veh back with c and wait for the results
c stated ok
C states would like inspection at Smithtown Nissan
ARBS advised c that ARBS will request the inspection and will call c once a date is available
C agreed
C inquired if rental/loaner would be provided
ARBS informed that rental/loaner would be provided through DLR ONLY for duration of review ONLY
C understood and agreed
ARBS offered further assistance
C declined
ARBS thanked C
C thanked ARBS
call ended mutually

Created By: Dakota McGregor (11/14/2017 11:22 AM)
IIR- FEB- EST

Created By: Dakota McGregor (11/14/2017 10:24 AM)
✓ ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE
****

Created By: Samantha Dixon (11/13/2017 3:48 PM)
IIR rejected- The drivers information is missing and must me completed. Please correct and resubmit.

Created By: Samantha Dixon (11/13/2017 3:13 PM)
C has concerns with FEB

Created By: Rodrick Pewitt (11/13/2017 2:56 PM)
Outbound call to C. [redacted] 11/13/2017 2:41 PM
RCAS-RP VERIFIED C's name, home & email address, concern, phone#, VIN#, mileage
RCAS-RP CHECKED for open recalls/campaigns and found: no
Previous UNRELATED Case(s) Found: no
Previous RELATED Case(s) Found: no
RCAS-RP ADVISED "This call may be recorded for quality and training purposes."
RCAS-rp stated the notes from the inbound call.
C stated that the information is correct.
RCAS-rp asked how long the concern has been going on.
C stated that the concern has been happening nonstop last week.
✓ C stated that the customer was in an accident.
C stated that the c hit another veh.
C stated that was not damage done to the other driver's veh.
C stated that the c is aware of concerns with the FEB.
RCAS-rp apologized.
RCAS-rp filled out the IIR report.
C stated that the c works for Smithtown Nissan as a title clerk.
RCAS-rp stated that the information has been submitted to IIR depart
C stated that the dirshp mentioned that the specialist would be out in 4-6 weeks.
C requested to be called on the cell phone. [redacted]
RCAS-rp stated that NCA will be in contact with the customer in 3 business days.
RCAs-rp asked the c for anymore concerns. C declined.
RCAS-rp thanked the c.

Created By: Katrina Nicholson (11/10/2017 11:54 AM) | Last Modified By: Rodrick Pewitt (11/13/2017 2:40 PM)
CRR-KN is informing RCAS-KW of C contact

✓ ***CASE SUMMARY***
C contacted Nissan CA requesting assistance with RCAS callback
C stated C was in vehicle incident regarding brakes

✓ Created By: Katrina Nicholson (11/10/2017 11:54 AM) | Last Modified By: Rodrick Pewitt (11/13/2017 2:40 PM)
CRR-KN VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-KN VERIFIED Veh Info including: VIN#, Current Mileage
CRR-KN CHECKED for open recalls/campaigns and found: 0
CRR-KN CHECKED for previous UNRELATED Case(s) and found: 0

CRR-KN CHECKED previous RELATED Case(s) and found: [redacted]
CRR-KN NOTED concern is: RCAS Callback

CRR-KN received inbound call from C

C provided case#
C stated C received callback and only reached VMX
C stated C got into accident because brakes didn't work

CRR-KN created new case for IIR, ref# [redacted]

C stated C will not drive VEH until this concern is addressed

CRR-KN stated that RCAS-KW would call C by COB Monday, 11/13/17
CRR-KN stated RCAS-KW would be informed of C contact and informed of C's VEH incident

C stated if no one calls C today, C will get lawyer involved

CRR-KN stated RCAS-KW may call C by COB today, but for sure by COB on Monday

C understood

CRR-KN offered further assistance

C declined

CRR-KN provided C Agent # 7319282
Best Contact #: [redacted]
Call ended mutually

✓ **Created By: Kyra Walton (11/10/2017 8:32 AM)**
RCAS-KW placed outbound call to Smithtown Nissan (C's place of work)
RCAS-KW left VMX for C.
RCAS-KW setting follow up for 11/13/17.

✓ **Created By: Kyra Walton (11/10/2017 8:28 AM)**
RCAS-KW placed outbound call to C on [redacted]
RCAS-KW left VMX for C.
RCAS-KW provided C with case #, RCAS-KW's phone #, and work hours.
RCAS-KW will follow up on 11/13/17.

✓ **Created By: Kyra Walton (11/10/2017 8:26 AM)**
RCAS-KW placed outbound call to C on [redacted]
RCAS-KW unable to leave VMX.

Created By: Kyra Walton (11/10/2017 8:10 AM)
RCAS-KW placed outbound call to SMITHTOWN NISSAN.
RCAS-KW spoke to SM-Mike.

✓ SM-Mike stated that the Forward Emergency Braking System is activating on its own.
SM-Mike stated that a lot of VEHs are having this issues.
SM-Mike stated there have been issues where it does not just happen with customers driving over train tracks, but the brakes will activate on their own without warning.
SM-Mike stated when SM-Mike speaks to C, SM will try to get more information on how and where it happened.

✓ **Created By: Kyra Walton (11/10/2017 8:02 AM)**
RCAS-KW sent email to TL-GD and SRCAS-JW for FEB case for C.

Created By: Riley Nabert (11/9/2017 9:46 AM) | Last Modified By: Rodrick Pewitt (11/13/2017 2:43 PM)
**** CASE SUMMARY ****

✓ C called in due to VEH randomly braking while C is driving and C no longer feels safe at this point driving the VEH

CRR-RN transferring case to RCAS for RHR

Created By: Riley Nabert (11/9/2017 9:45 AM) | Last Modified By: Rodrick Pewitt (11/13/2017 2:43 PM)
CRR-RN VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-RN VERIFIED VEH Info including: VIN#, Current Mileage,
CRR-RN CHECKED for open recalls/campaigns and found: 0
CRR-RN CHECKED for previous UNRELATED Case(s) and found: 0
CRR-RN CHECKED previous RELATED Case(s) and found: 0
CRR-RN NOTED concern is: RHR/ BRAKE
CRR-RN received inbound call from C

✓ C stated C was calling in due to C experiencing concern and C works for DLRSHP
C stated C has VEH currently at Smithtown Nissan
C stated C VEH will randomly just brake to a complete stop
C stated C has experienced this previously and thought nothing about it
C stated when C was driving yesterday the VEH braked 3 times and C almost got in accidents due to it
C stated C was going 40 MPH when this happen
C stated C check light is now on so C brought VEH to DLRSHP to have VEH looked at
C stated VEH does not feel as if anything else is wrong
C stated C was advised by DLRSHP to call into NNA CA regarding concern as C does not feel safe to drive VEH at this point

****

CRR-RN provided C with Case # & Agent ID
CRR-RN informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day Friday, November 10th, 2017regarding the C concern

C understood and appreciated the assistance

CRR-RN asked C if there is anything else CRR-RN could do to assist C

C declined

Call ended mutually

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]	BRAKES	BRAKE PEDAL (PEDAL/LINKAGE/SPRING)	POOR OR IMPROPER OPERATION	03	11/9/2017	YX	AD	120000	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Rodrick Pewitt, 11/13/2017 2:50 PM	11/13/2017

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [30] | Case Categorizations [1] | Forms [1]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Brandon Johnson
Contact Email	[redacted]	Type	CA
[redacted]	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	12/18/2017	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	11/13/2017 9:59 AM
Social Media Involvement		Date/Time Closed	12/8/2017 11:34 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	IIR- FEB- EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	Smithtown Nissan
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	12,000	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	1	RHR Started	
IIR Date		RHR Completed	
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	5N1AT2MV9H[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	1
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	SMITHTOWN NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	Customer Contact
Shared With		Requested Dealer Action	Please review.

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 [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date	
LS Response Time	
Home Phone	[redacted]
Work Phone	[redacted]
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] VIN: 5N1AT2MV9H[redacted]	Root Cause	
Created By	Taylor Willock, 11/13/2017 9:59 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/13/2018 9:50 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	907		
Action Code	NT8G		
What action was taken?	8G Provided Other Information		

Agent Comments

Agent Comments	IIR.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
12/8/2017 11:35 AM	Brandon Johnson	Changed **Status** from Open to **Closed**.
		Closed.
12/4/2017 7:56 AM	Brandon Johnson	Changed **Follow Up Date** from 12/8/2017 to **12/18/2017**.
11/17/2017 2:20 PM	Brandon Johnson	Changed **Follow Up Date** from 11/20/2017 to **12/8/2017**.
11/17/2017 10:14 AM	Brandon Johnson	Changed **Follow Up Date** from 11/17/2017 to **11/20/2017**.

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Case Comments

New

Case Comments Help

Public	Comment
✓	**Created By: Brandon Johnson (12/8/2017 11:34 AM)** ARBS closing C's case as NNA found no manufacturer's defects on C's veh.
✓	**Created By: Brandon Johnson (12/8/2017 11:33 AM)** ARBS placed outbound call to C[redacted] ARBS stated that ARBS had a resolution on C's case. ARBS stated that NNA found no defects with C's veh. C asked if C could have that in writing. ARBS stated that ARBS sent C a letter stating that. C understood and call ended.
✓	**Created By: Brandon Johnson (12/8/2017 11:28 AM)** ARBS attached PL resolution email, PL resolution letter and Fedex label. ARBS sent PL resolution letter to C via Fedex. Tracking #: 7709-4309-4555.
✓	**Created By: Brandon Johnson (12/4/2017 7:56 AM)** **12/18/2017**
✓	**Created By: Brandon Johnson (12/4/2017 7:55 AM)** ARBS setting case for 11/18/2017 to wait for PL resolution.
✓	**Created By: Brandon Johnson (12/4/2017 7:54 AM)** ARBS placed outbound call to C[redacted] ARBS asked how ARBS could assist further? C asked for an update on C's case as C's veh was still having the concerns. ARBS stated that NNA was still reviewing the inspection report. ARBS stated that it was explained to C in the beginning that NNA had two to four weeks to review the inspection report from C's veh and make a determination. C understood and call ended.
✓	**Created By: Brandon Johnson (12/4/2017 7:35 AM)** ARBS received email from DTS-KM stating that the IIR had been uploaded to the FTP site for review.
	Created By: Mubah Butt (11/30/2017 9:17 AM) C provided best conatct #[redacted]
	Created By: Mubah Butt (11/30/2017 9:10 AM) CRR-MB <OPENED or VERIFIED> Account Info including: C's name, home & phone# CRR-MB VERIFIED VEH Info including: VIN#, Current Mileage, CRR-MB CHECKED for open recalls/campaigns and found: 0 CRR-MB CHECKED for previous UNRELATED Case(s) and found: 0 CRR-MB CHECKED previous RELATED Case(s) and found: 0 CRR-MB received a call from C concerning speaking with ARBS-BJ. C stated that c have a case #.

CRR-Mb reviewed case and advised that Case is under ARBS specialist.
CRR-Mb provided follow update.

C stated that c cannot wait until 12/08/2017.
C stated that NNA came and inspected VEH yesterday.
C stated that same thing happened again today.
C stated that c want ARBS-BJ to contact C today.
C asked to transfer C's call to ARBS.BJ.

CRR-Mb apologized to C for VEH issue and advised that CRR-MB can send internal message on C's behalf.

C stated that C want to speak today.

CRR-Mb advised C that CRR-MB can send that request through internal message.

C understood.

Call ended mutually.

✓ **Created By: Brandon Johnson (11/17/2017 2:21 PM)**
ARBS setting case for 12/8/2017 for inspection to be completed.

Created By: Brandon Johnson (11/17/2017 2:19 PM)
ARBS placed outbound call to DLR-SMITHTOWN NISSAN @ # [redacted] and spoke with SM-Andrew Jones.
✓ ARBS stated that ARBS had an inspection date and time for C of 11/29/2017 at 10:21 AM EST at DLR.
ARBS stated that was with DTS-KM.
ARBS stated for DLR to have a lift and an extra technician available for the DTS if need be.
SM understood and SM stated that SM would notate that.
ARBS understood and call ended.

Created By: Brandon Johnson (11/17/2017 2:15 PM)
ARBS placed outbound call to C [redacted]
✓ ARBS stated that ARBS had an inspection date and time for C of 11/29/2017 at 10:21 AM EST at DLR-SMITHTOWN NISSAN.
C/s that would work for C and ARBS stated that ARBS would make DLR SM aware.
C understood and ARBS stated ARBS had informed DLR that C was going to get the loaner veh as well.
C understood and call ended.

Created By: Brandon Johnson (11/17/2017 10:13 AM)
ARBS placed outbound call to DLR-SMITHTOWN NISSAN @ # [redacted] and spoke with SM-Andrew Jones.
ARBS stated that NNA was in the process of sending DTS-KM to look at C's veh for C's vehs FEB concern.
✓ ARBS stated that NNA would be covering a loaner veh for C for the duration of the veh inspection.
SM understood and ARBS stated that C should be dropping the veh by tomorrow 11/18/2017.
SM understood and ARBS stated that ARBS would be back in contact with SM when ARBS had a date and time for the inspection.
SM understood and call ended.

✓ **Created By: Brandon Johnson (11/17/2017 10:13 AM)**
ARBS submitted DTS request.

Created By: Brandon Johnson (11/17/2017 10:05 AM)
ARBS placed outbound call to C [redacted]
ARBS stated that ARBS would need 15-30 minutes of C's time to complete probe.
C agreed and ARBS completed probe questions.

ARBS asked C what occurred with C's veh FEB system.

C/s that C had an FEB concern with the veh twice before.

C/s that the most recent time the concern happened C was traveling on South Oyster Bay Rd in Hicksville, NY.
C/s that C was going around 40 mph.

C/s that C heard some audible beeps and C/s veh came to a complete stop in the middle of the road.
✓ ARBS asked if there were any vehs in front of C?
C/s that there were but C/s that C was not close enough to those other vehs for C's veh to come to a complete stop in the middle of the road.

ARBS understood and ARBS stated that NNA would like to get and inspector out to look at C's veh.
ARBS stated that the NNA IIR process was a six to eight week long process.
ARBS stated it could be two to four weeks before NNA could get an inspector out to look at C's veh.
ARBS stated that after inspection was completed NNA had two to four weeks to review the inspection report.
ARBS stated that C's veh had to be left in its original damaged state until inspection was completed.
ARBS stated that ARBS would get in contact with DLR for DLR to place C in a loaner veh for the duration of the inspection.

C understood and C/s that C would probably drop C's veh off tomorrow and get the loaner veh.
ARBS understood and ARBS stated that ARBS would get in contact with the inspector for the soonest date and time the inspector could look at C's veh.
ARBS stated that once ARBS had further information for C ARBS would contact C back.
C understood and call ended.

✓ **Created By: Brandon Johnson (11/17/2017 9:47 AM)**
ARBS received vmx from C.

Created By: Brandon Johnson (11/17/2017 9:34 AM)
✓ [redacted]

ARBS-BJ called customer no answer was made ARBS left a message stating name and number for C to call ARBS back at [redacted] vmx ended.

✓ **Created By: Brandon Johnson (11/16/2017 12:57 PM)**
ARBS setting case for 11/17/2017 for ARBS to follow up with C.

