PE19-010

NISSAN

6-16-2020

ATTACHMENT B

REQUEST NUMBER 2

DOCUMENT

CONSUMER COMPLAINTS

2 OF 2

PART 2

1 OF 22

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	Hanah Vanderlaan
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	10/24/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/5/2018 9:00 AM
Social Media Involvement		Date/Time Closed	10/23/2018 4:20 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description			

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	8,900	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	0	RHR Started	10/5/2018
IIR Date		RHR Completed	10/10/2018
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN8AT2MV5HW[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	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		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: JN8AT2MV5HW[redacted]	Root Cause	
Created By	Abdul Malik, 10/5/2018 9:00 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/8/2018 10:11 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	588		
Action Code	NT8H		
What action was taken?	8H Referred Customer to Dealer/Retailer		

Agent Comments

Agent Comments	RHR denial
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
10/23/2018 4:20 PM	Hanah Vanderlaan	Changed **Status** from Open to **Closed**.
		Closed.
10/23/2018 1:20 PM	Hanah Vanderlaan	Changed **Follow Up Date** from 10/23/2018 to **10/24/2018**.
10/22/2018 12:34 PM	Hanah Vanderlaan	Changed **Follow Up Date** from 10/22/2018 to **10/23/2018**.
10/19/2018 3:54 PM	Brandon Seay	Changed **Follow Up Date** from 10/21/2018 to **10/22/2018**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Hanah Vanderlaan (10/23/2018 4:20 PM) RCAS-HV is closing Case as no further assistance can be offered at this time.
✓	***CASE SUMMARY*** C contacted Nissan CA requesting assistance with RHR. ***STATEMENT OF DECISION*** RCAS-HV advised C Nissan has created a case to document C's concern, and this case will remain in NNA's system. RCAS-HV advised that NNA is not in a position to repurchase or replace VEH.
	Created By: Hanah Vanderlaan (10/23/2018 4:19 PM) RCAS-HV received inbound call from C and advised call may be recorded for quality and training. RCAS-HV advised that RCAS did look into C's request for repurchase and at this time NNA is not in the position to assist with replacement or repurchase. RCAS-HV advised However, NNA will continue to honor the terms and conditions of all applicable warranties. RCAS-HV advised that will also be receiving a denial letter via mail. RCAS-HV advised that if C is not satisfied C has the right to the Better Business Bureau. RCAS-HV advised that a denial letter will also be sent providing the BBB information. C understood C asked if there was any way to get out of lease early RCAS-HV advised to work with DLR on that as contract is with C and DLR C understood RCAS-HV asked if C had further questions C declined RCAS-HV confirmed C had direct number C stated yes RCAS-HV stated that if C has further questions to call RCAS. C understood Call ended mutually.
✓	**Created By: Hanah Vanderlaan (10/23/2018 12:37 PM)** RCAS-HV placed outbound call to C at [redacted] and left VMX with case number name follow up for 10.24.
✓	**Created By: Hanah Vanderlaan (10/22/2018 12:34 PM)** RCAS-HV placed outbound call to C at [redacted] and left VMX with case number name follow up for 10.23.
✓	**Created By: Brandon Seay (10/19/2018 3:53 PM)** RCAS-BS contacted C at [redacted] left VMX including Case number, name, and RCAS-BS contact of 615.725.7572. RCAS-BS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.
✓	**Created By: Brandon Seay (10/19/2018 3:51 PM)** RCAS-BS placed outbound call to C at [redacted] and was advised C was out of the office.
✓	**Created By: Hanah Vanderlaan (10/19/2018 7:24 AM)** RCAS_HV placed outbound call to C at [redacted] C stated that C is at work and could RCAS-HV call back after 4? RCAS_HV agreed

✓ **Created By: Hanah Vanderlaan (10/18/2018 10:20 AM)**
RCAS_HV placed outbound call to C at [redacted] and left VMX at work number with name case number direct number and follow up for 10.19.

✓ **Created By: Hanah Vanderlaan (10/18/2018 10:18 AM)**
RCAS-HV placed outbound call to C at [redacted] and left VMX with case number name follow up for 10.18

✓ **Created By: Hanah Vanderlaan (10/17/2018 8:28 AM)**
RCAS-HV placed outbound call to C at [redacted] and [redacted] and left VMX with name case number direct number and follow up for 10.18

Created By: Robert Peterson (10/16/2018 11:00 AM)
ARBS-RP notes based on a comprehensive review: NNA is not in a position to repurchase/replace the vehicle at this time, as the vehicle has not been subjected to an unreasonable number of repair attempts for any warrantable concern.

NNA will continue to honor the terms and conditions of the New Vehicle Limited Warranty.

Created By: Robert Peterson (10/16/2018 11:00 AM)
ARBS-RP notes:

Vehicle in-service date: 11/24/2017
...1. Time in service: ≈ 0 Years, 10 Months
...2. Vehicle Acquired: New, NMAC LEASE
...3. Applicable State: NY

2x service visits for FEB, latest TSB reportedly applied and DTS nor DLR could duplicate any further concern.

Created By: Robert Peterson (10/16/2018 10:57 AM)
ARBS-RP reviewing case and notes the following service visits:

8/23/18 @ 7,524 Miles, RO: [redacted] - Days Down: 1 @ DLR- 2691 - SMITHTOWN NISSAN, INC.
CONCERN:
1. Customer reports vehicle stopped on its own 2 different occasions even when no objects were in front of it
ACTION:
1. Followed bulletin NTB18-041A replaced & calibrated distance sensor. Reprogrammed ICCA

10/3/18 @ 8,881 Miles, RO: [redacted] - Days Down: 11 @ DLR- 2691 - SMITHTOWN NISSAN, INC.
CONCERN:
1. C/s that while driving, the forward emergency braking system activated with no other vehicles or obstructions around, please check and report. C/s vehicle locked up again on same road as last time Adams Ave. Industrial park/ Hauppau
ACTION:
1. Road tested vehicle and scanned for codes, no codes found, concern not duplicated- F.E.B activation. Road tested vehicle with SM24 and DTS. No further concerns duplicated; customer advised to pick up vehicle, customer came in on 10/5/18, as by the request of NNA that she stay in the rental vehicle, customer is aware rental charges will be of $35 per day

✓ **Created By: Hanah Vanderlaan (10/15/2018 2:59 PM)**
RCAS-HV placed outbound call to C at [redacted] and left VMX with case number name follow up for 10.17

✓ **Created By: Hanah Vanderlaan (10/15/2018 2:46 PM)**
RCAS-HV placed outbound call to Smithtown Nissan and spoke with service adviser Zach who stated that C picked up VEH and C was at DLR from 10.03 and picked up VEH on 10.13. DTS unable to duplicate concerns. DLR completed bulliten on VEH

✓ **Created By: Hanah Vanderlaan (10/15/2018 10:07 AM)**
RCAS-HV sent email to SM-MS asking for open RO

Created By: Hanah Vanderlaan (10/10/2018 1:56 PM)
RCAs-HV placed outbound call to C at [redacted] and advised call may be recorded for quality and training
C stated that C went to DLR and DLR told C that the DLR is letting C stay in rental for a while while DLR continues to diagnose
RCAS-HV understood
C asked about specialist viewing VEH
RCAS-HV stated that SM-MS test drove VEH with DTS
C stated SM-Mike Scanlon is still waiting for DTS to come look at VEH again
✓ RCAS-HV understood
C stated that C is just not safe and C has had several rogues and that C wants another one after this lease
C stated that VEH are perfect for C and that C just does not feel safe
RCAS-HV understood and stated that RCAS-HV will continue to work with SM-MS to diagnose VEH
RCAS-HV also advised that RCAS-HV is reviewing for repurchase or replacement for C
C understood
RCAS-HV gave direct number and follow up for 10.15.
C understood
Call ended mutually

Created By: Nicki Barror (10/10/2018 11:53 AM)
DRTS received the RHR. The RHR was assigned to ARBS Rob Peterson for review

Created By: Regan Herron (10/10/2018 11:01 AM)
RCAS-RH notes RHR and DBS-RO are attached to case for ARBS review.