Created By: Brandon Johnson (11/16/2017 12:56 PM)
✓ [redacted]

ARBS-BJ called customer no answer was made ARBS left a message stating name and number for C to call ARBS back at [redacted] vmx ended.

Created By: Brandon Johnson (11/16/2017 8:16 AM)
ARBS placed outbound call to C [redacted]
ARBS requested 15 minutes of C's time to speak in reference to C's FEB concerns.
✓ C/s that C could not speak right now.
ARBS asked when would be a good time to contact C back.
C requested a callback at 2 pm EST.
ARBS understood and call ended.

✓ **Created By: Brandon Johnson (11/16/2017 8:11 AM)**
**********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********

Created By: Samantha Dixon (11/15/2017 12:22 PM)
Vehicle concern-Forward Emergency Braking

✓ **Created By: Markita Scott (11/15/2017 10:48 AM)**
RCAS-MS sent e-mail to SM-Mike on 11/15/2017 at 10:47am and requested that Customer be placed in a loaner vehicle until further notice.

✓ **Created By: Markita Scott (11/15/2017 10:43 AM)**
RCAS-MS VERIFIED C's name, mailing address, e-mail, phone #, vehicle
RCAS-MS CHECKED for open recalls/campaigns and found: None
Previous UNRELATED Case(s) Found: None
Previous RELATED Case(s) Found: None
RCAS-MS ADVISED "This call may be recorded for quality and training purposes."

RCAS-MS placed outbound call to Customer at [redacted] on 11/15/2017 at 10:25am.

RCAS-MS stated that RCAS-MS is Customer's Regional Consumer Affairs Case Manager with Nissan North America.
RCAS-MS stated that the number that RCAS-MS provided on Customer's VMX on 11/14/2017 is RCAS-MS's direct phone number.

Customer confirmed having RCAS-MS's phone number.

RCAS-MS confirmed Customer's concern.

Customer agreed.

RCAS-MS asked Customer if Customer is currently in a loaner vehicle.

Customer declined.
Customer stated that Customer works for the DLR.

RCAS-MS understood.
RCAS-MS stated that RCAS-MS has a few questions regarding the concern that Customer is having with vehicle.
RCAS-MS asked Customer how many times the concern has happened.

Customer stated that the events only happened twice.

RCAS-MS understood.
RCAS-MS asked Customer for an estimate of the vehicle mileage.

Customer stated that the mileage is 12,000.

RCAS-MS asked Customer when the concern happened last.

Customer stated that the concern last happened on 11/13/2017.

RCAS-MS asked Customer to describe where the concern has happened and what exactly happens.

Customer stated that the first time it happened in a school zone.
Customer stated that the vehicle will make the beeping sound and shudder normally.
Customer stated that only once, the vehicle came to a complete stop after the beeping occurred.
Customer stated that the second time that the event happened, Customer was near the Bethpage Train Station.
Customer stated that the vehicle was traveling about 40 MPH and then came to a complete stop.

RCAS-MS understood.
RCAS-MS stated that RCAS-MS can understand this being a point of concern for Customer.
RCAS-MS stated that RCAS-MS is going to reach out to SM-Mike at the DLR regarding the vehicle.
RCAS-MS stated that Customer will be contacted by another agent from NNA within 1-3 business days.
RCAS-MS advised Customer that the next call that Customer receives may take up to 30 minutes.

Customer understood.

RCAS-MS asked Customer if Customer has any other questions that Customer has at this time.

Customer declined.
Customer thanked RCAS-MS for calling.

Call ended mutually.

✓ **Created By: Markita Scott (11/15/2017 7:57 AM)**
RCAS-MS received VMX from Customer on 11/14/2017 at 2:01pm requesting call back regarding case.

✓ **Created By: Markita Scott (11/14/2017 1:44 PM)**
RCAS-MS sent contact attempt e-mail to Customer on 11/14/2017 at 1:44pm.

Created By: Markita Scott (11/14/2017 1:44 PM)
RCAS-MS placed outbound call to Customer at [redacted] on 11/14/2017 at 1:42pm.

✓ Customer did not answer.

RCAS-MS left VMX with direct contact information and follow up date of 11/15/2017.

✓ **Created By: Markita Scott (11/14/2017 8:32 AM)**
RCAS-MS sent e-mail to SM-Mike on 11/14/2017 at 8:31am requesting information on vehicle concerns.

Created By: Taylor Willock (11/13/2017 10:06 AM)
CASE SUMMARY
CRR-TW is forwarding the Case to RCAS for further review as no further assistance can be offered at this time.
C contacted Nissan CA requesting assistance with DLRSHP UNABLE TO RESOLVE FRONT BRAKING CONCERN

Created By: Taylor Willock (11/13/2017 10:05 AM)
CRR-TW VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History, Address, Best Contact, and Email.
CRR-TW CHECKED for OPEN Campaign(s) and Found: NONE
CRR-TW CHECKED for RELATED Case(s) and Found: NONE
CRR-TW CHECKED for previous UNRELATED Case(s) and Found: NONE
CRR-TW NOTED Concern is: DLRSHP UNABLE TO RESOLVE FRONT BRAKING CONCERN
C Stated C would like to know if NNA is having concerns with the ROGUE
C Stated C was driving C's VEH and the VEH stopped functioning
C Stated C took the VEH in for an oil change as C's tire pressure light came on.
C Stated the DLRSHP gave C back C's keys and advised C there is nothing the DLRSHP can do to resolve C's concerns
C Stated the DLRSHP advised C there's a concern with the front braking system in the ROGUE and NNA is aware but NNA does not know how to resolve the concern
C Stated all C knows is C's VEH stopped during driving.
C Stated C's concern was documented at the DLRSHP but the DLRSHP advised C to contact NNA CA as well.

CRR-TW Advised C that C's case has been documented and C's case will be forwarded to RCAS for further review. Set Follow-Up date for 11/14/2017 no later than EOB

C Asked if C's VEH is safe to drive
C Stated the DLRSHP advised C that C is able to drive the VEH
C Stated C is concerned the issue will happen again with the VEH.

CRR-TW Advised C that CRR-TW would be unable to advise C if the VEH is safe to drive or not
CRR-TW Advised C that CRR-TW is not a certified technician so C would need to go with the advice from the DLRSHP in regards to driving C's VEH

CRR-TW Assured C that C's case and concerns will be looked into by a RCAS with NNA and C will receive follow-up tomorrow no later than EOB 11/14/2017

C Understood and appreciated assistance

CRR-TW Provided C with Case #[redacted] and agent ID
Best Contact Number: [redacted]
Call ended mutually.

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]	INTERIOR ELECTRICAL	FORWARD EMERGENCY BRAKING (FEB)	POOR OR IMPROPER OPERATION	26	11/16/2017	YX	AV	320500	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Markita Scott, 11/15/2017 10:47 AM	11/15/2017

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [48] | Case Categorizations [1] | Forms [1]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Grady Douglas
Contact Email	[redacted]	Type	CA
Home Phone	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	2/7/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	11/13/2017 1:16 PM
Social Media Involvement		Date/Time Closed	2/7/2018 7:55 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	1		
Description	Customer is having concerns with automatic braking with the FEB System		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	Smithtown Nissan
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	2,900	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	1	RHR Started	
IIR Date		RHR Completed	
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN8AT2MV7HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	1
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	SMITHTOWN NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	Customer Contact
Shared With		Requested Dealer Action	Please review.

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 [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date	
LS Response Time	

Home Phone	[redacted]
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: JN8AT2MV7HW[redacted]	Root Cause	
Created By	Alina Kingston, 11/13/2017 1:16 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/13/2018 9:57 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	846		
Action Code	NT4C		
What action was taken?	4C Unable to Contact Customer		

Agent Comments

Agent Comments	FEB case. IIR.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
2/7/2018 7:55 AM	Earl Scales	Changed **Status** from Open to **Closed**.
		Closed.
2/7/2018 7:55 AM	Earl Scales	Changed **Case Owner** from Earl Scales to **Grady Douglas**.
2/6/2018 4:45 PM	Janisha Wilkerson	Changed **Case Owner** from Kyra Walton to **Earl Scales**.
2/5/2018 10:23 AM	Kyra Walton	Changed **Follow Up Date** from 2/5/2018 to **2/7/2018**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Earl Scales (2/7/2018 7:31 AM) RCAS-ES-ES is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted NNA regarding a FEB concern. RCAS-MS conducted a IIR for the concern. DTS-Kevin Makay determined the veh to be operating as design. ***STATEMENT OF DECISION*** RCAS-KW placed multiple outbound calls to C. RCAS-ES is closing the case pending call back from C.
✓	**Created By: Earl Scales (2/7/2018 7:28 AM)** RCAS-ES placed outbound call to C at[redacted] RCAS-ES left C a VMX.
✓	**Created By: Kyra Walton (2/5/2018 10:23 AM)** RCAS-KW placed outbound call to C on [redacted] RCAS-KW left VMX for C in regards to case. RCAS-KW setting follow up for 2/7/18.
✓	**Created By: Kyra Walton (2/1/2018 9:39 AM)** RCAS-KW placed outbound call to C on [redacted] RCAS-KW left VMX for C in regards to case. RCAS-KW setting follow up for 2/5/18.
✓	**Created By: Kyra Walton (2/1/2018 9:38 AM)** RCAS-KW placed outbound call to Smithtown Nissan. RCAS-KW spoke to SD-Andrew. SD-Andrew stated that C is no longer in loaner. SD-Andrew stated that RO is currently closed. SD-Andrew stated that C was last seen on 1/16/18.
✓	**Created By: Dakota McGregor (1/31/2018 5:33 PM)** ARBS notes to omit note from 5:33PM
	Created By: Dakota McGregor (1/31/2018 5:33 PM) IIR- FEB- EST
✓	**Created By: Dakota McGregor (1/31/2018 5:32 PM)** ***ARBS transferring case to RCAS for further handling***
✓	**Created By: Dakota McGregor (1/31/2018 5:32 PM)** ARBS sent resolution letter to C via FEDEX ARBS notes FEDEX tracking[redacted] ARBS attached letter and label to case

✓ **Created By: Dakota McGregor (1/31/2018 5:25 PM)**
ARBS placed outbound to c[redacted] at 4:00PM
ARBS verified C had time to speak to ARBS
ARBS informed that after a thorough review, no defect was found.
ARBS informed that engineering is currently working on a way to improve the FEB system regarding Cs concerns
ARBS informed that ARBS would like to send Cs case to an RCAS to have RCAS keep an eye out for and inform C of when an update to the system is available
ARBS inquired if this would be okay with C
C states C would like to speak to RCAS
ARBS informed that does take 1 business day for transfer
ARBS informed that RCAS would be giving C a callback no later than close of business 02/01/18
ARBS offered further assistance
C declined
ARBS thanked C
c Thanked ARBS
Call ended mutually

✓ **Created By: Dakota McGregor (1/31/2018 3:55 PM)**
ARBS notes received e-mail from PL-WR informing that no defects were found with the veh

ARBS attached e-mail to case

✓ **Created By: Dakota McGregor (1/22/2018 8:12 AM)**
ARBS notes per DTS-KM that IIR was uploaded to FTP

✓ **Created By: Dakota McGregor (1/15/2018 2:37 PM)**
ARBS sent e-mail to DTS-KM informing that inspection has been confirmed and informed that C has pictures/ a potential video that C might share with DTS

✓ **Created By: Dakota McGregor (1/15/2018 2:36 PM)**
ARBS notes additional notes:
ARBS notes C mentioned that has some pictures and potential video of Cs concerns
C informed that might provide to inspector
ARBS informed that would let inspector know

✓ **Created By: Dakota McGregor (1/15/2018 2:35 PM)**
ARBS placed outbound to C[redacted]
ARBS spoke to C
ARBS informed that spoke to SA Andy and that DLR does have a rental/loaner veh
C confirmed appointment
ARBS offered further assistance
C requested ARBS explain inspection process again
ARBS explained inspection process
2-4 weeks after inspection date before resolution
C understood
ARBS thanked C
C thanked ARBS
call ended mutually

✓ **Created By: Dakota McGregor (1/15/2018 2:14 PM)**
ARBS placed outbound to DLR Smithtown Nissan Service Department
ARBS notes that SM is not available and ASM is OOO
ARBS spoke with SA Andy
ARBS informed that DTS-KM will be conducting inspection for 01/16/18 tomorrow for FEB concerns
ARBS informed for DTS to open RO stating FEB concerns, and Nissan will be covering the rental
ARBS offered to send rental claim instructions
SA declined rental claim instructions
ARBS inquired if DLR knew how to submit a rental only claim
SA states yes and has done so for Versas
SA informed that will have the loaner/rental veh ready for C
SA confirmed appointment

✓ **Created By: Dakota McGregor (1/15/2018 2:11 PM) | Last Modified By: Dakota McGregor (1/15/2018 2:11 PM)**
ARBS placed outbound to C[redacted]
ARBS verified C had time to speak to ARBS
ARBS informed that inspector does have an inspection date of 01/16/2018 at 10AM
ARBS inquired if C would be able to confirm inspection
C states as long as a loaner/rental is provided
ARBS informed that will check with DLR then let C know
C understood
C requested to stay in rental until review is completed
ARBS informed that would be fine and is Cs discretion
C inquired about Cs rights as a consumer
ARBS informed is unable to advise on this
ARBS informed that Nissan's position is that Nissan would like to continue working with C to review Cs concerns with FEB further
C understood
ARBS offered further assistance
C declined
ARBS thanked C
C thanked ARBS
Call ended mutually

✓ **Created By: Dakota McGregor (1/15/2018 1:38 PM)**
ARBS Received e-mail from DTS-KM informing ARBS to submit new request first

✓ **Created By: Dakota McGregor (1/15/2018 8:56 AM)**
ARBS sent e-mail to DTS-KM requesting new inspection date for C

✓ **Created By: Dakota McGregor (1/12/2018 2:21 PM)**
ARBS received vmx from C requesting to reschedule Cs missed appointment

ARBS sent e-mail to DTS-KM requesting new inspection date for C

✓ **Created By: Dakota McGregor (1/12/2018 2:18 PM)**
ARBS notes that note from 01/02/18 is not applicable to case please omit

IIR has not been uploaded to FTP

✓ **Created By: Dakota McGregor (1/2/2018 8:25 AM)**
ARBS notes that IIR was uploaded to FTP

✓ **Created By: Dakota McGregor (12/27/2017 8:54 AM)**
ARBS sent e-mail to DTS-KM inquiring about when the IIR will be uploaded to FTP

✓ **Created By: Dakota McGregor (12/11/2017 11:03 AM)**
ARBS placed outbound to DLR Smithtown Nissan
ARBS spoke to SA Kim
SA confirmed the inspection date of 12/19/17 at 10AM
ARBS requested SA open RO with FEB concerns
ARBS informed that if C would like rental/loaner assistance
Rental/loaner assistance will be provided until review is completed
SA inquired about 30 day limit
ARBS informed is unaware about limit, but might not run over 30 days and C seemed interested in only one day of rental during call
SA understood
ARBS informed that if SA has concerns to let ARBS know
SA agreed

✓ **Created By: Dakota McGregor (12/11/2017 10:45 AM)**
ARBS placed outbound to C[redacted]
ARBS verified c had time to speak to ARBS
ARBS informed that inspection date is set for 12/19/17 at 10AM
C confirmed inspection
ARBS inquired about rental/loaner assistance
C states would just like for the inspection day
ARBS understood
ARBS informed that would let DLR know
ARBS offered further assistance to C
C declined

ARBS thanked C
C Thanked ARBS
Call ended mutually

✓ **Created By: Dakota McGregor (11/30/2017 4:15 PM)**
ARBS did review case with SRPLNR FD and inspection will be only for FEB

✓ **Created By: Dakota McGregor (11/30/2017 4:09 PM)**
ARBS submitted DTS request

Created By: Dakota McGregor (11/30/2017 4:09 PM)
ARBS placed outbound to C[redacted] at 2PM CST
ARBS verified and completed probe
ARBS verified c had time to speak to ARBS

Regarding most recent incident

C states that incident has happened about 11 different times
C states that light came on
C states that there were no vehicles directly ahead of or beside the veh
C states that there was no construction going on
C states that was near a library
C states that has happened twice at this location
C states that there are no overhead obstructions including - no metal or regular signs, overpasses, intersection lights or traffic lights
C states that was before or after 2,718 miles on the veh when most recent incident occurred
C states that looked in Cs rearview mirror
C states that C noticed that a veh was very far behind C
C states that C heard a series of beeping
C states that a warning light with 2 circles with a fire illuminated, the brake warning light illuminated
C states that veh went into neutral
C states that C does keep hand on the transmission shifter but did not change shifter
✓ C states that veh came to an abrupt stop
C states that C put the veh into drive and continued with no problems
C states that veh seemed sluggish after this incident
C states that C does not have the specific street address but provided as much info as could
*ARBS updated the probe appropriately

C states there was no accident, property damage or injury
ARBS advised c that NNA would be interested in inspecting the veh
ARBS advised c that it can take 3-5 weeks to get an inspector out and another 2-4 weeks to get the results depending on the inspector's schedule
ARBS advised c that c would have to make the vehicle available at the Nissan dealer for the inspection and the inspection would take 4-6 hours
c stated ok
ARBS advised c that ARBS will request the inspection and will call c once a date is available
C states C will be on a Cruise until 12/10/17
C states that C will not need a rental/ loaner veh until then
ARBS informed that C will need to notify ARBS with at least 1 business day of when C would like a rental veh
C understood
ARBS verified that case servicing DLR is where C would like inspection performed at
ARBS verified C had ARBS direct contact info
ARBS offered further assistance
C declined
ARBS thanked C
C thanked ARBS
call ended mutually

Created By: Dakota McGregor (11/29/2017 12:50 PM)
ARBS placed outbound to C[redacted]
ARBS spoke to C
C informed that is a bad time and that has a meeting
✓ C states that C would like a callback at 1:30 CST
ARBS understood
C requested to be called at ***[redacted]*** for this call
ARBS understood
Call ended mutually

✓ **Created By: Dakota McGregor (11/28/2017 5:37 PM)**
ARBS received vmx from C requesting callback specifically from 11-1PM EST on 11/29/17

✓ **Created By: Dakota McGregor (11/28/2017 5:35 PM)**
ARBS received vmx from C after business hours on 11/27/17 requesting callback

Created By: Dakota McGregor (11/22/2017 9:22 AM)
CASE CLOSING SUMMARY

✓ ARBS sent lack of C response letter to C via FEDEX

ARBS closing case pending C callback

Created By: Dakota McGregor (11/22/2017 9:22 AM)
✓ ARBS sent lack of C response letter to C via FEDEX
ARBS notes FEDEX Tracking[redacted]
ARBS attached letter and label to case

Created By: Dakota McGregor (11/22/2017 9:16 AM)
✓ ARBS placed outbound to C[redacted]
ARBS left vmx for C with best contact info
ARBS requested 25-30 minutes of Cs time should C call back

Created By: Dakota McGregor (11/21/2017 7:58 AM)
✓ ARBS placed outbound to C[redacted]
ARBS left vmx for C with best contact info

Created By: Dakota McGregor (11/20/2017 4:53 PM)
✓ ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE
****

Created By: Samantha Dixon (11/20/2017 10:32 AM)
Vehicle Concern-Braking concern

✓ **Created By: Markita Scott (11/20/2017 8:28 AM)**
RCAS-MS reviewed case with TL-GD and RCAS-MS to submit IIR without initial Customer contact at this time.

Created By: Markita Scott (11/17/2017 8:42 AM)
RCAS-MS placed outbound call to Customer at[redacted] on 11/17/2017 at 8:39am.

✓ Customer did not answer.

RCAS-MS left VMX with update in the case and direct contact information.

Created By: Markita Scott (11/16/2017 10:32 AM)
RCAS-MS placed outbound call to Customer at[redacted] on 11/16/2017 at 10:29am.
✓ Customer answered but could not hear RCAS-MS.

RCAS-MS placed outbound call to Customer at[redacted] on 11/16/2017 at 10:31am.
Customer answered but could not hear RCAS-MS.

Created By: Markita Scott (11/15/2017 1:21 PM)
RCAS-MS placed outbound call to Customer at[redacted] on 11/15/2017 at 1:10pm.

✓ Customer did not answer.

RCAS-MS left VMX with direct contact information and follow up date of 11/16/2017.

✓ **Created By: Markita Scott (11/15/2017 1:18 PM)**
RCAS-MS received VMX from Customer on 11/15/2017 at 12:24pm requesting call back regarding case and stated that Customer is available before 3:00pm EST.

✓

Created By: Markita Scott (11/15/2017 8:05 AM)
RCAS-MS received e-mail from SM-Mike that Customer is not currently in a loaner vehicle.

Created By: Markita Scott (11/14/2017 2:20 PM)
RCAS-MS placed outbound call to Customer at [redacted] on 11/14/2017 at 2:17pm.

✓ Customer did not answer.

RCAS-MS left VMX with direct contact information, request for best contact time, and follow up date of 11/15/2017.

Created By: Markita Scott (11/14/2017 2:16 PM)
✓ RCAS-MS received e-mail from SM-Mike that the concern is Forward Emergency Braking.

RCAS-MS responded and inquired if Customer is currently in a loaner vehicle.

Created By: Markita Scott (11/14/2017 8:46 AM)
✓ RCAS-MS sent e-mail to SM-Mike on 11/14/2017 at 8:46am requesting information regarding Customer's concern with vehicle.

Created By: Alina Kingston (11/13/2017 1:20 PM)
***** CASE SUMMARY *****

C contacted NNA for assistance with a VEH concern.

CRR-AK sending Case to RCAS for further review.

Created By: Alina Kingston (11/13/2017 1:20 PM)
CRR-AK VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-AK VERIFIED VEH Info including: VIN, Current Mileage
CRR-AK CHECKED for open recalls/campaigns & found: 0
CRR-AK CHECKED for previous UNRELATED Case(s) & found: 0
CRR-AK CHECKED for previous RELATED Case(s) & found: 0

CRR-AK NOTED concern is: Unable to duplicate concern

CRR-AK received inbound call from C.

C stated C took VEH to DLR on Nov. 9th, 2017.
C stated this concern has re-occurred 9-10 times.
C stated ABS comes on intermittently.
C stated VEH stops when ABS is activated.
C stated DLR couldn't duplicate concern.
C stated DLR told C to call NNA.
C stated it is scary when this occurs.

CRR-AK advised C that CRR-AK will send Case to RCAS & C will be contacted on 11/14/17.

C understood & appreciated the assistance.

CRR-AK provided C with Case #, first name & agent ID.

CRR-AK offered further assistance.

C declined.

CRR-AK thanked C for calling Nissan Consumer Affairs.

Call ended mutually.

Best Contact #: (631)[redacted]
VIN: JN8AT2MV7HW[redacted]

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]	INTERIOR ELECTRICAL	FORWARD EMERGENCY BRAKING (FEB)	POOR OR IMPROPER OPERATION	26	11/21/2017	YX	AV	320500	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Markita Scott, 11/20/2017 8:31 AM	11/20/2017

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] DeHenry Kidd
Contact Email	[redacted]	Type	CA
Home Phone	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	1/24/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	11/14/2017 10:25 AM
Social Media Involvement		Date/Time Closed	1/23/2018 11:06 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	3		
Description	IIR- FEB- EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	DLR
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	4,136	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	1	RHR Started	12/4/2017
IIR Date		RHR Completed	12/5/2017
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN8AT2MV4HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	1
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	SMITHTOWN NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	

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 [redacted]

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] VIN: JN8AT2MV4HW[redacted]	Root Cause	
Created By	Deena Shrestha, 11/14/2017 10:25 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/13/2018 9:53 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	861		
Action Code	NT8F		
What action was taken?	8F Provided Vehicle Information		

Agent Comments

Agent Comments	Follow up with C fill out IIR.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
1/23/2018 11:06 AM	DeHenry Kidd	Changed **Status** from Open to **Closed**.
		Closed.
1/23/2018 10:55 AM	DeHenry Kidd	Changed **Follow Up Date** from 1/19/2018 to **1/24/2018**.
1/23/2018 10:41 AM	DeHenry Kidd	Changed **Reopen Date** from 12/4/2017 10:07 AM to **1/23/2018 10:41 AM**.
		Changed **Status** from Closed to **Open**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public Comment

Created By: DeHenry Kidd (1/23/2018 11:06 AM)
Arbs is closing case

NNA CA RCAS will continue to work this in CA[redacted] and deliver RHR decision.

Created By: Kalia Johannes (1/23/2018 10:53 AM)
ARBS notes after careful consideration - At this time, 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. NNA will continue to honor the terms and conditions of all applicable warranties.

Created By: Kalia Johannes (1/23/2018 10:53 AM)
ARBS-KJ noting summary:

State: NY
Veh acquired: New lease
In Service Date 5/16/2017

ARBS noting no warranty repairs made, concerns not duplicated.

Created By: Kalia Johannes (1/23/2018 10:52 AM)
ARBS-KJ noting the following RHR:

11/04/17 @ 4,062 Miles, RO:[redacted] - Days Down: 7
CONCERN:
1. Radio only plays 2 stations
2. Loud rumble and car stopped-no obstructions, or train tracks happened 2 times.
ACTION:
1. Road tested; all am and FM stations coming in. Operating as normal.
2. Concern not duplicated

Created By: DeHenry Kidd (1/19/2018 4:47 PM)
Closing Case Notes

Customer Name:[redacted]
Phone#:[redacted]

– Case Decision: there were no defects found with the vehicle. The vehicle's FEB braking system was tested and inspected, and there is no indication of a manufacturing or product defect.
Arbs inquired about the Error codes that were pulled from customer vehicle, arbs was inform those error codes were for the Side Radar Senor (Blind Spot warning) not the FEB.

[redacted]

Arbs is closing case

Created By: DeHenry Kidd (1/19/2018 4:23 PM)
Customer Name:[redacted]
Phone#:[redacted]

Arbs-DK called customer no answer was made Arbs left c a message stating name and number for c to call Arbs back at [redacted] call ended.

Case Decision: there were no defects found with the vehicle. The vehicle's FEB braking system was tested and inspected, and there is no indication of a manufacturing or product defect.
Arbs inquired about the Error codes that were pulled from customer vehicle, arbs was inform those error codes were for the Side Radar Senor (Blind Spot warning) not the FEB.

Customer will be sent a letter in regards to their case after arbs discuss case with them

Created By: DeHenry Kidd (1/18/2018 3:47 PM)
Arbs has reached out to the customer to let the customer know that the case is still under review and at this time a decision has not been made, Arbs apologize to the customer for the delay but arbs has reached out to PL team requesting a decision due to it has exceeded the time frame. Once a decision is made arbs would contact customer.

Created By: DeHenry Kidd (1/18/2018 1:50 PM)
(631) [redacted]

Arbs called customer at 149pm to let customer know the case is still under review and a decision has not been made yet. Arbs will follow up with customer once arbs received the decision.

Created By: DeHenry Kidd (1/18/2018 10:15 AM)
Arbs has been informed the case is still under review and a decision has not been made

Created By: DeHenry Kidd (1/18/2018 8:19 AM)
Arbs has sent a follow up email to PL to see if a decision has been made on customer case arbs is waiting on a reply.

Created By: DeHenry Kidd (1/11/2018 12:13 PM)
Arbs has been informed the case is still under review and a decision has not been made

Created By: DeHenry Kidd (1/11/2018 7:48 AM)
Arbs has sent a follow up email to PL to see if a decision has been made on customer case arbs is waiting on a reply.

Created By: Dakota McGregor (1/2/2018 8:24 AM)
ARBS notes assisting ARBS DK
ARBS notes that IIR was uploaded to FTP

Created By: DeHenry Kidd (12/29/2017 10:21 AM)
Arbs received a call from customer, arbs has informed customer the case is still under review and a decision has not been made. Arbs stated once the decision has been made arbs will contact customer.

Created By: DeHenry Kidd (12/27/2017 7:56 AM)
Arbs has reached out to the DTS to see if the report has been up loaded to the FTP site arbs is waiting on a reply.

Created By: DeHenry Kidd (12/11/2017 8:56 AM)
Arbs received a call from customer stating that the date for 12/19 is ok with customer.

Arbs has called the dealer to setup an inspection and provided the DTS name.

Created By: DeHenry Kidd (12/8/2017 9:55 AM)
(631) [redacted]

Arbs called customer at 954am and left a message stating that inspection date is set for 12/19 at 2pm. Arbs would need for customer to confirm the inspection to proceed further with the case. Arbs is waiting on a reply

Created By: DeHenry Kidd (12/7/2017 2:27 PM)
Verified Name Address Phone# VIN Mileage Responsible Dealer

Checked for open Recalls/Campaigns: None

Customer stated when she is driving the vehicle it feels like it is going to stall, Customer stated that vehicle would slow down and the engine would rev up. Customer stated that she was not around anything nor any train tracks.
First incident – sport button came on
Second incident – No sport button came on
Third incident - In the parking lot – There was a Malfunction on the screen and stated to see owner's manual.

Arbs-DK informed customer that Arbs would setup an inspection. Arbs-DK stated once arbs has the date Arbs will let the dealer and customer know.
Arbs-DK also stated that the process could take up to 6 weeks for everything to be done and process to determine a decision. Arbs stated that NNA would provide alternate transportation doing the duration of the investigation. Customer understood.

Created By: Kalia Johannes (12/7/2017 7:00 AM)
ARBS-KJ pending IIR case handling completion for RHR to be completed.

Created By: DeHenry Kidd (12/6/2017 11:16 AM)
(631) [redacted]

Arbs-DK called customer at 1116am no answer was made. Arbs left a message stating name and number for c to call Arbs back at [redacted] call ended.

Created By: Nicki Barror (12/5/2017 3:33 PM)
DRTS received the RHR. The RHR was assigned to ARBS Kalia Johannes for review.

Created By: Samantha Dixon (12/5/2017 7:26 AM)
C contacted CA with Rogue concern VEH stopping in the middle of the road.