RCAS-RH notified RCAS-HV to get open RO

✓ **Created By: Hanah Vanderlaan (10/10/2018 7:39 AM)**
RCAS-HV received VMX from C stating that C has a quick questions

Created By: Hanah Vanderlaan (10/9/2018 8:25 AM)
RCAS-HV recieved email from SM-Mike Scanlon who answered:

What repairs were performed? Front Distance sensor reprogramed on 8/23/2018
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? 2 Days, customer
Has the on-site CA Technical Specialist (CATS) been involved? ??
Has the VEH been test driven with customer and Tech? Shop Foreman? yES
Has TECH LINE been involved? Yes
Has a Dealer Technical Specialist (DTS) been involved? Vehicle Road tested by myself along with DTS

✓ **Created By: Hanah Vanderlaan (10/8/2018 2:08 PM)**
RCAS-HV made outbound call to C at [redacted]
RCAS-HV VERIFIED C's name, home & email address, concern, phone.
RCAS-HV CHECKED for open recalls/campaigns and found: 0
Previous UNRELATED Case(s) Found: 0
Previous RELATED Case(s) Found: 2
RCAS-HV ADVISED "This call may be recorded for quality and training purposes."

RCAS-HV stated that RCAS-HV is the case manager the case has been escalated too.
RCAS-HV stated that RCAS-HV will be the point of contact for C.

C stated that C is paying out of pocket
C says that the VEH is at DLR currently and VEH
C stated that C is unable to drive VEH if ABS goes off
C stated that C loves the dealership and Nissan
C stated that if DLR cannot drive VEH then

Why do you want to return the vehicle to Nissan North America?
C stated that issue with VEH that DLR has not been able to fix. C stated that C does not

- Where is the vehicle currently? DLR
- Are you currently in a rental vehicle? Yes
- Where was the vehicle purchased? Smithtown
- Was the vehicle purchased new or used? New
- If used, when was the vehicle purchased?
- Where is the vehicle serviced? Yes DLR
- Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers.

Never gone anywhere else

RCAS-HV advised that the RHR will take upwards of 10 business day
C stated that C is not happy about any of this

C stated that C's rental from DLR is up tomorrow 10.09 and DLR says VEH is ready but C doesn't want to pick it up
RCAS-HV advised that if C does not want to pick VEH up VEH C would have to pay out of pocked for that.
C understood.
RCAS-HV gave C direct number and asked if C had further questions
C declined
RCAS-HV gave C follow up for 10.11.
C understood.
Call ended mutually.

Created By: Tabatha Macmullan (10/8/2018 1:43 PM)
******CASE SUMMARY******
C contacted NNA CA requesting update on case

Created By: Tabatha Macmullan (10/8/2018 1:42 PM)
CRR-TM verified C's name, home & e-mail address, concern, phone#
CRR-TM CHECKED for OPEN recalls/campaigns and found: 0
PREVIOUS RELATED case(s):0
PREVIOUS UNRELATED case(s) found: 0
DOCUMENTED CONCERN: follow up date on case
****
CRR-TM received incoming call from C

C stated calling for update on case

CRR-TM advised RCAS-HV is working on case and there is a follow up for EOB today 10/8/18
CRR-TM confirmed best contact # [redacted] and advised C that an internal message will be sent to RCAS advising of C's attempt to contact RCAS
CRR-TM asked if further assistance is needed

C declined and appreciated the assistance

CRR-TM provided C with case #name and agent ID#
Best contact#: [redacted]
Call ended mutually

Created By: Hanah Vanderlaan (10/8/2018 9:20 AM)
✓ RCAS-HV placed outbound call to Smithtown Nissan at 6313619696 and left number with receptionist.
RCAS-HV sent email to SM-MS.

Created By: Abdul Malik (10/5/2018 10:00 AM)
CRR-AM sent case to RCAS for a resolution

CASE SUMMARY

C contacted NNA CA seeking an RHR to be put in a new lease

Created By: Abdul Malik (10/5/2018 9:59 AM)
CRR-AM VERIFIED/OPENED Account Info including: C's name, home & email address, phone# & Best contact
CRR-AM VERIFIED VEH Info including: VIN#, Year, Model, Current mileage, Service history
CRR-AM CHECKED for open campaigns and found: NONE
CRR-AM CHECKED for previous UNRELATED Case(s) and found: NONE
CRR-AM CHECKED previous RELATED Case(s) and found: [redacted] & [redacted]
CRR-AM NOTED concern is: RHR, VEH complaint

C stated C's VEH is at the DLRSHP now for a consistent issue
C stated the automatic emergency braking system keeps on malfunctioning
C stated C was called to pick up the VEH
C stated the VEH is not fixed
C stated DLRSHP replaced the fuse, replaced the relay DLRSHP doesn't know what to do with it anymore
C stated C can't drive the VEH, it's not safe to drive
C stated DLRSHP said C has to pick up the VEH and return the rental
C stated this can potentially kill someone
C stated C this is an ugly problem where C can kill someone or get hurt
C stated C is trying to resolve this issue before it gets serious and NNA will be held responsible
C stated it doesn't make sense how Nissan is willing to let C drive a defective VEH that could cause injuries and fatalities
C stated C loves NNA and the VEH
C stated C dealt with SA-Zach
C stated C would like to avoid picking up the VEH
C stated C needs a VEH as a means of transportation
C stated C has one parking spot only at home
C stated C will have to take the VEH out from the DLRSHP's lot
C stated C wants to avoid the risk of driving the VEH
C stated C would like to prevent the worst to happen and want to do the right thing

CRR-AM acknowledged C's concern
CRR-AM asked C how C would like NNA be of any assistance

C stated C would like NNA to put C in another lease
C stated C likes the VEH, and NNA but the VEH is dangerous
C stated C can't believe that Nissan wants C to drive an unsafe VEH
C stated C had Nissans ever since the very first Rogue

CRR-AM advised C that RCAS will review the case and go over it with the DLRSHP and provide C with all possible options and alternatives to resolve C's concern
CRR-AM advised C that C's concern has been transferred to RCAS and RCAS should get back to C by the end of next business day 10/8/2018

CRR-AM advised C to get a rental and keep docs of any bills & POPs related to the process for a reimbursement review to retain
CRR-AM advised C that RCAS will also look into to finding C a temporary alternative as C can't drive the VEH

C stated C will manage to see if C can keep the rental provided by the DLRSHP and pay out of pocket for it or through C's insurance Co.
C stated C will also manage to get the VEH to a friend's driveway
C stated C simply doesn't want to drive the VEH anymore and wants to be put in another lease
C stated C supports and loves Nissan and would liek to get into another lease with NNA
C stated C would NNA to do the right thing
C stated the VEH is seriously not safe to drive

CRR-AM asked C if there's anything else NISSAN CA can assist with?

C declined

CRR-AM provided C with agent ID # & case #

Call ended mutually
Best contact #: [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]	ENGINE ELECTRICAL	GEN. ENGINE ELECTRIC COMPONENT(S)	MULTIPLE REPAIR ATTEMPTS	11	10/5/2018	YE	AF	[redacted]	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] Russell Lawyer
Contact Email	[redacted]	Type	T5
Home Phone	[redacted]	Case Origin	Data Load
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	10/23/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/5/2018 7:43 PM
Social Media Involvement		Date/Time Closed	10/23/2018 10:50 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Collision Mitigation Brake System		

Call Script

Who contacted us?	Survey	Vehicle Maintained Location	DAS/NEWPORT NEWS MARINE T
# Vehicles Owned	4	Previous Repair Date	8/9/2018
Vehicle Purchased	New	Previous Repair Location	DAS/NEWPORT NEWS MARINE T
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	1	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	JN8AT2MV1JW[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22418	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	YOUNGER NISSAN OF FREDERICK	Data Net	✓
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	10/8/2018
Responsible District	02	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	Please advise if customer has upcoming appointment or if your dealership has addressed these concerns previously.

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	[redacted]
Alternate Email	

Verbatims

Alert Trigger Verbatim

B2540U, Collision Mitigation Brake System, DF
On two separate occasions, the car automatic emergency braking system engaged while the car was operating at a speed of approximately 40 mph. There were no other cars in any direction to my vehicle. I stopped the vehicle in the middle of the road and then started again. This is very dangerous and potentially deadly. I am fearful when driving the car, so much so that I turn off the braking system each time I drive. While this is my third new Nissan vehicle, I will probably not buy a Nissan again in the future. I will be contacting my Nissan dealer and also filing a report with the NHTSA.

S1440A, Other Interior Compartment Squeaks/Rattles - Instrument panel/dashboard, DF
The parking brake, or the slowdown Collision feature Seems to come on automatically when no cars are in front or back. Our car has done it twice. We are taking it back to the dealer this week.

Survey Verbatim

Improvements to Vehicle
Nissan should issue a recall for the automatic emergency braking system. Numerous complaints have been filed with the NHTSA regarding this problem.

E1830D, Unusual Engine Noise - While accelerating, DF

F1190D, Memory Controls/Features - Loses memory settings, DF

S1350B, Excessive Wind Noise - Around sunroof/convertible top - when closed, DF
Sunroof lid open causes highway noise. More road noise with lid back, not sunroof as when it's open sure you will hear road noise.

S1350D, Excessive Wind Noise - Around sunroof/convertible top - when open/vented, DF
This is the same question for the 4th time!

S1350F, Excessive Wind Noise - Excessive air vibration noise when side window is open, DF
Will stop taking this answered the question 5x now!!

S1360D, Excessive Road Noise - When windows down, DS

S1490Z, Front Seat Adjustment - Other/None of the above, DF

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: JN8AT2MV1J[redacted]	Root Cause	
Created By	FFETL, 10/5/2018 7:43 PM	Root Cause Code	SCNR
Last Modified By	NNAETL, 12/8/2018 10:11 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	588		
Action Code	NT4B		
What action was taken?	4B Lack of Customer Response		

Agent Comments

Agent Comments	10/23/18 - 3rd follow up call to C to schedule appointment at DLR
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
10/23/2018 10:50 AM	Russell Lawyer	Changed **Status** from Open to **Closed**.
		Closed.
10/23/2018 10:38 AM	Russell Lawyer	Changed **Description**.
10/22/2018 3:46 PM	Russell Lawyer	Changed **Follow Up Date** from 10/22/2018 to **10/23/2018**.
10/18/2018 8:21 AM	Russell Lawyer	Changed **Follow Up Date** from 10/18/2018 to **10/22/2018**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
✓	Created By: Russell Lawyer (10/23/2018 12:16 PM) *** [Added after the case is closed.] *** TCS-RL received VMX from C and notes that VMX stated C had taken vehicle to DLR on 10/22/2018, that DLR adjusted sensor, and that no further follow up was needed.
✓	Created By: Russell Lawyer (10/23/2018 10:48 AM) ********** CASE SUMMARY ********** • Customer Concern: C contacted NNA CA regarding vehicle concerns with FEB operation. • Agent actions: TCS-RL notes multiple calls to SM-Jason Barber at YOUNGER NISSAN OF FREDERICK were not returned. TCS-RL made contact with C and notes that C stated C will contact DLR directly to schedule appointment for diagnosis. TCS-RL notes no response from C despite multiple contact attempts from TCS-RL via telephone and email. • Customer purchased vehicle: • Current mileage: 5 • OOW- Basic: 0 miles / 0 months, Power Train: 0 miles / 0 months • VSC: None • Last service visit: 8/15/2018 • Previous owned veh: 3

• Total cost of repair: N/A

********** STATEMENT OF DECISION **********
TCS-RL notes no response from C despite multiple contact attempts from TCS-RL via telephone and email.
TCS-RL is closing the case pending further contact from C.

Created By: Russell Lawyer (10/23/2018 10:46 AM)
TCS-RL placed outbound call to YOUNGER NISSAN OF FREDERICK, 301-662-0111, and requested to speak with SM-Jason Barber.
TCS-RL was informed by SA-Carl that SM-JB is not available at this time.
TCS-RL inquired if C had scheduled appointment at DLR.

✓

SA-Carl advised unsure if C had appointment and transferred TCS-RL to SM-JB's VMX.

TCS-RL left VMX for SM with TCS-RL name, contact #, C's name, last 8 digits of VIN, and customer's concerns.
TCS-RL requested return call from SM.

Created By: Russell Lawyer (10/23/2018 10:38 AM)
Collision Mitigation Brake System
Other Interior Compartment Squeaks/Rattles - Instrument panel/dashboard
Unusual Engine Noise - While accelerating
Memory Controls/Features - Loses memory settings
Excessive Wind Noise - Around sunroof/convertible top - when closed
Excessive Wind Noise - Around sunroof/convertible top - when open/vented
Excessive Wind Noise - Excessive air vibration noise when side window is open
Excessive Road Noise - When windows down
Front Seat Adjustment - poor or improper operation

Created By: Russell Lawyer (10/23/2018 10:37 AM)
TCS-RL placed outbound call to C's Home Phone / Work Phone, [redacted]
TCS-RL left VMX with TCS-RL name, contact #, and case #.
✓ TCS-RL stated on VMX that TCS-RL was calling in regards to C's 2018 Rogue.
TCS-RL stated on VMX that if C would like assistance scheduling an appointment or for any other reason then C may contact TCS-RL directly.
TCS-RL stated on VMX that TCS-RL will be closing case today pending further contact from C.
TCS-RL requested return call from C.

Created By: Russell Lawyer (10/23/2018 10:35 AM)
TCS-RL placed outbound call to C's Mobile [redacted]
TCS-RL left VMX with TCS-RL name, contact #, and case #.
✓ TCS-RL stated on VMX that TCS-RL was calling in regards to C's 2018 Rogue.
TCS-RL stated on VMX that if C would like assistance scheduling an appointment or for any other reason then C may contact TCS-RL directly.
TCS-RL stated on VMX that TCS-RL will be closing case today pending further contact from C.
TCS-RL requested return call from C.

Created By: Russell Lawyer (10/22/2018 3:46 PM)
TCS-RL placed outbound call to C's Home Phone / Work Phone [redacted]
✓ TCS-RL left VMX with TCS-RL name, contact #, and case #.
TCS-RL stated on VMX that TCS-RL was calling in regards to survey that C had completed.
TCS-RL requested return call from C.

Created By: Russell Lawyer (10/22/2018 3:44 PM)
TCS-RL placed outbound call to C's Mobile, [redacted]9.
✓ TCS-RL left VMX with TCS-RL name, contact #, and case #.
TCS-RL stated on VMX that TCS-RL was calling in regards to C's 2018 Rogue and TCS-RL previous conversation with C regarding scheduling a diagnostic appointment at YOUNGER NISSAN OF FREDERICK.
TCS-RL stated on VMX that if C would like assistance scheduling an appointment or for any other reason then C may contact TCS-RL directly.
TCS-RL requested return call from C.

Created By: Russell Lawyer (10/18/2018 8:20 AM)
TCS-RL placed outbound call to C's Mobile, [redacted]
TCS-RL left VMX with TCS-RL name, contact #, and case #.
✓ TCS-RL stated on VMX that TCS-RL was calling in regards to C's 2018 Rogue and TCS-RL previous conversation with C regarding scheduling a diagnostic appointment at YOUNGER NISSAN OF FREDERICK.
TCS-RL stated on VMX that if C would like assistance scheduling an appointment or for any other reason then C may contact TCS-RL directly.
TCS-RL stated on VMX that TCS-RL will be OOO the afternoon of 10/18/18 and all day 10/19/18 but that TCS-RL will return on 10/22/2018.
TCS-RL requested return call from C.

Created By: Russell Lawyer (10/18/2018 8:14 AM)
TCS-RL placed outbound call to YOUNGER NISSAN OF FREDERICK at (301) 245-7136.
TCS-RL notes call was transferred to SA-Carlton Collum.
TCS-RL inquired if C has any open appointments with DLR.

✓

SA-CC advised there are no appointments for C, no open RO's for C and that there has been no contact from.
SA-CC placed TCS-RL on hold and advised upon returning to the call that the SM advised no contact from C and no knowledge of C.

Call ends mututally.

✓ Created By: Russell Lawyer (10/10/2018 3:42 PM)
TCS-RL placed outbound call to C's Mobile, [redacted]
TCS-RL verified C's name, home & email address.
TCS-RL advised C that TCS-RL has received C's survey comments.
TCS-RL advised C that TCS-RL was calling to offer C the opportunity to discuss C's comments with an agent.