Created By: Janisha Wilkerson (12/4/2017 4:49 PM)
IMPORTANT:
C requests to only be called after 3PM EST Mon-Fri due to C being a teacher and cannot answer the phone before then

SRCAS-JW called C at [redacted]
SRCAS-JW informed C that the call may recorded for training and quality purposes
C stated that C has not received calls back from Kelsey when C asked to be called back after 3 pm EST since C is a teacher
C stated the vehicle has concerns and that NNA doesn't have a fix
C stated that when C is driving the veh, the veh feels as if it is going to stall out but doesn't
C stated the veh slows down and engine revs up on its own

C stated the sport light came on the dash and then returned back to normal
SRCAS-JW asked C of the IIR questions
C stated currently the sport light did not come on this current time
C stated the concern has occurred 2 times within a 3 month period
C stated C heard a beeping noise and then on the dashboard there was a notification for the collision symbol
C stated that C was not aware of the Emergency Braking System
C stated that the C was told by the inspector who came to inspect the veh at the dlr to ask for the lemon law or a long term rental
C stated C wants a new vehicle
C stated C doesn't want the loaner vehicle even if offered
SRCAS-JW informed C of the RHR questions and advised not a guarantee and can take an estimate of 10 business days to complete
• Why do you want to return the vehicle to Nissan North America?
• C stated this is a safety concern
• Where is the vehicle currently?
• C stated at C's residence
• Are you currently in a rental vehicle?
• C has veh in C's possession and doesn't want the loaner even if offered
• Where was the vehicle purchased?
• C stated leased at Smithtown Nissan
• Was the vehicle purchased new or used?
• C stated new May 2017
• If used, when was the vehicle purchased?
• Where is the vehicle serviced?
C stated only Smithtown Nissan
• Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers.

SRCAS-JW informed C next follow up is every 3 business days
C thanked SRCAS-JW
Call ended mutually

Created By: Janisha Wilkerson (12/4/2017 12:07 PM)
SRCAS-JW called DTS Mike who stated to complete an IIR at this time

Created By: Chris Bielawski (12/4/2017 10:27 AM)
CRR-CB VERIFIED Account Info including: C's name, home & email address, phone# & best contact#

CRR-CB CHECKED for previous UNRELATED Case(s) and found:0
CRR-CB CHECKED previous RELATED Case(s) and found:1[redacted]
CRR-CB NOTED concern is:Case[redacted]

C stated C is getting frustrated that C is unable to reach CRT-KC
C stated C told specifically that C works in a school
C stated they are unable to use cellphones until school is over at 3PM EST
C stated that CRT-KC calls before that and when C calls it goes to VMX
C stated is getting nervous as there is a forecast of snow Friday
C stated the situation with VEH it could be dangerous the way the VEH works now

CRR-CB advised C I will document the case
CRR-CB C wants a callback by EOB today or tomorrow ahter 3PM EST
CRR-CB also advised I will forward an email to CRT-KC

C aprreciated

CRR-CB offered further assistance

Call ended mutually

Created By: Barbara Strobel (12/4/2017 9:39 AM)
CRT-BS is closing case as no further assistance can be offered at this time.

CASE SUMMARY
C contacted Nissan CA requesting assistance with VEH stopping in the middle of the road.
✓ CRT-KC called C and spoke with C about concern.
CRT-KC reached out tot he DLR for more information.
CRT-KC placed 3 contact attempts.

STATEMENT OF DECISION
CRT-BS is closing case for CRT-KC after placing 3 contact attempts.

✓ **Created By: Barbara Strobel (12/4/2017 9:35 AM)**
CRT-BS sent unable to contact email for CRT-KC.

✓ **Created By: Kelsey Christiansen (12/1/2017 7:49 AM)**
CRT-KC placed outbound call to C at[redacted].
CRT- KC provided C with case #, CRT-KC's phone #, and work hours.

✓ **Created By: Kelsey Christiansen (11/30/2017 11:36 AM)**
CRT-KC placed outbound call to C at[redacted]
CRT- KC provided C with case #, CRT-KC's phone #, and work hours.
CRT- KC will follow up on Friday.

✓ **Created By: Kelsey Christiansen (11/29/2017 12:28 PM)**
CRT-KC placed outbound call to[redacted]
CRT- KC provided C with case #, CRT-KC's phone #, and work hours.
CRT- KC will follow up on Thursday.

✓ **Created By: Kelsey Christiansen (11/29/2017 8:11 AM)**
CRT-KC received VXM from C asking for a call back.

✓ **Created By: Kelsey Christiansen (11/27/2017 1:09 PM)**
**********UNABLE TO DATANET**********

Created By: Kelsey Christiansen (11/27/2017 1:08 PM)
CLOSING CASE
CRT- KC is closing Case as no further assistance can be offered at this time.

✓ ***CASE SUMMARY***
C contacted Nissan CA requesting assistance with VEH stopping in the middle of the road.

STATEMENT OF DECISION
CRT- KC was unable to contact C.
closing pending C response back.

✓ **Created By: Kelsey Christiansen (11/27/2017 1:04 PM)**
CRT-KC placed outbound call to[redacted]
CRT- KC provided C with case #, CRT-KC's phone #, and work hours.

✓ **Created By: Kelsey Christiansen (11/22/2017 7:56 AM)**
CRT-KC sent follow up e-mail.

✓ **Created By: Kelsey Christiansen (11/21/2017 3:16 PM)**
CRT-KC placed outbound call to[redacted]
CRT- KC provided C with case #, CRT-KC's phone #, and work hours.
CRT- KC will follow up on Wednesday.

✓ **Created By: Kelsey Christiansen (11/20/2017 2:47 PM)**
CRT-KC placed outbound call to[redacted]
CRT- KC provided C with case #, CRT-KC's phone #, and work hours.
CRT- KC will follow up on

Created By: Kelsey Christiansen (11/20/2017 2:17 PM)
CRT-KC placed outbound call to Smithtown Nissan at[redacted]
CRT-KC spoke with Service Manager Andrew
✓ SM- found one from the 4th.
SM- stated Ro was closed 11/15, did not duplicate it, road testing.
CRT-KC understood.
Call ended mutually.

▼ **Created By: Janisha Wilkerson (11/17/2017 11:59 AM)**
C stated C was working with SA Andrew L. in the service dept

Created By: Janisha Wilkerson (11/17/2017 11:57 AM)
SRCAS-JW is assisting with call due to CRT-KC's phone system shutting down in error
SRCAS-JW called C at[redacted].
SRCAS-JW informed C that the call may be recorded for training and quality purposes
C stated that the veh feels as if it will shut down on its own
C stated that the engines starts to reve
✓ C stated that RPMS drop down but cannot remember what numbers it runs up
C stated C feels as if the transmission is about go out
C stated there is a sluggish feeling
C stated that the concerned occurred about 2 times but intermittent
C stated that C's sport light came on the dash board
C stated there was no train tracks or anything around C
C stated the concerns occur at any given time even after the veh warms up for a long period of time
SRCAS-JW informed C that C will be contacted by Monday 11/20/17 to allow CRT-KC to call dlr to get more details.

✓ **Created By: Kelsey Christiansen (11/17/2017 11:45 AM)**
CRT-KC placed outbound call to[redacted]
CRT-KC advised that "this call may be recorded for quality and training purposes."
CRT-KC verified information e-mail, mailing address, phone, and best contact.
CRT-KC advised that CRT is C Consumer Affairs Representative and point of contact.
CRT-KC advised that before CRT-KC can move forward with investigating C case. CRT-KC wanted to hear more of what happens with C VEH.
CRT-KC asked things like when does the VEH usually stop. Has it been driven for a while? Is there a certain road it stops on? Is there a certain time of day this happened?
C stated happened twice, the first time it had been driving for a while, it had been driven at least 2 hours, no obstruction, no button was pushed, no warning sound happened, the sport button had turned on by its self, it felt like something was holding the truck back from moving, it stopped and then started again, no train tracks or anything like that.
C stated 3 or 4 months later it happened again in a completely different area and had only been driven for about 10 minutes before it, again nothing in the road, C made a turn and started going straight again. C did not recall if the sport button was on anymore.
C stated the problem is that it is something that the DLRSHP could have VEH for months before it could actually happen.
C stated that the VEH makes a sound like you are going over rumble strips.
DLR stated that an error came up when was there.
C stated C had no idea that there was anti-collision in the VEH.
C stated that VEH does not come to a complete stop it just slows down a good 20 mph and then starts back up again.

C stated factory rep came and told C to contact CA.
C asked what C does in the meantime.
C is paying a lease.
C stated that the Factory Representative stated that C needed to contact CA for a loaner VEH.
CRT-KC phone got disconnected.

✓ **Created By: Kelsey Christiansen (11/16/2017 11:31 AM)**
CRT-Sent follow up e-mail to C.

✓ **Created By: Kelsey Christiansen (11/16/2017 11:26 AM)**
CRT-KC placed outbound call to C at [redacted]
CRT- KC provided C with case #, CRT-KC's phone #, and work hours.
CRT- KC will follow up on Friday.

✓ **Created By: Kelsey Christiansen (11/15/2017 1:16 PM)**
CRT-KC placed outbound call to C [redacted]
CRT- KC provided C with case #, CRT-KC's phone #, and work hours.
CRT- KC will follow up on Thursday.

✓ **Created By: Kelsey Christiansen (11/15/2017 8:23 AM)**
CRT-KC placed outbound call to Smithtown Nissan at [redacted]
CRT-KC spoke with Service Manager Andrew
SM-A stated that C came in for a radio concern and a loud rumble and VEH stops.
SM-A contacted DTS, cleared codes, opened Techline case.
SM-A stated that the collision warning is having an issue so the car stops in the middle of the road because it thinks that something is in the way.
SM-A states that if a loaner needs to be provided the DLR does have some available and can arrange for that.
CRT-KC understood
Call ended mutually.

Created By: Deena Shrestha (11/14/2017 10:36 AM)
CRR-DS is forwarding case to RCAS for further assistance
C is seeking for long term loaner VEH
****
CUSTOMER: [redacted]
VIN: JN8AT2MV4HW[redacted]
Mileage: 4,136
Dealer: SMITHTOWN NISSAN

Created By: Deena Shrestha (11/14/2017 10:34 AM) | Last Modified By: Kelsey Christiansen (11/15/2017 8:10 AM)
CRR-DS VERIFIED Account information including: C's name, home & e-mail address,
phone number & best contact number
CRR-DS VERIFIED VEH Information including: VIN #, Current Mileage, Warranty & Service History
CRR-DS CHECKED for open recalls/campaigns and found:
CRR-DS CHECKED for previous UNRELATED Case(s) and found:
CRR-DS CHECKED previous RELATED Case(s) and found:
CRR-DS NOTED concern is: DLRSHP complain
****

CRR-DS received inbound call from C

C stated C's VEH is at DLRSHP
C stated SM from DLR are not able to find issue with VEH
C stated VEH engine just rave and it shut down
C stated factory Rep came to look after VEH but not able to diagnosis
C stated DLR told C VEH need to be at DLR for at least 4 months
C stated C is seeking for long-term loaner VEH

✓ CRR-DS advised did c talked with DLR for loaner VEH?

C stated C was provided with low range VEH than C's leased VEH
C stated C pay $369 per month for $30,000
C stated C was provided with VEH amounted $1500

CRR-DS advised how would C like to assist?
C stated C was told to call NNA for long term loaner

CRR-DS informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 11/15/2017 regarding C's concern.

C understood.

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

CRR-DS provided C with agent ID and case number
CRR-DS noting C's best contact number is 6319791203
Call ended mutually

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	ROGUE	GENERAL INQUIRY	QF	11/14/2017	ZR	AZ	270500	OF

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Janisha Wilkerson, 12/4/2017 4:48 PM	12/4/2017

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	Diamond Milan
Contact Email	[redacted]	Type	CA
Home Phone	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	1/18/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	11/15/2017 9:09 AM
Social Media Involvement		Date/Time Closed	1/18/2018 10:26 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Customer has forward emergency braking concerns. ARBS noting concern under investigation. ARBS noting ARBS offered repurchase for the concen but ARBS was not able to get a response from C to resolve cocnern.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	TROPHY NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	16,000	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	1	RHR Started	11/15/2017
IIR Date		RHR Completed	11/20/2017
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	5N1AT2MT3H[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29117	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	TROPHY NISSAN	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	12	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	PLease Review

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	[redacted]

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] VIN: 5N1AT2MT3H[redacted]	Root Cause	
Created By	Sandra Bidwell, 11/15/2017 9:09 AM	Root Cause Code	SCSV
Last Modified By	NNAETL, 12/13/2018 9:53 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	866		
Action Code	NT4B		
What action was taken?	4B Lack of Customer Response		

Agent Comments

Agent Comments	11/22 review case with TL
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
1/18/2018 10:26 AM	Diamond Milan	Changed **Status** from Open to **Closed**.
		Closed.
1/18/2018 10:23 AM	Diamond Milan	Changed **Description**.
1/18/2018 9:28 AM	Diamond Milan	Changed **Follow Up Date** from 1/16/2018 to **1/18/2018**.
1/11/2018 11:26 AM	Diamond Milan	Changed **Follow Up Date** from 1/11/2018 to **1/16/2018**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public Comment

Created By: Diamond Milan (1/18/2018 10:23 AM)
Customer has forward emergency braking concerns

Created By: Diamond Milan (1/18/2018 10:22 AM)
ARBS noting ARBS is closing case as no further assistance can be provided at this time.
ARBS noting ARBS has offered to repurchase Cs veh due to FEB concerns being under investigation.
ARBS noting ARBS has provided numbers to C for the repurchase.
ARBS noting ARBS and dlr have not been able to contact C to resolve the concern.

Created By: Diamond Milan (1/18/2018 10:19 AM)
ARBS placed a call to C at [redacted]
No answer, left vmax with contact information and case number.

Created By: Diamond Milan (1/18/2018 9:28 AM)
ARBS Noting ARBS has moved follow up to 1/18.
ARBS noting ARBS has been out of the office due to inclement.

Created By: Diamond Milan (1/11/2018 11:25 AM)
ARBS placed a call to C at [redacted]
No answer, left vmax with contact information and case number.

Created By: Diamond Milan (1/9/2018 1:35 PM)
ARBS placed a call to C at [redacted]
No answer, left vmax with contact information and case number.

Created By: Diamond Milan (1/3/2018 4:10 PM)
ARBS emailed C updated repurchase letter.

Created By: Diamond Milan (1/3/2018 4:07 PM)
ARBS noting repurchase numbers:

Base Price $21,975.81
Sales Tax $1,216.63
Dealer Inventory Tax $45.45
Other Taxes $22.00
Government Fee $101.50
Title Fee $33.00
Inspection Fee $23.75
DOC Fee $150.00
Total Purchase Price $23,568.14

Less Usage (NNA Waived partial) $1,929.48
Less Rebates $2,500.00
Loan Payoff* $20,638.66
Total Deductions $25,068.14

Refund Amount -$1,500.00
Lien Payoff 20,638.66
Total Repurchase $19,138.66

Created By: Diamond Milan (1/3/2018 4:01 PM)
ARBS placed a call to C at [redacted]

ARBS explained to C that NNA cannot show C the short method because Cs state does not give back interest.
ARBS advised C that ARBS will work on a new repurchase letter for C with the new pay off.

C understood.
C thanked ARBS.
Call ended mutually.

Created By: Diamond Milan (1/3/2018 3:34 PM)
ARBS reviewed case with TL-CA.
TL explained that ARBS cannot show short method due to the state not giving interest back.
ARBS was advised to give C a call to explain numbers again.

Created By: Diamond Milan (1/3/2018 3:30 PM)
[redacted] Account Number [redacted]

SR#: 1[redacted]
Customer: [redacted]
Account: [redacted]
1. 30 day payoff $ 20638.66 good thru 2/2/2018
2. Per diem 7.34
3. # of scheduled payments received 1
4. Scheduled Payment amount 684.80
5. Total Principal paid 275.66
6. Total Interest paid 409.14
7. Late fees paid 0.00
8. Most Recent payment received 10/20/2017 for $684.80

The payment history is attached.

The customer is 54 days delinquent. Her delinquent payments Total $1369.60. Late fees: 68.40. Total due to be current is $2122.88 (this includes late fees).

Created By: Diamond Milan (12/29/2017 11:59 AM)
ARBS received a call from dlr.
ARBS spoke with GSM-JC.
ARBS advised to GSM that ARBS has explained everything and ARBS is getting a new pay off again for C.
GSM advised that GSM has tried to explain everything to C but she is not understanding everything.
GSM advised C at this point, if C does not return paperwork or make a payment the veh will be repossessed in Jan.
ARBS understood.
ARBS advised that ARBS will keep GSM updated.
Call ended mutually.

Created By: Diamond Milan (12/29/2017 11:53 AM)
ARBS noting the following email to C:

Ms. Robinson,

I have reached out to NMAC to get the most updated numbers for the repurchase letter again.
As soon as they send me the new numbers, I will send you a price break down showing down payment.

Thank you,

Created By: Diamond Milan (12/29/2017 11:50 AM)
ARBS noting the following email to NMAC:

Hello NMAC,
Will you please provide the following information on this account: [redacted] Account Number 00102455606060001

1. 30 day payoff
2. Per diem
3. # of scheduled payments received
4. Scheduled Payment amount
5. Total Principal paid
6. Total Interest paid
7. Late fees paid
8. Most Recent payment received
10. Please include payment history

I know you have sent it in the past, however, I need to get another update of everything because the customer still has not signed paper work. I am needing to see all late fees as well to add to the numbers.

Thank you,

Created By: Diamond Milan (12/29/2017 11:50 AM)
ARBS left a vmax with GSM-JC.

Created By: Diamond Milan (12/29/2017 11:48 AM)
ARBS placed a call to C.

ARBS advised C that ARBS wanted to follow up on repurchase numbers.

C stated C does not understand the repurchase numbers.
C stated the down payment does not show.

ARBS advised C that is reflected in Cs payoff.
ARBS advised C that Cs pay off is only around $20,000 and Cs purchase price was around $23,000.00.
ARBS advised C that pay off is lower because C made one payment and because of the down payment.

C stated C doesn't understand that.
C stated C needs to see it.

ARBS advised C that ARBS will get numbers together to show a different method.
ARBS advised C that ARBS will get a new pay off for the veh.

C stated C is not signing any paperwork until numbers are shown.

ARBS advised C at this point, if C continues to hold out process and not make payments, then there is a chance the veh will be repossessed.

C stated C should not be punished for this.
C stated C wants money back.

ARBS understood.
ARBS advised C that ARBS will work on numbers.

C understood.
Call ended mutually.

Created By: Diamond Milan (12/27/2017 3:44 PM)
ARBS noting ARBS received an email from SM asking for repurchase letter.
ARBS noting ARBS emailed SM repurchase letter.
SM advised SM is working to resolve the concern with C.

Created By: Diamond Milan (12/27/2017 11:18 AM)
ARBS placed a call to [redacted]
No answer, left vmax with contact information and case number.

Created By: Diamond Milan (12/21/2017 5:29 PM)
ARBS placed a call to C.

ARBS advised C that ARBS wanted to follow up on case.
ARBS asked if C has received the repurchase letter.

C stated C has not.

ARBS verified email again.
ARBS advised C that ARBS will email C the letter to the correct address.
ARBS thanked C for time.
Call ended mutually.

Created By: Diamond Milan (12/19/2017 2:01 PM)
ARBS noting the following email to GSM:

Jennifer,

I have attached the letter I sent to the customer. Once she signs and returns the letter, we will be able to move forward. I did look into the check as well. The amount owed does have to be paid in certified funds when Morley completes surrender at the dealer. The balance is payable to Nissan North America. If you have any other questions please let me know.

Thank you,

Created By: Diamond Milan (12/19/2017 1:58 PM)
ARBS noting ARBS emailed C and GSM the repurchase letter.

Created By: Diamond Milan (12/19/2017 11:58 AM)
ARBS noting correction.
ARBS noting ARBS waived the usage fee by $1,938.21.
ARBS noting amount owed at this time for surrender will be $1500.00.

ARBS noting repurchase numbers:

Base Price $21,975.81
Sales Tax $1,216.63
Dealer Inventory Tax $45.45
Other Taxes $22.00
Government Fee $101.50
Title Fee $33.00
Inspection Fee $23.75
DOC Fee $150.00
Total Purchase Price $23,568.14

Less Usage (NNA Waived $1,938.21) $2,095.79
Less Rebates $2,500.00
Loan Payoff* $20,472.35
Total Deductions $25,068.14

Refund Amount -$1,500.00
Lien Payoff 20,472.35
Total Repurchase $18,972.35

Created By: Diamond Milan (12/19/2017 11:46 AM)
ARBS placed a call to Jennifer at Trophy Nissan.
ARBS advised Jennifer that ARBS got the numbers down to $1,500 in usage.
ARBS advised GSM that GSM would provide the payment to Morley at the time of the surrender in certified funds.
GSM asked since the dealer is paying for the usage, is ok for it to be a dealer check.
ARBS advised GSM that ARBS will check now and see.
ARBS advised GSM that ARBS will send the numbers to C through email.
GSM understood.
Call ended mutually.

Created By: Diamond Milan (12/19/2017 11:41 AM)
ARBS reviewed case with Sr. Planner-MM.
ARBS noting ARBS asked to waive part of usage since dlr is paying it for C.
ARBS asked to waive usage down to $1,500.
Sr. Planner-MM agreed to waive usage.
ARBS noting ARBS is waiving $1,667.64 in usage.

Created By: Diamond Milan (12/19/2017 11:38 AM)
ARBS checked system and verified that C has been placed in a 2018 Rogue, VIN 5N1AT2MTXJ[redacted].
In service date is 12/8/17.

Created By: Diamond Milan (12/19/2017 11:36 AM)
ARBS placed a call to Jennifer Carroll.
GSM stated that C has been placed in a new veh with a new loan.
GSM stated that C has a 2018 Rogue.
ARBS explained to GSM that C doesn't want the replacement option and C wanted a repurchase.
GSM stated that C wants to go ahead with the repurchase.
GSM stated C purchased a new veh separately and not through the SOC deal.
GSM stated C has signed papers and the loan and everything is approved.
ARBS advised GSM that ARBS wanted to verify again that C is not doing an SOC, C is doing a repurchase and C already has a new veh from dlr.
GSM confirmed that was correct.
GSM stated dlr wanted to pay usage.
ARBS advised GSM that ARBS will get usage calculated now and will call GSM back.
GSM understood.
Call ended mutually.

Created By: Diamond Milan (12/19/2017 11:32 AM)
Hello NMAC,
[redacted]

VIN 5N1AT2MT3HC[redacted]
SR#:1[redacted]
Customer: [redacted]
1. Account# [redacted]
2. 30 day payoff $ 20472.35 good thru 1/15/2018
3. Per diem 7.34
4. # of scheduled payments received 1
5. Scheduled Payment amount 684.80
6. Total Principal paid 275.66
7. Total Interest paid 409.14
8. Late fees paid 0.00
9. Most Recent payment received on 10/20/2017 for $684.80

Account is 36 days Delinquent

Created By: Diamond Milan (12/19/2017 11:21 AM)
ARBS received vmax from dlr.

Created By: Diamond Milan (12/15/2017 4:00 PM)
ARBS noting repurchase numbers with pay off until 12/31:

Base Price $21,975.81
Sales Tax $1,216.63
Dealer Inventory Tax $45.45
Other Taxes $22.00
Government Fee $101.50
Title Fees $33.00
Inspection Fee $23.75
DOC Fee $150.00
Total Purchase Price $23,568.14

Less Usage $4,034.89
Less Rebates $2,500.00
Loan Payoff* $20,200.89
Total Deductions $26,735.78

Refund Amount -$3,167.64
Lien Payoff 20200.89
Total Repurchase $17,033.25

Created By: Diamond Milan (12/15/2017 3:54 PM)
ARBS emailed NMAC requesting another payoff.

Created By: Diamond Milan (12/15/2017 3:45 PM)
ARBS placed a call to C.

ARBS advised C that ARBS wanted to follow up on case.
ARBS advised C that the dlr did follow up and from ARBS-DM understanding the dlr is recommending a repurchase.

C stated C was presented with some numbers for the refinance and C was very upset.
C stated C will not come out good in a refinance.
C stated the dlr made C very upset and C could not believe the numbers.

ARBS advised C if C does not want that option, the only other options are a repurchase or a settlement.

C stated C doesn't want a settlement.
C stated there is a not a repair available at this time.

ARBS understood.
ARBS advised C that ARBS will work on number and will get those to C by next week.

C understood.
Call ended mutually.

Created By: Diamond Milan (12/13/2017 6:00 PM)
ARBS placed a call to C at [redacted]
No answer, left vmax with contact information and case number.

Created By: Diamond Milan (12/13/2017 5:57 PM)
ARBS noting ARBS received a vmax from C.

Created By: Diamond Milan (12/12/2017 10:56 AM)
ARBS placed a call to C at [redacted]
No answer, left vmax with contact information and case number.

Created By: Diamond Milan (12/12/2017 10:54 AM)
ARBS noting the following email from GSM-Jennifer Carroll:

All –
I called and left message for Raven again today. I will be out of town til Friday and I want to make sure we get this deal all figured out.
Mrs. Robinson does not want to do a SOC. She does not have the money to get current.
Therefore we need to work on just doing a buyback/repurchase
I did get her approved for a separate auto loan
Please advise what we need to do to move forward
Thank you
Jennifer Carroll

Jennifer Carroll, General Sales Manager
Trophy Nissan
[redacted]
jcarroll@vitalg.com

Created By: Raven Giddens (12/8/2017 10:43 AM)
ARBS-RG received a call from GSM-Jennifer Carroll

GSM stated the customer is at the dealer now and is asking about the refinance

ARBS-RG spoke with the customer Cheryl

ARBS-RG stated that c does not have to refinance the vehicle due to c being financed with NMAC
ARBS-RG stated that NNA can offer SOC but c will need to make the account current
ARBS-RG explained the SOC and that the payments and loan would remain the same c would get swapped out of the VIN

**GSM-Jennifer started to explain to the customer that if c's account is delinquent c will not be able to get financed again

C told GSM that c knows c can get refinanced through another company

GSM-Jennifer explained to c that if c can get refinanced c's interest rate and payments may be higher

C stated c does not have the money to pay the payments right now

GSM stated GSM will have c fill out a credit application and keep ARBS updated

ARBS-RG understood
Call ended mutually

Created By: Raven Giddens (12/8/2017 10:39 AM)
ARBS-RG placed outbound call to GSM-Jennifer Carroll
GSM stated the customer is at the dealer and they have no information
GSM stated that GSM handles these transactions and will be the point of contact

ARBS-RG explained that the customer is to pick out a new vehicle
ARBS-RG stated the customer will not take ownership of the vehicle today
ARBS-RG stated once the vehicle is selected GSM will send a copy of the invoice and mock buyers order
ARBS-RG stated Nissan will purchase the vehicle at invoice price
ARBS-RG stated on the buyers order the vehicle will be listed at invoice and GSM can add collaterals

GSM asked if there are any fees the customer has to pay

ARBS-RG stated the customer will have to pay the difference between MSRP

GSM stated it will be about $100

ARBS-RG understood
ARBS-RG stated ARBS will send information in an email

GSM understood
Call ended mutually

Created By: Raven Giddens (12/8/2017 10:29 AM)
ARBS-RG placed outbound call to Pansy Freeman who advised is a sales associate at the dealer
SA-Pansy stated SA has stepped out but the customer is supposed to be at the dealer soon and may be there already
SA-Pansy stated they do not have any information on this
SA-Pansy asked if ARBS can contact General Sales Manager Jennifer Carroll - at [redacted]

Created By: Raven Giddens (12/8/2017 10:19 AM)
ARBS-RG received an email from Jennifer Carroll
Jennifer stated the customer is at the dealer and needs some direction

Created By: Raven Giddens (12/8/2017 10:18 AM)
ARBS-RG received an email from Pansy Freeman
Pansy stated [redacted] (buy back)
Please call Pansy at [redacted]
Pansy stated this buyback is taking place today on this customer and they have no information on it

Created By: Diamond Milan (12/7/2017 3:45 PM)
ARBS placed a call to C.

ARBS advised C that ARBS spoke with dlr.
ARBS advised Noweda at Trophy Nissan will be assisting C with finding a 2017 or 2018 model Rogue.

C stated dlr is on the other line.
C thanked ARBS.

ARBS advised will be out of office until Tuesday.

C understood.
Call ended mutually.

Created By: Diamond Milan (12/7/2017 3:40 PM)
ARBS placed a call to dlr.
ARBS asked to speak with rep that assist with SOCs.
ARBS spoke with IM-Noweda Loud.
ARBS advised IM that ARBS is working with C and C is seeking a replacement veh for an SOC.
ARBS advised IM that ARBS will need a mock buyers order and an invoice in order to move forward.
ARBS advised provided IM ARBS email address.
IM advised dlr will reach out to customer and see what veh C is seeking.
Call ended mutually.

Created By: Diamond Milan (12/6/2017 4:51 PM)
ARBS noting ARBS placed a call to sales department.
ARBS noting ARBS was placed on hold for 6 minutes.
ARBS ended call.

Created By: Diamond Milan (12/6/2017 4:44 PM)
ARBS placed a call to C.

ARBS advised C that ARBS has all documents from C at this time.
ARBS asked C which option C is seeking.
ARBS advised C the options are again a repurchase, replacement or settlement.

C stated C is seeking to get into a new Nissan.

ARBS advised C that Cs account is not eligible for an SOC.
ARBS advised C that the only way to get C into a new veh is to do a refinance.
ARBS advised C that C will have to secure financing for the new veh.
ARBS advised C the new financing would have to be $20,200.89, since that is amount of Cs current payoff.
ARBS advised C that NNA would send a check to the dealer for the difference.
ARBS explained that NNA will pay off current loan in the amount of $20,200.89 with NNA.
ARBS advised C that ARBS cannot guarantee that C will get to finance with NMAC again or who C will finance with.
ARBS advised C that ARBS cannot guarantee that C will get the same payment or interest rate.