C stated this is C's 3rd new Nissan in the last 4 years.
C stated the main concern in the emergency brake light coming on at 40mph.
C stated that on one occassion it happened on a wet road once and a dry road once.
C stated that both times the road was a back road.
C stated C is taking vehicle to DLR next week to have issue addressed by DLR.
C stated issue has only occurred to C's wife and has not occured in the past month.
C stated issue has never happened to C but that issue has happened to C's wife twice.

TCS-RL acknowledged understanding.

C stated survey asks the same question over and over again and C does not have time to keep answering same issue over and over again.
C stated C's only issue is that C's wife is petrified of FEB system.
C stated DLR may need to reprogram sensor.

TCS-RL acknowledged understanding and apologized for C's concern.
TCS-RL inquired if C has appointment at DLR at this time.

C stated C will contact DLR in Fredrick Maryland for appointment.
C stated C's wife has been online reading about other people experiencing concern.

TCS-RL inquired if C can duplicate concern.

C stated not able to duplicate concern.
C stated one occurrence was on open road with nothing around.
C stated one instance was on a 15 degree grade.
C stated issue does not occur when driving over rail road tracks as C saw online.
C stated C's wife turns off the FEB system while driving.

TCS-RL advised C that DLR will be best to diagnose concern.
TCS-RL offered to complete conference call to DLR to schedule appointment.

C declined.
C stated that C will contact DLR directly.

TCS-RL offered to follow up with C again next week.

C stated that will be fine.

TCS-RL offered to follow up with C on 10/18/18.

C agreed to follow up date.

TCS-RL inquired if any additional assistance can be provided at this time.

C declined.

TCS-RL wished C a good day.

Call ends mutually.

✓ **Created By: Russell Lawyer (10/10/2018 3:25 PM)**
TCS-RL received VMX from C stating TCS-RL may contact C on C's cell phone a[redacted] or at home a[redacted]

✓ **Created By: Russell Lawyer (10/9/2018 10:59 AM)**
TCS-RL sent survey-more info needed email to C and requested return contact from C.
TCS-RL included TCS-RL name, contact #, and case # in email.

✓ **Created By: Russell Lawyer (10/9/2018 10:58 AM)**
TCS-RL placed outbound call to C's Home Phone / Work Phone[redacted]
TCS-RL left VMX with TCS-RL name, contact #, and case #.
TCS-RL stated on VMX that TCS-RL was calling in regards to survey that C had completed.
TCS-RL requested return call from C.

✓ **Created By: Russell Lawyer (10/9/2018 10:56 AM)**
TCS-RL placed outbound call to C's Mobile,[redacted]
TCS-RL left VMX with TCS-RL name, contact #, and case #.
TCS-RL stated on VMX that TCS-RL was calling in regards to survey that C had completed.
TCS-RL requested return call from C.

✓ **Created By: Russell Lawyer (10/8/2018 10:52 AM)**
TCS-RL placed outbound call to YOUNGER NISSAN OF FREDERICK, 301-662-0111, and requested to speak with SM-Jason Barber.
TCS-RL left VMX for SM with TCS-RL name, contact #, C's name, last 8 digits of VIN, and customer's concerns.
TCS-RL requested return call from SM.

✓ **Created By: Russell Lawyer (10/8/2018 10:47 AM)**
TCS-RL reviewed vehicle service history and notes no service visits by C to any Nissan DLR.

Created By: Russell Lawyer (10/8/2018 10:44 AM)
TCS-RL received case for handling as a result of QC survey response received from C.
TCS-RL notes copied survey notes below:

Alert Trigger Verbatim
B2540U, Collision Mitigation Brake System, DF
On two separate occasions, the car automatic emergency braking system engaged while the car was operating at a speed of approximately 40 mph. There were no other cars in any direction to my vehicle. I stopped the vehicle in the middle of the road and then started again. This is very dangerous and potentially deadly. I am fearful when driving the car, so much so that I turn off the braking system each time I drive. While this is my third new Nissan vehicle, I will probably not buy a Nissan again in the future. I will be contacting my Nissan dealer and also filing a report with the NHTSA.

S1440A, Other Interior Compartment Squeaks/Rattles - Instrument panel/dashboard, DF
The parking brake, or the slowdown Collision feature Seems to come on automatically when no cars are in front or back. Our car has done it twice. We are taking it back to the dealer this week.

Survey Verbatim
Improvements to Vehicle
Nissan should issue a recall for the automatic emergency braking system. Numerous complaints have been filed with the NHTSA regarding this problem.

E1830D, Unusual Engine Noise - While accelerating, DF

✓ F1190D, Memory Controls/Features - Loses memory settings, DF

S1350B, Excessive Wind Noise - Around sunroof/convertible top - when closed, DF
Sunroof lid open causes highway noise. More road noise with lid back, not sunroof as when it's open sure you will hear road noise.

S1350D, Excessive Wind Noise - Around sunroof/convertible top - when open/vented, DF
This is the same question for the 4th time!

S1350F, Excessive Wind Noise - Excessive air vibration noise when side window is open, DF
Will stop taking this answered the question 5x now!!

S1360D, Excessive Road Noise - When windows down, DS

S1490Z, Front Seat Adjustment - Other/None of the above, DF

TCS-RL checked for open/related previous CA cases and found: None
TCS-RL checked for closed CA cases and found: None
TCS-RL checked for open recalls/campaigns and found: None

Created By: Russell Lawyer (10/8/2018 10:43 AM)
Quality Connection Hot Alert

Created By: Russell Lawyer (10/8/2018 10:43 AM)
Quality Connection Hot Alert

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	10/23/2018	YX	AV	[redacted]	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] Russell Lawyer
Contact Email	[redacted]	Type	T5
Home Phone	[redacted]	Case Origin	Data Load
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	10/25/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/8/2018 7:43 PM
Social Media Involvement		Date/Time Closed	10/25/2018 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	Brake Operation - The brakes apply themselves automatically when there is no object in front of me under normal conditions. Collision Mitigation Brake System- poor or improper operation		

Call Script

Who contacted us?	Survey	Vehicle Maintained Location	STADIUM NISSAN
# Vehicles Owned	2	Previous Repair Date	6/17/2018
Vehicle Purchased	New	Previous Repair Location	STADIUM NISSAN
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	5	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	KNMAT2MT4JP[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22318	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	STADIUM NISSAN	Data Net	✓
Case Servicing Dealer Region	West Region	Datanet Dealer Date	10/17/2018
Responsible District	08	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	Please advise if customer has upcoming appointment or if your dealership has addressed these concerns previously.

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	[redacted]
		Mobile Phone	
		Email	[redacted]
		Alternate Email	

Verbatims

Alert Trigger Verbatim

B2490Z, Brake Operation - Other/None of the above, DF
The brakes apply themselves automatically when there is no object in front of me under normal conditions.

B2540U, Collision Mitigation Brake System, DF
The automatic braking system thatis supposed to detect objects activates while driving and slams on the brakes when there is nothing in front of me. This is extremely scary and I was almost rear ended because of it. The first time I didn't really know what happened but then it happened again so I know there's a problem with the sensor. I will be taking back to the dealership because this could be life threatening.

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: KNMAT2MT4J[redacted]	Root Cause	
Created By	FFETL, 10/8/2018 7:43 PM	Root Cause Code	SCLM
Last Modified By	NNAETL, 12/8/2018 10:14 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	586		
Action Code	NT6A		
What action was taken?	6A Vehicle Performs Normally		

Agent Comments

Agent Comments

10/25/18 - review with TL-PN regarding follow up call to C

10/25/18 - 2nd follow up call to Stadium Nissan ensure that diagnostic was completed

Agent Next Step

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
10/25/2018 3:35 PM	Russell Lawyer	Changed **Status** from Open to **Closed**.
		Closed.
10/24/2018 12:29 PM	Russell Lawyer	Changed **Follow Up Date** from 10/24/2018 to **10/25/2018**.
10/23/2018 10:19 AM	Russell Lawyer	Changed **Follow Up Date** from 10/23/2018 to **10/24/2018**.
10/18/2018 2:18 PM	Paula Neal	Changed **Follow Up Date** from 10/24/2018 to **10/23/2018**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public Comment

Created By: Russell Lawyer (10/25/2018 3:32 PM)
********** CASE SUMMARY **********

• Customer Concern: C contacted NNA CA regarding vehicle concerns with FEB improper operation.
• Agent actions: TCS-RL made contact with DLR and C. TCS-RL notes that C stated FEB is biggest concern but that DLR has not looked at concern at this time. TCS-RL notes that DLR was contacted to schedule appointment for C. TCS-RL notes that DLR offered to sell C a new car. TCS-RL made contact with SM-Bob Murphy and attempted to schedule appointment for C at DLR. TCS-RL notes C stated C had taken vehicle to Stadium Nissan for diagnosis. TCS-RL notes C called NNA inbound and requested return call from TCS-RL managment. TCS-RL notes TL-PN attempted to contact C and left VMX but there was no return call from C. TCS-RL made contact with SM-Melissa at Stadium Nissan and notes DLR was unable to duplicate concerns. TCS-RL made contact with C and notes that C stated no further assistance needed at this time.
• Customer purchased vehicle: New
✓ • Current mileage: 5 miles
• OOW- Basic: 0 miles / 0 months, Power Train: 0 miles / 0 months
• VSC: None
• Last service visit: 6/17/2018
• Previous owned veh: 1
• Total cost of repair: N/A

********** STATEMENT OF DECISION **********
TCS-RL notes C stated no further assistance.
TCS-RL is closing case as no further assistance can be offered at this time.