C understood.
C stated C will work with dealer.

ARBS advised C that ARBS will reach out to the dealer and have dlr reach out to C to pick out a new veh.
ARBS advised the replacement veh will have to be equal in value or higher than current veh.
ARBS advised C if the veh is higher, C is responsible for upgrade charges.

C understood.
Call ended mutually.

Created By: Diamond Milan (12/6/2017 4:35 PM) | Last Modified By: Diamond Milan (12/6/2017 4:35 PM)
ARBS noting ARBS received a vmax from C.

Created By: Diamond Milan (12/6/2017 4:17 PM)
ARBS received an email from SM with registration and photos.
ARBS attached to the case.

Created By: Ashley McDougall (12/6/2017 2:14 PM)
CRR-AM recieved contact from C, and they were wondering when someone will be in touch with C?
CRR-AM stated that the follow up date is today, and that they will be in contact with C today.

C appreciated this.

Call ended mutually

Created By: Diamond Milan (12/4/2017 3:09 PM)
ARBS emailed SM-Randy at the dealer:

Good Evening,

I just wanted to follow up with you on Ms. Robinson case. We have offered her a buyback for the vehicle. She let me know that you will be sending the photos and the registration receipt for the vehicle. I advised her that we needed 4 photos of the exterior (each side) and 1 photo of the interior. Thank you for your help!

Diamond,

Created By: Diamond Milan (12/4/2017 3:00 PM)
ARBS placed a call to C.

ARBS advised C that NMAC sent the payment history, E-title, and purchase agreement.
ARBS advised C that ARBS will just need the registration and the photos from C.

C stated the dlr should have those.

ARBS advised C that ARBS will reach out to the dlr to get that information.

C understood.
Call ended mutually,

Created By: Diamond Milan (12/4/2017 2:46 PM)
ARBS attaching documents from NMAC to the case.

Created By: Diamond Milan (12/4/2017 2:43 PM)
ARBS noting the following information from NMAC:

Hi Diamond:

Below is the payment/payoff information that you requested.

SR# 1[redacted]
Account#[redacted]
Customer[redacted]
30 day payoff $ 20200.89 good thru 12/31/2017
Per Diem 7.34
Payments received 1
Payment amount $ 684.80
Principal Paid $ 275.66
Interest paid $ 409.14
Late fee paid $0.00
Recent payment received on 10/20/2017 in the amount of $ 684.80

Copy of Contract, Payment History and Title are attached. The account is not SOC eligible. This Account is 21 days Delinquent.

Thanks,

Created By: Ryan Powell (12/1/2017 10:07 AM)
SECRR-RP received inbound call from C

SECRR-RP VERIFIED Account Info including: C's name, home address, concern, phone# & best contact#

SECRR-RP CHECKED for open recalls/campaigns and found: 0
SECRR-RP CHECKED for previous UNRELATED Case(s) and found: 0
SECRR-RP CHECKED previous RELATED Case(s) and found: 0
****
SECRR-RP NOTED Concern is: NMAC wont provide information

C stated C spoke with ARBS-DM
C stated ARBS-DM provided C a list of information C needs for ARBS-DM
C stated C contact NMAC
C stated NMAC wont provide the information
C stated NMAC stated ARBS-DM would need to request it
C stated C is trying to speed up with process
C stated the case has been open going on 1 month and wants to complete this
C stated C has left ARBS-DM a few VMX

SECRR-RP apologized for C's concern
SECRR-RP informed C SECRR-RP will document concern and request ARBS-DM contact C today if possible
SECRR-RP informed C if ARBS-DM cannot contact C today there is a follow up set for monday

C understood

SECRR-RP offered additional assistance

C declined

SECRR-RP thanked C for calling Nissan Consumer Affairs
Call ended mutually

Created By: Diamond Milan (11/29/2017 5:10 PM)
ARBS emailed NMAC about the case.

Created By: Diamond Milan (11/29/2017 5:09 PM)
ARBS noting ARBS emailed C the intent letter.
ARBS attached letter to the case.

Created By: Diamond Milan (11/29/2017 5:00 PM)
ARBS placed a call to C.

ARBS advised C that ARBS did have a chance to review the case.
ARBS advised C that ARBS found that the dlrshp did not do repairs and the concern is just under investigation.
ARBS advised C at this point, ARBS would like to offer C a repurchase, replacement, or settlement.
ARBS advised C that ARBS will send C an intent letter with that information.

C asked will this be under the lemon law.

ARBS advised C that NNA will be offering C a lemon law buyback.

[redacted] C understood.
C thanked ARBS for the assistance.
C stated C was told that NNA would take care of C.

ARBS verified email.
ARBS asked C who C is financed through.

C stated NMAC.

ARBS advised C that ARBS will reach out to NMAC and get purchase agreement and pay off.
ARBS advised c that the intent letter will describe what C would need to provide.

C understood.
Call ended mutually.

Created By: Diamond Milan (11/29/2017 3:00 PM)
ARBS noting ARBS reviewed case with DRT Planner.
ARBS noting ARBS will offer a repurchase, replacement, or settlement for the veh as the concern is under investigation.

Created By: Diamond Milan (11/29/2017 9:59 AM)
ARBS reviewed case with Sr. DRT Planner-FD.

Created By: Diamond Milan (11/29/2017 9:56 AM)
ARBS placed a call to TSM-Albert Birchell.
ARBS advised TSM that ARBS wanted to speak with TCM about veh and get more information.
ARBS asked if any repairs had been completed on the veh.
ARBS advised that ARBS placed a call to the dlr and the SM provided some information that ARBS wanted to verify.

TSM advised that TSM installed test software on the veh, no repairs made.
TSM tested the veh at the location C stated the concern occurred.
TSM stated tried to duplicate the concern and it took 30 tries to duplicate the concern.
– TSM stated at the track there was a large piece of metal, man hole cover, and TSM believes the metal reflected off sensors to cause the concern to occur.
TSM stated trying to collect data to see if there is anything that needs to be completed.
TSM stated data will be sent to Farmington Hills.
TSM stated technically the veh is operating as designed.
TSM stated the system has a fail safe and the concern can be overridden by hitting the acceleration pedal.
TSM stated that TSM briefed shop foreman at the dlrshp about concern.
ARBS thanked TSM for that information.
ARBS advised that ARBS will work to settle concern.
Call ended mutually.

Created By: Diamond Milan (11/28/2017 6:30 PM)
ARBS placed a call to C[redacted]

ARBS advised C that ARBS received the case.
ARBS advised C that ARBS is working now with the engineering department.
ARBS advised C that ARBS will be reaching out to the engineers tomorrow to get all the information about the case.
ARBS advised C that ARBS wants to make sure ARBS has the correct information before vehicle is released back to C or before a decision is made.

C understood.
[redacted] C stated C is going to hold tight.
C stated C is in a loaner.
C thanked ARBS for the follow up.
C stated NMAC has account on hold so C doesn't have to make payments at this time.

ARBS understood.
ARBS advised C that ARBS will set another follow up for tomorrow.

C understood.
Call ended mutually.

Created By: Diamond Milan (11/28/2017 6:22 PM)
ARBS emailed TCM the following email:

Good Evening,

Thank you for giving me a call back. I know you are probably out of office now, but I can follow up with you again tomorrow. Please let me know the best time to reach you on 11/29 and I will call you at that time.

Thank you,

Created By: Diamond Milan (11/28/2017 3:22 PM)
[redacted] ARBS noting ARBS placed a call to TCM Albert Birchell.
No answer, left vmax.

Created By: Diamond Milan (11/28/2017 3:21 PM)
ARBS noting ARBS received a vmax from TCM.

Created By: Diamond Milan (11/28/2017 3:19 PM)
ARBS received the following email from TCM:

Good Morning,
I sorry for the delay in getting back to you. I was out all last week. Please give me a call at your earliest continence so we can discuss.

Thanks,

Created By: Diamond Milan (11/28/2017 3:19 PM)
ARBS noting ARBS received a vmax from C.

Created By: Diamond Milan (11/28/2017 1:19 PM)
ARBS emailed DRTS Sr. Planner- FD:

Fekado,

Here is the case I was speaking to you about earlier. I have attached the email I sent to Albert requesting information about inspection. The concern is with the FEB light and the dealership believes the TCM did repairs on the vehicle. The dealership could not provide all the names of the TCMs that were there but they advised Albert was with them. The dealership was advised to release the vehicle back to the customer because the vehicle is acting as designed. Please advise on how to handle the case.

Thank you,

Created By: Diamond Milan (11/22/2017 8:49 AM)
ARBS placed a call to [redacted]
No answer, left vmax with contact information and case number.
ARBS advised C that ARBS will be out of the office for the thanksgiving holiday.
ARBS advised C that ARBS will return to office on 11/28.

Created By: Diamond Milan (11/22/2017 8:44 AM)
ARBS noting the following email to TCM-Albert Birchell:

Good Morning,

I wanted to speak with you about a case with a mutual customer, [redacted] I am currently reviewing her case in the arbitration department. I spoke with the service director, Randy, at Trophy Nissan and he advised me that you and another TCM came out to inspect this vehicle last week. I was advised that an inspection took place and possibly a repair to the control module. I did want to verify that information and see if there is other information that would be helpful to the case and the review. Also, the dealership stated they were advised to release the vehicle back to the customer, as the concern is a normal characteristic of the vehicle. I need to verify that information as well.

Thank you,

Created By: Diamond Milan (11/22/2017 8:43 AM)
ARBS reviewed case with ARBS Supervisor-BG.
ARBS was advised to email, TCM-Albert Birchell about the case.

Created By: Diamond Milan (11/22/2017 8:33 AM)
ARBS placed a call to Dlr and spoke with SD-Randy.
ARBS advised SD that ARBS wanted to follow up on case for customer.
SD stated that dlr has been advised to give veh back to the customer.
SD stated that dlr does not agree and neither does FOM.
SD stated the concern was duplicated by both the dlr and the engineer.
SD stated the veh stops at rail road tracks and wont accelerate.
SD stated that SD wants to keep the customer in a loaner due to legal concerns that can come upon the dlr.

ARBS asked SD how long the veh has been down.

SD stated the veh has been down since 11/1/17
SD stated the veh was in before that

ARBS asked SD if the dlr and TCM verified the concern every time the veh was driven over rail road tracks.

SD stated the concern cannot be duplicated each time.
SD stated that the dlr noticed the concern was duplicated right before and after a train passed through.
SD stated after the train goes through, the veh will stop on the railroad tracks.

ARBS advised SD that ARBS was advised that NNA is to place the customers in loaner vehs.
ARBS advised SD if the veh has to be released back to the customer, there is a way that the FEB can be turned off.

SD stated that SD doesn't want to be held liable for that.
SD stated it is a selling point of the veh and it is a safety item.
SD stated that SD doesn't want to turn off a safety feature.
SD stated engineer advised its a normal characteristic of the veh

ARBS understood.
ARBS advised that ARBS will review the case and keep SD updated.
ARBS asked if C had any more information on the engineer.

SD stated that the SD doesn't have a name of the engineer that worked on the case.
SD stated the shop foreman advised SD that the engineer replaced the Control module at another location on the veh.
SD stated the engineer did not do any repairs at the dlr.
SD stated the engineers advised the dlrshp last week to release the veh back to C last Friday and the concern was a normal characteristic.

ARBS asked if SD had a name.

SD stated that SD was out last Friday.
SD stated SD knows for sure that Albert Birchell was working with the engineers, however.

ARBS thanked SD for that information.
Call ended mutually

Created By: Diamond Milan (11/22/2017 8:03 AM)
ARBS noting veh history:

10/24/17 @ 16,574 miles... RO Number [redacted] 2 days down
Concern
1. REAR SEAT BELT ON DRIVERSIDE STUCK UNDER SEAT
2. DRIVING ACROSS RAILROAD TRACK VEHICLE AUTOMATICALLY STOPPED ON HIS OWN AND SHE WANTS TO BRAKES CHECKED
Action
1. TECH ADJUSTED LR SEATBELT
2. TEST DROVE VEHICLE 34 MILES, CROSSING SEVERAL RAILROAD CROSSINGS, WITHOUT ANY VERIFICATION OF CUSTOMERS COMPLAINT. SCANNED FOR ANY POSSIBLE DTCs, THERE WERE NONE. DTS TONY PANNO WENT WITH TECH DURING TEST DRIVE.

Created By: Diamond Milan (11/22/2017 7:58 AM)
ARBS noting ARBS taking over case due to FEB concern and veh being down for 2 weeks.
ARBS will work with dlrshp to collect RO.

Created By: Haley Tate (11/21/2017 2:55 PM)
RCAS-HT placed outbound call to C @ [redacted]
RCAS left a VMX stating case # and direct #.
RCAS advised that C's VEH is under review.
RCAS advised that a follow up would occur Friday.
RCAS advised C to call for any questions or concerns.

Created By: Nicki Barror (11/21/2017 8:17 AM)
DRTS received the RHR. The RHR was assigned to ARBS Diamond Milan for review.

Created By: Dakota McGregor (11/20/2017 11:22 AM)
ARBS transferring case to RCAS for further handling
ARBS notes to RCAS: please complete RHR process and if applicable work with region/TL to address Cs concerns

Created By: Dakota McGregor (11/20/2017 11:18 AM)
IIR- FEB- CST

Created By: Dakota McGregor (11/20/2017 11:17 AM)
ARBS reviewed case with SRPLNR FD
✓ SRPLNR informed that due to TCS involvement this would not be an IIR
SRPLNR informed for ARBS to transfer case to RCAS-HT for further handling
ARBS understood

Created By: Dakota McGregor (11/20/2017 11:16 AM)
✓ ARBS notes that reviewed case with RCAS-HT
RCAS-HT informing that TCS-DW has inspected the veh already

Created By: Haley Tate (11/20/2017 10:45 AM)
Noting from 10:09 AM

RCAS placed an outbound call to SD-Randy @[redacted]
SD asked to speak about C.
SD stated that Engineering has been involved.
RCAS advised that C was wanting replacement VEH.
DLR QUESTIONS
✓ • How many times has the customer's vehicle been to the dealer/retailer for repairs? 2
• What repairs were performed? VEH was test drove by Engineer David Wu.
• Are there currently any OPEN ROs? Yes
• Is the vehicle currently at the dealership? Yes
• How many days has the vehicle been kept out of service at your dealer for repairs? If the Service Manager is unsure, the RCAS needs to collect the hard copies of the repair orders for the vehicle that contain the technician time stamps (i.e. the date and time the technician has "logged" time worked on the vehicle until the vehicle is repaired. Also referred to as accounting copies)
• Has the on-site CA Technical Specialist (CATS) been involved?
• Has TECH LINE been involved? No
• Has a Dealer Technical Specialist (DTS) been involved? No
• Is C in a loaner? Yes.

Created By: Samantha Dixon (11/20/2017 10:27 AM)
C is seeking replacement VEH.

Created By: Haley Tate (11/20/2017 10:09 AM)
RCAs received an email from SF-Will with current mileage, locate and date of when VEH stopped at rail road tracks.
****
✓ RCAS replied back asking if it happened in Dallas, TX.
****
SF replied back to RCAS stating the concern does not happen every time, but has been duplicated once by SF, and once by engineer David Wu at same Rail Road crossing on University Blvd. going west toward Central Expwy.

Created By: Haley Tate (11/20/2017 10:06 AM)
✓ RCAS sent an email to Shop Foreman-Will asking where and when the VEH stopped at railroad.
RCAS asked for mileage on VEH.

Created By: Haley Tate (11/20/2017 10:04 AM)
RCAS placed an outbound call to SD-Randy @[redacted]
SD stated that SD would like to speak about C.
RCAS advised that RCAS needed to speak with SF, as well. RCAS advised that RCAS tried Friday.
SD stated that the service department was busy and was unable to reply back to the email.
✓ RCAS understood.
SD stated that engineering has been in touch with SD, but SD is still keeping VEH for further diagnosis.
RCAS understood and asked if Shop Foreman-Will is available.
SD confirmed.
RCAS advised that an email with questions about C's VEH will be sent to SF.
SD thanked RCAS.,
Call ended mutually.

✓ Created By: Haley Tate (11/17/2017 11:36 AM)
RCAS sent an email to SM-Daniel and SF-Will asking for best time to speak.

✓ Created By: Haley Tate (11/17/2017 9:16 AM)
RCAS attached RHR and Service History

✓ Created By: Haley Tate (11/16/2017 2:11 PM)
RCAS-HT placed outbound call to C @ (214)[redacted]
RCAS-HT VERIFIED C's name, home & email address, phone#, VEH model/model year, mileage
RCAS-HT CHECKED for open recalls/campaigns and found: 0
Previous UNRELATED Case(s) Found: 0
Previous RELATED Case(s) Found: 0
RCAS-HT ADVISED "This call may be recorded for quality and training purposes."

RCAS apologized for missing C's calls.
RCAS reiterated concerns.

C confirmed.
C stated that C approached the tracks.
C stated that the VEH just stopped.
C stated that C freaked out.
C stated that C finally stomped the gas pedal and was able to accelerate.
C stated that was the first incident.
C stated that during the second time, which was a week later, C got out and took photos.
C stated that C took the VEH back to Trophy Nissan.
C stated that C has worked with Shop Foreman-Will Ables.
C stated that SF advised C to leave the VEH.
C stated that SF does not want C driving the VEH.

RCAs apologized for the concerns.
RCAS asked C if C minds answering some questions regarding the incidents.
C allowed RCAS to proceed.

RCAS asked about C's most recent incident.
C stated that SF has all the specifics.
C stated that C cannot give accurate details, at this time.
RCAS understood.
RCAS stated that RCAS will contact SF.

RCAS-HT explained RHR process.

C confirmed C was seeking RHR.

CUSTOMER QUESTIONS
• Why do you want to return the vehicle to Nissan North America?
Customer states: C states C has been stuck on rail road tracks twice and was unable to move. C states that C does not feel safe in that VEH.
• Where is the vehicle currently?
Customer states: Trophy Nissan
• Where was the vehicle purchased?
Customer states: Trophy Nissan
• Was it purchased new or used?
Customer states: New
• If used, when was the vehicle purchased?
Customer states:
• Where is the vehicle serviced?
Customer states:
• Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers?
Customer states: Only Trophy Nissan.

RCAS-HT advised C RHR process can take up to 10 business days to complete.
RCAS-HT stated there is no guarantee.
RCAS-HT recommended C continue to work with for any necessary repairs as repurchase/replacement is not guaranteed.

RCAS-HT stated RCAS-HT would follow up with C every 3 days until RHR is completed.
RCAS-HT set follow up for Tuesday.

✓ **Created By: Haley Tate (11/16/2017 1:26 PM)**
RCAS received VMX from C at 9:44 AM and 11:47 AM.

Created By: Vivian Luu (11/16/2017 12:27 PM)
Best contact number: (214)[redacted]

SCRR-VL received inbound call from C.
SCRR-VL VERIFIED Account Info including: C's name, home & email address, concern, best contact#
SCRR-VL VERIFIED VEH Info including: VIN#
SCRR-VL CHECKED for open recalls/campaigns and found: NONE
SCRR-VL CHECKED for previous UNRELATED Case(s) and found: 2
SCRR-VL CHECKED previous RELATED Case(s) and found:[redacted]
SCRR-VL NOTED Concern is: case status

C stated C has a case with NNA.

SCRR-VL informed C that RCAS-HT called C today 11/16/2017 at 8:46AM.

C stated C was on another call so C couldn't pick up the phone.
C stated C called RCAS-HT back and was able to leave 1 VMX.
C stated after that the phone just rang every time C tried to call RCAS-HT.
C stated C even tried to call the main phone number[redacted] but no one picked up the phone.

✓ SCRR-VL apologized for the experience.
SCRR-VL informed C that RCAS-HT may be on the phone when C's called.
SCRR-VL notified C that the follow up date is 11/17/2017 so RCAS-HT will call C back by the end of business day 11/17/2017.

C wants to be contacted today.
C stated tomorrow someone is supposed to be out to the DLR from somewhere and C needs to be at the DLR.
C is afraid that C will be busy at the DLR so C wants to be contacted today.

SCRR-VL informed C that SCRR-VL will email RCAS-HT to let RCAS-HT know about C's call and request.
SCRR-VL notified C that it's up to RCAS-HT's schedule whether or not RCAS-HT can call C back today.

C understood.

SCRR-VL provided C the case number and name.
SCRR-VL offered further assistance.

C declined.

SCRR-VL thanked C for calling Nissan.
Call ended mutually.

Created By: Haley Tate (11/16/2017 8:46 AM)
✓ RCAS-HT placed outbound call to C @[redacted]
RCAS left a vmx stating case # and direct #.
RCAS requested a call back.

Created By: Sandra Bidwell (11/15/2017 9:15 AM)
********** CASE SUMMARY **********
Customer Concern: C contacted NNA CA requesting assistance with: VEH buy back request as VEH stops randomly on rail road tracks and SA does not know why - RHR started
Agent actions: CRR-SB documented C's concern and sent case to RCAS for further review

Created By: Sandra Bidwell (11/15/2017 9:15 AM)
CRR-SB VERIFIED Account Info including: C's name, home & email address, phone# & best contact#(214)[redacted]
CRR-SB VERIFIED VEH info including: VIN# & Current Mileage
CRR-SB CHECKED for open recalls/campaigns and found: 0
CRR-SB CHECKED for previous UNRELATED Case(s) and found: 2
CRR-SB CHECKED for previous RELATED Case(s) and found: 0
CRR-SB NOTED Concern is: VEH buy back request

CRR-SB received inbound call from C,

C stated C has a 2017 Nissan Rogue that C has concerns with
C stated VEH has been at DLRSHP for 2 weeks now
C stated VEH stops on railroad tracks and has happened twice now
C stated DLR does not know why and says the VEH may be sensing something
[redacted] C stated SA is trying to figure out what exactly is wrong with VEH and cannot
C stated C has Rogue rental VEH currently that DLR provided as SA says SA does not feel C is safe in VEH
C stated C does not feel safe in VEH either and does not want VEH back if this cannot be fixed
C stated C would feel a lot safer in another VEH

CRR-SB apologized
CRR-SB advised C that CRR-SB can create a case for C
CRR-SB advised C that CRR-SB will send case to a RCAS
CRR-SB advised C that the RCAS will contact C within the next business day before end of day

C thanked CRR-SB for information provided

CRR-SB gave C CRR-SB name Sandra & ID 7319178 as well as case#

Call ended mutually

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	ROGUE	GENERAL INQUIRY	QF	11/15/2017	ZR	AZ	270500	OF

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Haley Tate, 11/20/2017 10:00 AM	11/20/2017

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Case [redacted]

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Case History [5+] | Case Comments [15] | Case Categorizations [1] | Forms [1]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] DeHenry Kidd
Contact Email	[redacted]	Type	CA
Home Phone	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	1/8/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	11/15/2017 2:16 PM
Social Media Involvement		Date/Time Closed	1/8/2018 3:35 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	IIR- FEB- CST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	DOWNTOWN NASHVILLE NISSAN
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	2,600	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	1	RHR Started	11/15/2017
IIR Date		RHR Completed	
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN1BJ1CP8HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE SPORT	Beyond PT Warranty Miles1	0
Model Code	27517	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	DOWNTOWN NASHVILLE NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	IIR- review

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 [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date
LS Response Time

Home Phone [redacted]
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 Request Type
Inspection Time/Notes — Appointment Time:

Notes to Agent:

DTS Inspection Date Confirmed?
Notes for DTS (Vehicle Concerns)

System Information

Subject — CUSTOMER: [redacted] VIN: JN1BJ1CP8H[redacted]
Created By — Lisa Duffney, 11/15/2017 2:16 PM
Last Modified By — NNAETL, 12/13/2018 9:54 PM
Case Record Type — CA Closed Case
Days Closed — 876
Action Code — NT8F
What action was taken? — 8F Provided Vehicle Information

Root Cause
Root Cause Code — LCIN
Root Cause Code (2)
Document ID [redacted]

Agent Comments

Agent Comments
Agent Next Step

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
1/8/2018 3:35 PM	DeHenry Kidd	Changed **Status** from Open to **Closed**.
		Closed.
12/29/2017 1:14 PM	DeHenry Kidd	Changed **Follow Up Date** from 12/29/2017 to **1/8/2018**.
12/21/2017 9:46 AM	DeHenry Kidd	Changed **Follow Up Date** from 12/27/2017 to **12/29/2017**.
12/14/2017 12:27 PM	DeHenry Kidd	Changed **Follow Up Date** from 12/15/2017 to **12/27/2017**.

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Case Comments

New

Case Comments Help

Public	Comment
	Created By: DeHenry Kidd (1/8/2018 3:33 PM) ***Closing case Notes*** Customer Name: [redacted] Phone#: [redacted] Arbs-DK called customer to discuss case, Arbs informed customer after the inspection it showed no defects with the FEB. Arbs informed customer a full investigation and test drive was performed and no issues were found. Arbs informed customer no repairs would be made at this time and no offer of repurchase or replacement on the vehicle. Customer was sent a letter in regards to their case [redacted] Arbs is closing case
	Created By: DeHenry Kidd (1/8/2018 9:35 AM) Arbs has sent a follow up email to PL to see if a decision has been made on customer case arbs is waiting on a reply.
	Created By: DeHenry Kidd (12/21/2017 9:42 AM) Arbs-DK received an email from DTS stating that the inspection is completed. Arbs is now waiting on a decision from PL.
[redacted]	Created By: DeHenry Kidd (12/14/2017 12:28 PM) Arbs called customer to let the customer know the inspection is still set for 12/20
[redacted]	Created By: DeHenry Kidd (12/13/2017 8:12 AM) DTS inspection is still set for 12/20
	Created By: DeHenry Kidd (12/6/2017 9:26 AM) DTS inspection is still set for 12/20
	Created By: DeHenry Kidd (11/21/2017 2:28 PM) Arbs has contacted customer and the dealer to let them know the DTS inspection date is set for 12/20. Arbs has informed customer and the dealer that NNA PL is covering the rental for the duration of the investigation. Arbs stated arbs will send and email to warranty admin about NNA PL covering the rental.
[redacted]	Created By: DeHenry Kidd (11/20/2017 4:11 PM) Verified Name Address Phone# VIN Mileage Responsible Dealer Checked for open Recalls/Campaigns: None Arbs called customer to discuss case, customer stated she was driving on I-40 traveling around 55-60 miles per hour, when the vehicle started to slow down. Customer stated at that time it slowed down to 20mph, customer took her foot off the gas and when she pressed on it started back accelerating. Customer stated that there was no vehicle around customer for the vehicle to brake. Customer stated that customer is afraid that this will happen again an customer would be hit. Customer stated that this has happen in twice in a parking garage, twice on Bell road and once on I40. Customer stated the dealer has placed the customer in a loaner vehicle.

Arbs-DK informed customer that Arbs would setup an inspection. Arbs-DK stated once arbs has the date Arbs will let the dealer and customer know.
Arbs-DK also stated that the process could take up to 6 weeks for everything to be done and process to determine a decision. Arbs stated that if customer decide to get alternate transportation it will be at the customer expense due to NNA does not offer assistance during the inspection period customer understood.

Created By: DeHenry Kidd (11/20/2017 11:21 AM)
[redacted]

Arbs-DK called customer at 1121am no answer was made. Arbs left a message stating name and number for c to call Arbs back at [redacted] call ended.

Created By: Samantha Dixon (11/16/2017 3:49 PM)
IIR- spontaneous braking

✓ **Created By: Shirley Finchum (11/16/2017 1:56 PM)**
*** CRT-SF notes unable to data net. ***

Created By: Shirley Finchum (11/16/2017 1:53 PM)
CRT-SF received inbound call from [redacted] .
CRT-SF VERIFIED C's name, home & email address, concern, phone#, mileage
CRT-SF CHECKED for open recalls/campaigns and found: none
Previous UNRELATED Case(s) Found: none
Previous RELATED Case(s) Found: none
CRT-SF ADVISED "This call may be recorded for quality and training purposes."

CRT-SF confirmed that C has concern with emergency braking while on the interstate.

C stated that C purchased VEH in the end of August.
C stated that concern has happened 5 times.
C stated 2 times in a garage, one on the interstate and once while on a road near C's house.
C stated that no VEH's are in front of VEH.
C stated last time was on I40 going 55-60 mph and brake assist went on and VEH slowed down to around 20mph.
C stated at that time C pressed on gas.

CRT-SF apologized for concern.
CRT-SF confirmed that VEH is at DLRSHP.
CRT-SF advised that NNA will be doing an IIR.
CRT-SF asked questions to fill out IIR.
CRT-SF advised if C still wanted NNA to review for RHR.

C stated what does that imply?

✓ CRT-SF advised that NNA will review history records.

C stated that VEH has only been to DLRSHP once.
C stated that C wants VEH fixed.
C stated that C does not feel comfortable in VEH.

CRT-SF advised that IIR can be completed and then if VEH is not repaired than RHR can be reviewed for C.

C stated what does C do know?
C stated that VEH is at DLRSHP.
C stated does C need to go get VEH.

CRT-SF advised that IIR will go to different department and will be reached out by that department.
CRT-SF advised that if C wanted to get VEH then C can.
CRT-SF advised that will call DRLSHP to let DLR know what process that NNA is taking.
CRT-SF advised that it is C discretion to get VEH.

C stated that C did not want to pick up VEH.
C stated that C will like to keep loaner.

CRT-SF advised that will let DLR know the process that NNA is taking.
CRT-SF provided direct number and case number.
CRT-SF asked if any other questions.
C stated no.
CRT-SF thanked C.
C thanked CRT-SF.
Call ended mutually.

Created By: Shirley Finchum (11/16/2017 11:26 AM)
CRT-SF made outbound call to DRLSHP.
CRT-SF spoke to Service Manager-Rich.