✓ **Created By: Russell Lawyer (10/25/2018 3:21 PM)**
TCS-RL placed outbound call to C's Home Phone[redacted]
TCS-RL advised C that TL-PN had returned C's call as requested and that TL-PN had left a VMX for C on 10/18/18.

C stated that is correct.

TCS-RL advised C that TCS-RL had spoken with Stadium Nissan and that C had picked up vehicle already.

C stated that is correct.

TCS-RL inquired if any additional assistance can be provided at this time.

C declined.

TCS-RL wished C a good day.

Call ends mutually.

Created By: Russell Lawyer (10/25/2018 3:17 PM)
TCS-RL placed outbound call to STADIUM NISSAN, 714-633-8430, and requested to speak with SM-Melissa.
TCS-RL notes call was transferred to SA-Peter Barajas who advised SM-Melissa is OOO as is SA that is working with C.
TCS-RL inquired if there was any info as to why distance sensor was ordered for veh.

✓ SA-PB advised RO stated no duplication of C's concerns but that distance sensor was in fact ordered.
SA-PB placed TCS-RL on hold.
SA-PB advised vehicle is not at DLR at this time.

Call ends mutually.

Created By: Russell Lawyer (10/24/2018 10:45 AM)
TCS-RL placed outbound call to STADIUM NISSAN, 714-633-8430, and requested to speak with SM-Melissa.
TCS-RL inquired as to status of repair and if parts were ordered for C's vehicle.

SM-Melissa advised that part is on order for C's vehicle but that SM-Melissa does not know why.
✓ SM-Melissa advised that tech did not order part as tech was unable to duplicate concern.
SM-Melissa advised that shop foreman advised no part was ordered by shop foreman.
SM-Melissa advised will call the SA and inquire if SA ordered the part for C's vehicle.
SM-Melissa advised that SA had to leave due to a family emergency.
SM-Melissa advised that TCS-RL will be contacted after SA is contacted.

Call ends mutually.

Created By: Russell Lawyer (10/23/2018 10:18 AM)
TCS-RL placed outbound call to STADIUM NISSAN, 714-633-8430.
TCS-RL inquired about status of repair.
✓ TCS-RL was informed that there is a distance sensor on order but that the RO says no duplication of FEB concern.
TCS-RL requested to speak with SM-Pete.
TCS-RL left VMX with TCS-RL name, contact #, C's name, last 8 digits of VIN, and customer's concerns.
TCS-RL requested return call from SM.

Created By: Paula Neal (10/18/2018 2:17 PM)
✓ TL-PN placed outbound call to customer, [redacted] at best number listed as [redacted]
TL-PN left a voicemail requesting a return call along with hours of operation being 700am to 400pm CST.

Created By: Cris Wilmotbrown (10/17/2018 7:52 PM)
********CASE SUMMARY**********

C called into NNA CA about follow up on case

CRR-CW sending email to RCAS agent's supervisor

Created By: Cris Wilmotbrown (10/17/2018 7:51 PM)
CRR-CW VERIFIED Account Info including: C's name, email, home address, phone#
CRR-CW VERIFIED VEH Info including: VIN# Service, Warranty
CRR-CW CHECKED for open recalls/campaigns and found: 0
CRR-CW CHECKED for previous UNRELATED Case(s) and found: 0
CRR-CW CHECKED previous RELATED Case(s) and found:
CRR-CW NOTED concern is: Follow up on case
CRR-CW received call from: MS[redacted]
C called NNA CA regarding: Follow up on case

C called into to CA about a follow up on case: [redacted]

CRR-CW told C that CRR-CW would have to put C on a brief hold to read through the case notes

C stated that would be fine
C reiterated all that was already outlined in case notes prepared by : TCS-RL
C stated C is really upset about the level of service Russell
C stated that RCAS agent has not been doing anything at all and that the DLR that RCAS agent recommend tried to sell C a new VEH
C wanted to know the name and number of RCAS agent's supervisor so that C could make a direct complaint

CRR-CW advised C that CRR-CW could not provide a number or name
CRR-CW told C that all the information given will be documented and email sent to RCAS agent's supervisor advising about this phone call
CRR-CW also advised C that contact will be made with C by the end of day: 18th October 2018

C understood all the information given

CRR-CW asked C if there was any assistance further required
C stated no and ended call
Best#[redacted]

CRR-CW was unable provide C with case number, agent ID and NPS

Created By: Russell Lawyer (10/17/2018 2:12 PM)
TCS-RL placed outbound call to NISSAN OF IRVINE, 949-951-7575, and requested to speak with SM-Bob Murphy.
TCS-RL advised SM-BM of C's concerns with vehicle and of C receiving a call from the DLR about C wanting to purchase a 2018 Altima but not being asked about scheduling appointment.

SM-BM apologized and advised that new staff at DLR may have mishandled the call.
SM-BM advised will be happy to assist with scheduling appointment for C.

TCS-RL provided SM-BM C's contact and vehicle info and completed conference call to call to C's Home Phone[redacted].

C stated C has taken vehicle to another DLR, Stadium Nissan.
C stated C took vehicle 1st thing this morning.
C stated that computer has been reset incorrectly.
✓ C stated Stadium Nissan advised will clear all error codes and reset system and that Stadium Nissan will keep vehicle a few days.
C stated Stadium Nissan advised that vehicle computer may need to be replaced.

TCS-RL acknowleged understanding and offered to follow up with C again before COB on 10/24/2018 to allow time for Stadium Nissan to diagnose concern.

C agreed to follow up date.

TCS-RL inquired if any additional assistance can be provided at this time.

C declined.

TCS-RL wished C a good day.

Call ends mutually.

Created By: Russell Lawyer (10/17/2018 7:31 AM)
TCS-RL received VMX from a male who identified self as [redacted] in regards to C's case.
TCS-RL notes VMX was received after TCS-RL office hours on 10/16/18.
✓ TCS-RL notes that VMX stated that Mr.[redacted] is curious why TCS-RL had time to call C but not Mr.[redacted]
TCS-RL notes VMX stated that Mr.[redacted] expects to be included in all communication going forward, that the issue with C's vehicle is a safety issue, that TCS-RL should call Mr.[redacted] immediately, that Mr.[redacted] is going to report this issue to NHTSA, that it is ridiculous that C would have to pay another diagnostic fee and pay for repair as this is a recall issue.
TCS-RL notes C has made no mention of anyone other than C that is to be communicated with about the case.

✓ **Created By: Russell Lawyer (10/16/2018 4:39 PM)**
TCS-RL placed outbound call to C's Home Phone[redacted]
TCS-RL advised C that TCS-RL had spoken with Nissan of Irvine and that C was going to be contacted to schedule appointment.

C stated DLR called and asked if C was interested in purchasing a 2018 Nissan.
C stated C told DLR no and call was ended.

TCS-RL offered to complete conference call to Nissan of Irvine.

C agreed.

TCS-RL completed conference call and notes no answer at DLR.

C stated C will contact DLR and schedule appointment.

TCS-RL advised C that TCS-RL will follow up with C again on 10/17/18.

C agreed.

TCS-RL inquired if any additional assistance can be provided at this time.

C declined.

TCS-RL wished C a good day.

Call ends mutually.

Created By: Russell Lawyer (10/16/2018 4:30 PM)
TCS-RL placed outbound call to NISSAN OF IRVINE, 949-951-7575.
TCS-RL notes call was answered by Tyler in the service dept.
✓ TCS-RL inquired if C has an appointment scheduled at DLR.
TCS-RL was informed that C does not have an appointment at DLR but that Tyler can contact C to schedule appointment.

Call ends mutually.

Created By: Russell Lawyer (10/12/2018 10:23 AM)
TCS-RL notes inbound call was received from C on this date at 8:56am CDT.
TCS-RL notes that TCS-RL's computer malfunctioned and case note was saved and added after computer had been restarted.
TCS-RL verified C's name, home & email address.
TCS-RL advised C that TCS-RL has received C's survey comments.
TCS-RL advised C that TCS-RL was calling to offer C the opportunity to discuss C's comments with an agent.

C stated vehicle needs to be fixed or replaced.
C stated FEB issue happened twice this week.
C stated FEB is biggest concern.
C stated C was almost rear ended when FEB activated without warning.
C stated additionally that back up camera will freeze or will not work at all.

TCS-RL apologized for concern.
TCS-RL inquired if C DLR has had the opportunity to inspect vehicle and offer diagnosis.

C stated C has not taken vehicle to DLR at this time.
C stated C would like to take vehicle to NISSAN OF IRVINE.

TCS-RL offered to complete conference call to DLR to schedule diagnosis.

✓ C agreed.

TCS-RL placed outbound call to NISSAN OF IRVINE and notes DLR was not open at time of call.
TCS-RL left VMX for SM with TCS-RL name, contact #, C's name, last 8 digits of VIN, and customer's concerns and requested that DLR contact C to schedule appointment.
TCS-RL requested return call from SM.
TCS-RL advised C that TCS-RL left VMX for DLR to contact C and schedule appointment for diagnosis.

C stated C will contact DLR after they open today to schedule appointment.

TCS-RL offered to contact C later today to ensure that appointment gets scheduled with DLR.

C stated C would like TCS-RL to follow up with C again on 10/16/18.

TCS-RL agreed to follow up date.
TCS-RL inquired if any additional assistance can be provided at this time.

C declined.

TCS-RL wished C a good day.

Call ends mutually.

Created By: Russell Lawyer (10/12/2018 7:49 AM)
✓ TCS-RL received VMX from C stating that vehicle is not working and that TCS-RL can contact C at [redacted]
TCS-RL notes VMX stated if TCS-RL receives C's VMX that C would like to know what time to reach TCS-RL with a return call.

Created By: Russell Lawyer (10/11/2018 11:10 AM)
TCS-RL placed outbound call to C's Home Phone, [redacted]
✓ TCS-RL left VMX with TCS-RL name, contact #, and case #.
TCS-RL stated on VMX that TCS-RL was calling in regards to survey that C had completed.
TCS-RL requested return call from C.

Created By: Russell Lawyer (10/11/2018 11:05 AM)
TCS-RL placed outbound call to C's Work Phone, [redacted]
✓ TCS-RL left VMX with TCS-RL name, contact #, and case #.
TCS-RL stated on VMX that TCS-RL was calling in regards to survey that C had completed.
TCS-RL requested return call from C.

Created By: Russell Lawyer (10/10/2018 2:56 PM)
✓ TCS-RL sent survey-more info needed email to C and requested return contact from C.
TCS-RL included TCS-RL name, contact #, and case # in email.

Created By: Russell Lawyer (10/10/2018 2:55 PM)
TCS-RL placed outbound call to C's Home Phone, [redacted]
✓ TCS-RL left VMX with TCS-RL name, contact #, and case #.
TCS-RL stated on VMX that TCS-RL was calling in regards to survey that C had completed.
TCS-RL requested return call from C.

Created By: Russell Lawyer (10/10/2018 2:53 PM)
TCS-RL placed outbound call to C's Work Phone [redacted]
✓ TCS-RL left VMX with TCS-RL name, contact #, and case #.
TCS-RL stated on VMX that TCS-RL was calling in regards to survey that C had completed.
TCS-RL requested return call from C.

Created By: Russell Lawyer (10/9/2018 10:19 AM)
✓ TCS-RL placed 2nd outbound call to STADIUM NISSAN, 714-633-8430.
TCS-RL left VMX for SM with TCS-RL name, contact #, C's name, last 8 digits of VIN, and customer's concerns.
TCS-RL requested return call from SM.

Created By: Russell Lawyer (10/9/2018 10:15 AM)
✓ TCS-RL placed outbound call to STADIUM NISSAN, 714-633-8430.
TCS-RL received no answer after the call rang for over three minutes.
TCS-RL attempted to contact an operator at DLR and notes no answer.

Created By: Russell Lawyer (10/9/2018 10:10 AM)
✓ TCS-RL reviewed CA [redacted] and notes that case was created for same concern as this case.
TCS-RL reviewed CA [redacted] with TL-PN and notes TL-PN advised TCS-RL to close CA [redacted]

✓ **Created By: Russell Lawyer (10/9/2018 9:57 AM)**
TCS-RL received case for handling as a result of QC survey response received from C.
TCS-RL notes copied survey notes below:

Alert Trigger Verbatim
B2490Z, Brake Operation - Other/None of the above, DF
The brakes apply themselves automatically when there is no object in front of me under normal conditions.

B2540U, Collision Mitigation Brake System, DF
The automatic braking system thatis supposed to detect objects activates while driving and slams on the brakes when there is nothing in front of me. This is extremely scary and I was almost rear ended because of it. The first time I didn't really know what happened but then it happened again so I know there's a problem with the sensor. I will be taking back to the dealership because this could be life threatening.

TCS-RL checked for open/related previous CA cases and found: [redacted]
TCS-RL checked for closed CA cases and found: None
TCS-RL checked for open recalls/campaigns and found: None

Created By: Russell Lawyer (10/9/2018 9:56 AM)
Quality Connection Hot Alert

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	10/25/2018	YX	AV	[redacted]	OA
	[redacted]	INTERIOR ELECTRICAL	FORWARD EMERGENCY BRAKING (FEB)	UNABLE DIAGNOSE/DUPLICATE	26	10/25/2018	WT	AV	[redacted]	OA

Forms

Forms Help

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Case [redacted]

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Case History [5+] | Case Comments [15] | Case Categorizations [1] | Forms [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Kevin Lutz Jr
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	10/16/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/9/2018 9:14 AM
Social Media Involvement		Date/Time Closed	10/16/2018 1:38 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	C seeking assistance with braking sensor concern or repurchase.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	WOODBURY NISSAN
# Vehicles Owned	2	Previous Repair Date	7/5/2018
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	0	RHR Started	10/9/2018
IIR Date		RHR Completed	
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	5N1AT2MV3H[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	Nissan	Beyond Basic Warranty Months1	4
Model Line	Rogue	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	WOODBURY NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	10/10/2018
Responsible District	01	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	Please review for assistance.

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: 5N1AT2MV3H[redacted]	Root Cause	
Created By	Tyson Ricker, 10/9/2018 9:14 AM	Root Cause Code	SCAV
Last Modified By	NNAETL, 12/8/2018 10:14 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	595		
Action Code	NT1A		
What action was taken?	1A Repaired – Under Warranty		

Agent Comments

Agent Comments	Forward emergency braking sensor
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
10/16/2018 1:38 PM	Kevin Lutz Jr	Changed **Status** from Open to **Closed**.
		Closed.
10/10/2018 2:59 PM	Kevin Lutz Jr	Changed **Follow Up Date** from 10/11/2018 to **10/16/2018**.
10/10/2018 2:23 PM	Kevin Lutz Jr	Changed **Follow Up Date** from 10/10/2018 to **10/11/2018**.
10/10/2018 10:26 AM	Kevin Lutz Jr	Changed **Data Net** from false to **true**.