SM-Rich advised that VEH is at DRLSHP.
SM-Rich stated that Steve Wells does know about concern.
SM-Rich advised that C stated concern never happens on cruise, no lights appear.
✓ SM-Rich stated that C's concern happened on highway when going 40mph and when in parking garage.
SM-Rich stated that SM took VEH on highway, main streets and in garage and can not duplicate concern.
SM-Rich stated that everything works on VEH.
SM-Rich stated that front grill emblem had paint coming off on side and is backordered but was advised that this would not affect concern.

CRT-SF advised will see what NNA can do for C.
CRT-SF thanked C.
C thanked CRT-SF.
Call ended mutually.

Created By: Lisa Duffney (11/15/2017 2:28 PM)
****** [CASE SUMMARY] ******

CRR-LD sending case to RCAS buy back request for front collision braking system for stooping VEH 5 times while on HWY. DOWNTOWN NASHVILLE NISSAN cannot resolve concern.

Created By: Lisa Duffney (11/15/2017 2:27 PM)
CRR-LD VERIFIEDAccount information including: C's name, home & e-mail address,
phone number & best contact number
CRR-LD VERIFIED VEH Information including: VIN #, Current Mileage
CRR-LD CHECKED for open recalls/campaigns and found: None
CRR-LD CHECKED for previous UNRELATED Case(s) and found: None
CRR-LD CHECKED previous RELATED Case(s) and found: None
CRR-LD NOTED concern is: Buy back

CRR-LD received inbound call from C

C-Advised has 2017 rogue that was purchased thru DOWNTOWN NASHVILLE NISSAN 2.5 months ago
C-Advised since purchase VEH's collision brake has stopped VEH 5 times without any warning while driving on highway
C-Advised SA-Rick advised C cannot fix concern and DLRSHP is requesting rental VEH back

CRR-LD-Apologized for concern
CRR-LD-Asked C what is it NNA can do for you today?

C-Advised has purchased many Nissan VEH and does not feel safe in VEH any longer
C-Advised if Nissan cannot fix concern C wants VEH purchased back
C-Advised if C drives VEH and this concern happens again causing an accident with VEH C will be suing NNA

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

C declined

CRR-LD informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 11/16/2017 regarding C's concern.

CRR-LD provided C with agent ID 7319015 and case number [redacted]
CRR-LD noting C's best contact number is [redacted]
Call ended mutually

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]	BRAKES	INTELLIGENT BRAKE ASSIST (IBA)	POOR OR IMPROPER OPERATION	26	11/15/2017	YX	AD	328000	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Shirley Finchum, 11/16/2017 1:43 PM	11/16/2017

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Case [redacted]

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Case History [5+] | Case Comments [22] | Case Categorizations [1] | Forms [1]

Case Detail

Reopen Case | Clone Closed Case

Number of open vehicle campaigns = 1

Account Name	[redacted]	Case Owner	[redacted] Brandon Johnson
Contact Email	[redacted]	Type	CA
[redacted]	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	1/8/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	11/20/2017 1:27 PM
Social Media Involvement		Date/Time Closed	1/3/2018 10:47 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	IIR- FEB- CST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	Action Nissan
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	22,000	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	1	RHR Started	
IIR Date		RHR Completed	
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	5N1AT2MVXH[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	6
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	ACTION NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	11/21/2017
Responsible District	02	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	review

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 [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date		[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] VIN: 5N1AT2MVXH[redacted]	Root Cause	
Created By	Colleen Patchett, 11/20/2017 1:27 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/13/2018 9:37 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	881		
Action Code	NT4D		
What action was taken?	4D Customer Refused Assistance		

Agent Comments

Agent Comments	IIR submitted
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
1/3/2018 10:47 AM	Brandon Johnson	Changed **Status** from Open to **Closed**.
		Closed.
11/29/2017 2:30 PM	Brandon Johnson	Changed **Follow Up Date** from 12/1/2017 to **1/8/2018**.
11/29/2017 9:23 AM	Brandon Johnson	Changed **Follow Up Date** from 11/29/2017 to **12/1/2017**.
11/27/2017 11:10 AM	Brandon Johnson	Changed **Follow Up Date** from 11/27/2017 to **11/29/2017**.

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Case Comments

New

Case Comments Help

Public	Comment
✓	**Created By: Brandon Johnson (1/3/2018 10:47 AM)** ARBS closing C's case as C traded in the veh in question.
✓	**Created By: Brandon Johnson (1/3/2018 10:47 AM)** ARBS closing C's case as C trading in the veh in question.
✓	**Created By: Brandon Johnson (1/3/2018 10:46 AM)** ARBS placed outbound call to C[redacted] ARBS confirmed with C that ARBS received C's vmx. ARBS stated that ARBS would be canceling C's veh inspection. C understood and C thanked ARBS. ARBS thanked C and call ended.
✓	**Created By: Brandon Johnson (1/3/2018 10:45 AM)** ARBS emailed DTS-BH stating that DTS could cancel C's veh inspection.
✓	**Created By: Brandon Johnson (1/3/2018 10:43 AM)** ARBS received vmx from C. C/s that C traded in C's leaf. C/s that C wanted to cancel C's veh inspection.
✓	**Created By: Brandon Johnson (11/29/2017 2:30 PM)** ARBS setting case for 1/8/2017 to remind C of inspection date and time.
✓	**Created By: Brandon Johnson (11/29/2017 2:28 PM)** ARBS placed outbound call to DLR-ACTION NISSAN @ #[redacted] and left vmx for SM-Kenny Medert. ARBS stated that ARBS had an inspection date and time for C's veh on 1/9/2018 10:00 AM CST at DLR. ARBS stated that was with DTS-BH. ARBS stated for DLR to have a lift and a technician available for the DTS if need be. Vmx ended.
✓	**Created By: Brandon Johnson (11/29/2017 2:22 PM)** ARBS received inbound call from C[redacted] C/s that inspection date and time of 1/9/2018 10:00 AM CST at DLR-ACTION NISSAN would work for C. ARBS understood and ARBS stated that ARBS would contact C back on 1/8/2017 to remind C of inspection date and time. C understood and call ended.
✓	**Created By: Brandon Johnson (11/29/2017 2:19 PM)** ARBS placed outbound call to C[redacted] and left vmx. ARBS stated that ARBS had an inspection date and time for C's veh on 1/9/2018 10:00 AM CST at DLR-ACTION NISSAN. ARBS stated that the January inspection date was due to the inspectors being off for two weeks during Christmas time. ARBS requested C contact ARBS back to let ARBS know if inspection date and time would work for C. Vmx ended.
✓	**Created By: Brandon Johnson (11/29/2017 9:23 AM)** ARBS submitted DTS request.
✓	**Created By: Brandon Johnson (11/29/2017 9:18 AM)** ARBS placed outbound call to C[redacted]

ARBS stated that ARBS would need 15-30 minutes of C's time to complete probe.
C agreed and ARBS completed probe questions.

ARBS asked for C to explain the incident that was occurring in C's veh.

C/s that C had a concern with C's veh shutting off on its own and the stopping on its own twice.
C/s that the concern has happened four times since May 2017.
C/s that C had two times where the veh shut off completely when C was driving.
C/s that two other times the veh went from 30 mph to zero in the middle of the road.
C/s that C was getting an FEB malfunction light on C's veh.

C/s that the most recent time the concern with C's veh occurred it was in late August of 2017.
C/s that C went over steel plate in Nolensville, TN.
C/s that C went over the plate at two to five mph.
C/s that when C went over the steel plate in the road the veh shut off completely.
C/s that C was able to restart the veh and it operated fine after it shutting down.

C/s that C wanted to know what the concern on C's veh was and C wanted the concern repaired.

ARBS understood and ARBS stated that NNA would like to send an inspector to look at C's veh.
ARBS stated that the NNA IIR process was a six to eight week long process.
ARBS stated it could be two to four weeks before NNA could get an inspector out to look at C's veh.
ARBS stated that after inspection was completed NNA had two to four weeks to review the inspection report.
ARBS stated that during NNA IIR inspection process NNA did not cover storage or towing fees.
ARBS stated if C did incur those fees and NNA found some type of manufacturer's defect on C's veh, NNA could reimburse C for those fees.

ARBS stated that ARBS would reach out to the NNA inspector for the soonest date and time to inspect C's veh at DLR-ACTION NISSAN.
C understood and ARBS stated that if C needed a rental during the duration of C's veh inspection to let ARBS know.
C understood and ARBS stated that ARBS would contact C back with further information in a couple of days.
C understood and call ended.

✓ **Created By: Brandon Johnson (11/27/2017 1:15 PM)**
ARBS received vmx from C.

✓ **Created By: Brandon Johnson (11/27/2017 11:10 AM)**
ARBS setting case for 11/29/2017 for ARBS to follow up with C.

Created By: Brandon Johnson (11/27/2017 11:08 AM)

✓ [redacted]
(615) [redacted]

ARBS-BJ called customer no answer was made ARBS left a message stating name and number for C to call ARBS back at [redacted] vmx ended.

✓ **Created By: Brandon Johnson (11/27/2017 11:05 AM)**
**********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********

Created By: Brandon Johnson (11/22/2017 7:49 AM)
IIR- FED- CST

Created By: Samantha Dixon (11/22/2017 7:36 AM)
IIR rejected- Question # 3 on what c is seeking from NNA is blank and must be completed. Please correct and resubmit.

Created By: Samantha Dixon (11/21/2017 2:48 PM)
C is having concerns with VEH stopping and shutting off. C is also have electrical concerns.

Created By: Shirley Finchum (11/21/2017 1:51 PM)
CRT-SF made outbound call to [redacted] .
CRT-SF VERIFIED C's name, home & email address, concern, phone#, mileage
CRT-SF CHECKED for open recalls/campaigns and found: none
Previous UNRELATED Case(s) Found: none
Previous RELATED Case(s) Found: none
CRT-SF ADVISED "This call may be recorded for quality and training purposes."

C stated that C picked up VEH last night and is driving VEH currently.
C stated that C has had incidents happen 4 times.
C stated that one was at a car wash, one train overpass, going down a road and going over steel plates on road.
C stated that concern happened around May 1st.
C states that called Action Nissan and was told to come in when it happened again.
C stated a month later concern happened again.
C stated that "warning malfunction' light was on VEH on the way to DLRSHP.
C stated that DLR test drove for 2 hours and couldn't duplicate concern.
C stated that C took pictures of dashboard.
C stated that service advisor said maybe sensor and will call C.
C never received call.
C stated that a few weeks ago C started having electronically concerns.

CRT-SF apologized for all of concerns C is having.
CRT-SF asked if whole VEH stops or shuts off.

C stated that whole car would stop in some incidents.
C stated that C was going 30-40 mph and VEH would come to a complete stop.
C stated that C is surprised that airbags did not deploy.
C stated that two times VEH has completely shut down and customer was able to start VEH after shut down.

CRT-SF advised that CRT is going to fill out IIR for C.
CRT-SF asked IIR questions to C.

✓
C thanked CRT-SF because everyone was saying that nothing is wrong with VEH.
C advised that did not want to be going 70 mph and VEH stop and cause an accident.
C stated that C has grandchildren and does not want grandchildren to ride in VEH until fixed.
C stated that C didn't know if VEH was lemon.
C stated that one year mark will be Dec 1st.

CRT-SF understood.
CRT-SF advised that will do IIR for C and C will need to take VEH to DLRSHP for diagnosis for electrical concerns.

C stated that C has video of concern of electrical concern.
C stated that used steering wheel to send message and then radio stopped working and Bluetooth stopped working as well.
C stated that only way to fix it is to turn off VEH, open and close door and then start VEH.
C stated this has happened 4 times already.

CRT-SF apologized for concern.
CRT-SF advised that C needs to get concern diagnosis.

C stated that also having Collison light on dashboard come on.
C stated that light comes on but when parking car and turn off, collision light does not come back on.

CRT-SF apologized for concern.
CRT-SF advised that CRT is doing IIR and different department will contact within 3 business days.
CRT-SF advised that C needs to get diagnosis from DLRSHP about electrical concern.

C understood and advised will go to DLRSHP.
C stated that C would like to go to different DLRSHP but tried to call Downtown Nissan but no one ever calls back so C will take to Action Nissan again.

CRT-SF provided case number and direct number to C.
CRT-SF thanked C.
C thanked CRT-SF.
Call ended mutually.

✓ **Created By: Shirley Finchum (11/21/2017 12:38 PM)**
CRT-SF made outbound call to DLRSHP.
CRT-SF spoke with Service Manager-Kenny.

SM-Kenny advised that VEH is at DLRSHP since 11/14.

SM-Kenny advised that DLR has contacted TechLine.
SM-Kenny stated that C's concern is with forward emergency braking.

CRT-SF thanked SM-Kenny.
SM-Kenny thanked CRT-SF.
Call ended mutually.

Created By: Colleen Patchett (11/20/2017 2:17 PM)
✓ ****** [CASE SUMMARY] ******

CRR-CP sending case to RCAS for possible buy back as dlrshp can't find out what is going on with veh

Created By: Colleen Patchett (11/20/2017 2:15 PM)
CRR-CP <OPENED or VERIFIED> Account information including: C's name, home & e-mail address, phone number & best contact number
CRR-CP VERIFIED VEH Information including: VIN #, Current Mileage 22,000, Warranty & Service History
CRR-CP CHECKED for open recalls/campaigns and found: 0
CRR-CP CHECKED for previous UNRELATED Case(s) and found: 0
CRR-CP CHECKED previous RELATED Case(s) and found: 0
CRR-CP NOTED concern is: veh just shuts down
CRR-CP received inbound call from C.

C stated C that C bought this veh last Dec
C stated the concern started about May/June
C stated that C would be driving the veh and the veh just shuts down, mainly in small spaces, (3 out of the 4 times) the other time was when C took veh through car wash and was leaving the lot and it didn't
C stated that the SM-Ashley stated that she thinks that it is a sensor and it the veh thinks and C is too close to the veh ahead but wanted to check with another tech and it happened about it about the begin of Aug,
C stated that Ashley was going to get back to C, but no response
C stated the veh just shuts off while driving
C stated that mainly doing about 25-30 mph
C stated that is scared to drive the veh especially if C has the grandchildren with C
C stated that dlrshp told C to bring in when the veh is doing it
✓ C stated that it is almost impossible because it doesn't last long and usually only once
C stated that had started veh from inside C house and then when C was walking behind the veh and the veh beeped at C
C stated that the Forward Emergency Braking systemwarning light came on while C was on way to dlrshp and stayed on until got to the dlrshp. Shut veh off and then then turned back on and was off
C stated that started veh back up and the light was off but C stated that has a video of it happening
C stated that the dlrshp gave C a Rogue but C doesn't like it
C is asking if C bought a lemon
C loves C Rogue, needs the veh to be fixed and if they can't fix it then replace it with another Rogue with everything the same
C stated that paid cash and has a lot of extras

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

C declined.

CRR-CP informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day Nov 21, 2017 regarding C's concern.

C understood.

CRR-CP provided C with agent ID 7319134 and case number [redacted]
CRR-CP noting C's best contact number is [redacted]

Call ended mutually

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	ROGUE	CRITICISM	QF	11/20/2017	ZH	AZ	270500	OF

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Shirley Finchum, 11/21/2017 1:34 PM	11/21/2017

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