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Case Comments

New

Case Comments Help

Public	Comment
	Created By: Kevin Lutz Jr (10/16/2018 1:36 PM) CRT-KL is closing Case as no further assistance can be offered at this time.
✓	***CASE SUMMARY*** C contacted Nissan CA requesting assistance with front radar senor assembly. C stated would not return loaner VEH until personal VEH was repaired. CRT-KL received an eta on the part. CRT-KL called C and found that VEH had been repaired and returned to C already. CRT-KL contacted DLR and found that another customer had the part ordered and then decided to have the repair done elsewhere leaving the DLR with the part in stock.
	Created By: Kevin Lutz Jr (10/16/2018 1:31 PM) CRT-KL made outbound call to WOODBURY NISSAN. CRT-KL spoke with SA-Joe Taras.
✓	SA-JT stated that Enterprise Rent-a-Car ordered the same part for their VEHs and decided to have the work done elsewhere. SA-JT stated used the part on C's car. CRT-KL thanked for help. Cal ended mutually.
	Created By: Kevin Lutz Jr (10/16/2018 1:23 PM) CRT-KL made outbound call to C at[redacted] CRT-KL ADVISED "This call may be recorded for quality and training purposes." CRT-KL stated had a tentative eta for the part of 11/2.
✓	C stated that C already had VEH and DLR stated it was repaired. CRT-KL stated that was great. CRT-KL stated if there were any questions or concerns moving forward to feel free to reach back out to CRT-KL. CRT-KL offered additional assistance. C declined. Call ended mutually.
✓	**Created By: Kevin Lutz Jr (10/16/2018 1:13 PM)** CRT-KL received email from Parts Specialist Jimmy Pugh stating eta on part was around 11/2.
✓	**Created By: Kevin Lutz Jr (10/16/2018 10:47 AM)** CRT-KL sent email to NNA CA parts coordinator requesting eta on part delivery.
✓	**Created By: Kevin Lutz Jr (10/10/2018 2:57 PM)** CRT-KL received inbound call from C at[redacted] CRT-KL ADVISED "This call may be recorded for quality and training purposes." CRT-KL stated had 2 options for C. CRT-KL recognized that C was not interested in first, but CRT-KL stated wanted to make it known as an option.

CRT-KL offered to direct C to the section of the owner's manual that outlined turning the FEB feature off.

C stated C refused to drive VEH like that.

CRT-KL stated other option if C wanted VEH to stay at DLR until repair was completed, was to get a rental and submit receipts for possible reimbursement.
C stated C did was already getting charged for the loaner and did not want to have to go get a rental.

CRT-KL stated that based on conversation with ASM-PH, C was not being charged for loaner yet and if C called DLR, DLR may be willing to work with C on the timing of getting the loaner returned without charging C.

C stated wouldn't be able to take loaner back until Friday.
CRT-KL encouraged working with the DLR about returning VEH.

C stated C would and if C had any trouble would call back.
CRT-KL acknowledged.

C stated would no longer be buying Nissan VEHs.
CRT-KL apologized for the inconvenience the experience had been.

CRT-KL offered additional assistance.
C declined.
Call ended mutually.

Created By: Kevin Lutz Jr (10/10/2018 2:22 PM)
✓ CRT-KL made outbound call to C at [redacted]
CRT-KL left VMX stating CRT-KL name, contact #, and C's case #. Requested a call back.
Set follow up date 10/11.

Created By: Kevin Lutz Jr (10/10/2018 2:19 PM)
CRT-KL made outbound call to DLR and spoke with ASM-PH.

CRT-KL asked about telling C that feature was not a necessary safety feature.
ASM-PH stated yes.

CRT-KL asked about recourse for the loaner situation.
✓ ASM-PH stated could start charging for the loaner, but did not want to as it would almost definitely result in receiving a bad survey after the VEH is repaired an returned.

CRT-KL asked about eta on part.
ASM-PH provided order#: [redacted] part# 28438-5FA3A, part name: sensor assembly.
ASM-PH spoke with parts department and stated that part would be shipped 11/2/18.

CRT-KL thanked for help.
Call ended mutually.

✓ **Created By: Kevin Lutz Jr (10/10/2018 2:04 PM)**
CRT-KL received email from ASM-PH requesting call back.

✓ **Created By: Kevin Lutz Jr (10/10/2018 2:03 PM)**
CRT-KL received VMX from Assistant Service Manager-Pete Henrich requesting call back.

✓ **Created By: Kevin Lutz Jr (10/10/2018 2:02 PM)**
CRT-KL sent email to SM-Eric Vignola requesting call back.

Created By: Kevin Lutz Jr (10/10/2018 1:35 PM)
CRT-KL made outbound call to C at [redacted]
CRT-KL ADVISED "This call may be recorded for quality and training purposes."

CRT-KL verified C's concern.
C stated VEH stopped in the middle of an intersection with nothing in front of C.
C stated that DLR told C to bring back loaner and feature would be disabled in VEH until part arrived.
CRT-KL stated concern was not a mandatory feature.

✓ C stated C paid for a VEH with that feature and would not drive the VEH with out it.
C stated should C just stop paying for the VEH.
C stated would not return loaner until VEH was repaired and did not want to be charged for the loaner.

C stated what if C had been rear ended.
C stated what if C was killed due to the malfunction of this system.

CRT-KL stated would reach back out to the DLR to get concern handled.
C requested call back today 10/10.
Call ended mutually.

✓ **Created By: Kevin Lutz Jr (10/10/2018 1:15 PM)**
CRT-KL made outbound call to DLR and left VMX with name and number requesting call back.

Created By: Tyson Ricker (10/9/2018 9:24 AM)
Case Summary
Customer Inquiry: RHR
Transferring case to RCAS for review

Created By: Tyson Ricker (10/9/2018 9:24 AM)
CRR-TR VERIFIED Account Info including: C's name, home address & email address, phone# & best contact#
CRR-TR VERIFIED VEH Info including: VIN#, Current Mileage (16,000)
CRR-TR CHECKED for open recalls/campaigns and found: 0
CRR-TR CHECKED for previous UNRELATED Case(s) and found: 0
CRR-TR CHECKED previous RELATED Case(s) and found: 0
CRR-TR NOTED concern is: RHR
CRR-TR received inbound call from C

C stated that C took VEH in to Woodbury Nissan for service on a braking sensor and is working with SA-Joe
C stated that the braking sensor has made the VEH stop in the middle of traffic twice
C stated that C is afraid of C's safety
C stated that DLR will not be covering repair and wants DLR's loaner VEH back
C stated that DLR states that the part can be disabled until the part comes in roughly a week to a months' time
C stated that VEH is unsafe and C has no intentions of returning loaner or paying for loaner until VEH is fixed

CRR-TR asked how NNA could assist

C stated that C would like NNA to pay for a loaner VEH until C gets C's VEH back in working condition
C stated that if C is not helped C will be acquiring legal assistance

CRR-TR asked if C is still willing to work with NNA in regards to concerns

C stated yes, but C stated C has no intentions of paying for this loaner

CRR-TR informed C that CRR-TR will be sending case to RCAS for review and to expect call by EOB 10/10/18
CRR-TR asked if there was a best/worst time for RCAS to call

C stated after 4:30 pm
C stated best contact # is

CRR-TR stated that if C misses RCAS' call RCAS will leave their name and direct call back #
CRR-TR stated that RCAS will be calling on 615-725-1000 or 615-725-7000 phone #
CRR-TR asked if C had a call blocker or similar app

C stated no

CRR-TR asked C if C required further assistance

C declined

CRR-TR provided C with Case#: [redacted]
CRR-TR provided C with Name and Agent ID: [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	SENSOR/SOLENOID/VALVE/SWITCH	POOR OR IMPROPER OPERATION	11	10/9/2018	YX	AV	[redacted]	OA

Forms

Forms Help

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Case [redacted]

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Case History [5+] | Case Comments [28] | Case Categorizations [2] | Forms [0]

Case Detail

Reopen Case | Clone Closed Case

Number of open vehicle campaigns = 1

Account Name	[redacted]	Case Owner	[redacted] Tranisha Woods-Sweatt
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	12/4/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/11/2018 12:10 PM
Social Media Involvement		Date/Time Closed	12/4/2018 10:51 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count			
Description	C is having concerns with FEB and is requesting a RHR.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	NISSAN OF ATLANTIC CITY
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	24,000	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	0	RHR Started	10/12/2018
IIR Date		RHR Completed	10/12/2018
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	KNMAT2MV4JF[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22218	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	NISSAN OF ATLANTIC CITY	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	FYI

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	1
		Vehicle Service Contract	
		VSC Reprint Request	Email

Contact Name [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date		Home Phone	(267) 688-4599
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: KNMAT2MV4J[redacted]	Root Cause	
Created By	Tara Mills, 10/11/2018 12:10 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 12/19/2018 2:30 AM	Root Cause Code (2)	SCSV
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	546		
Action Code	NT9H		
What action was taken?	9H DTS Inspection - Settlement		

Agent Comments

Agent Comments	make sure the ECW is processed
Agent Next Step	Customer

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
12/4/2018 10:51 AM	Tranisha Woods-Sweatt	Changed **Status** from Open to **Closed**.
		Closed.
11/29/2018 3:06 PM	Tranisha Woods-Sweatt	Changed **Follow Up Date** from 11/29/2018 to **12/4/2018**.
11/29/2018 2:44 PM	Tranisha Woods-Sweatt	Changed **Description**.
11/28/2018 2:14 PM	Tranisha Woods-Sweatt	Changed **Follow Up Date** from 11/28/2018 to **11/29/2018**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: **Tranisha Woods-Sweatt (12/4/2018 10:49 AM)** RCAS-TW is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with FEB and is requesting a RHR. RCAS-TW spoke with the service Advisor Mike Ventura reqardin C's VEH concerns. RCAS-TW submitted the RHR. ARBS denied the RHR. RCAS-TW informed C of the denial. DTS Nick Flamini looked at the VEH concerns. RCAS-TW offered an ECW. C was still unsatisfied. ***STATEMENT OF DECISION*** RCAS-TW advised C Nissan has created a case to document C's concern, and this case will remain in NNA's system.
✓	Created By: **Tranisha Woods-Sweatt (12/4/2018 10:47 AM)** RCAS-TW made outbound call to C at [redacted] RCAS-TW ADVISED "This call may be recorded for quality and training purposes." RCAS-TW stated RCAS-TW informed C that the ECW has been processed and 2-4 weeks for C to get the letter in the mail. C stated C asked for an extended warranty on the VEH. RCAS-TW informed C that RCAS-TW is unable to offer C an extended warranty on the VEH. RCAS-TW stated RCAS-TW has offered C an ECW. C understood. C stated C will still file the VEH under a Lemon. C stated right now the VEH is fine so C can't say the VEH is not repaired. C stated C would like the oil changes that RCAS-TW offered as well. RCAS-TW informed C that the ECW will cover any electrical component on the VEH. RCAS-TW stated RCAS-TW offered C the prepaid maintenance and C declined the offer so RCAS-TW offered C an ECW.

RCAS-TW stated RCAS-TW cannot offer C both incentives.

C understood.

RCAS-TW confirmed that C still has RCAS-TW's number and advised C to call if C has any future concerns.

RCAS-TW asked if C had any questions.

C declined.

RCAS-TW thanked the C for the C's time.

Call ended mutually.

Created By: Tranisha Woods-Sweatt (11/29/2018 3:13 PM)
*** correction****

Created By: Tranisha Woods-Sweatt (11/29/2018 3:11 PM)
RCAS-TW made outbound call to C at [redacted]
RCAS-TW ADVISED "This call may be recorded for quality and training purposes."

RCAS-TW apologized for the delay.

RCAS-TW stated RCAS-TW can offer C an ECW for the electrical components in the VEH.

RCAS-TW stated the ECW is good for 7 years from your vehicle's in-service date or when your vehicle's mileage reaches 100,000; whichever occurs first.

RCAS-TW stated it takes about 2 business days for the ECW to process and 2-4 weeks for C to get the letter in the mail.

✓ RCAS-TW stated RCAS-TW will follow up 12/4.

RCAS-TW advised C to call if C has any concerns.

C reiterated the concerns on the bridges and under pass.

RCAS-TW understood.

RCAS-TW advised C to call RCAS-TW.

RCAS-TW asked if C had any questions.

C declined.

RCAS-TW thanked the C for the C's time.
Call ended mutually.

Created By: Tranisha Woods-Sweatt (11/29/2018 3:11 PM)
RCAS-TW made outbound call to C at [redacted]
RCAS-TW ADVISED "This call may be recorded for quality and training purposes."

RCAS-TW apologized for the delay.

RCAS-TW stated RCAS-TW can offer C an ECW for the electrical components in the VEH.

RCAS-TW stated the ECW is good for 7 years from your vehicle's in-service date or when your vehicle's mileage reaches 100,000; whichever occurs first.

RCAS-TW stated it takes about 2 business days for the ECW to process and 2-4 weeks for C to get the letter in the mail.

RCAS-TW stated RCAS-TW will follow up 12/2.

✓ RCAS-TW advised C to call if C has any concerns.

C reiterated the concerns on the bridges and under pass.

RCAS-TW understood.

RCAS-TW advised C to call RCAS-TW.

RCAS-TW asked if C had any questions.

C declined.

RCAS-TW thanked the C for the C's time.
Call ended mutually.

Created By: Tranisha Woods-Sweatt (11/29/2018 2:44 PM)
C is having concerns with ABS and is requesting a RHR.

✓ **Created By: Charity Trull (11/29/2018 2:43 PM)**
TL-CT supports offering an ECW.

Created By: Tranisha Woods-Sweatt (11/29/2018 11:38 AM)
RCAS-TW made outbound call to C at [redacted]
RCAS-TW ADVISED "This call may be recorded for quality and training purposes."

RCAS-TW stated RCAS-TW was calling to see how the appointment with the DTS went.

C stated the appointment went fine.

C stated the DTS was nice.
C stated C and the DTS drove around but did not go around the under passes or bridges.

C stated the DTS upgraded the ABS system.

C stated this the 2nd upgrade and C has the VEH back.

✓ C reiterated the dissatisfactions.

RCAS-TW stated RCAS-TW can offer C a Prepaid Maintenance.

RCAS-TW asked if C would accept the offer.

C declined.

C stated C wants an extended warranty.

C stated if NNA is making C keep the VEH then C wants an ECW.

RCAS-TW understood.

RCAS-TW asked if C could be placed on a brief hold so that RCAS-TW can see if that's something RCAS-TW can offer.

C ended the call.

Created By: Tranisha Woods-Sweatt (11/28/2018 2:19 PM)
✓ RCAS-TW left C a VMX at [redacted] stating RCAS-TW's name, contact 615-725-7514, business hours, and C's case number.

RCAS-TW requested a call back and advised the follow-up call would be 11/29.

✓ **Created By: Tranisha Woods-Sweatt (11/28/2018 2:06 PM)**
RCAS-TW made outbound call to DLR at Nissan of Atlantic City.
RCAS-TW spoke with the Service Advisor Matt Oaks.

RCAS-TW asked if the concerns were resolved since the DLR was advised to perform a NTB.

RCAS-TW asked if the concerns were resolved.

SA stated yes.

RCAS-TW thanked SA.
Call ended mutually.

Created By: Tranisha Woods-Sweatt (11/28/2018 2:02 PM)
✓ RCAS-TW made outbound call to DLR at Nissan of Atlantic City.
RCAS-TW was placed on hold for over 4 minutes, RCAS-TW disconnected the call.

Created By: Tranisha Woods-Sweatt (11/26/2018 7:45 AM)
RCAS-TW made outbound call to C at [redacted]
RCAS-TW ADVISED "This call may be recorded for quality and training purposes."

RCAS-TW stated RCAS-TW was calling to remind C of the DTS appointment set for 11/27/18, 9:00am at Nissan of Atlantic City.

C understood.

C asked with the DLR work on the VEH.

RCAS-TW stated the DLR will completed any recommended repairs from the DTS.

C stated last time the DLR kept C's VEH and C need the d VEH for work.
C stated C will not leave the VEH if the DLR does not provide a SUV.

RCAS-TW informed C that C would have to discuss a VEH with the DLR and DTS.

RCAS-TW stated RCAS-TW does not have a way of providing C a VEH.

✓ C understood.
C asked if RCAS-TW looked into providing C and extended warranty.

RCAS-TW stated RCAS-TW has that documented and cannot offer anything until the VEH is repaired.

C stated NNA will not be able to repair the VEH.

RCAS-TW reiterated that RCAS-TW cannot offer C anything until the VEH is repaired.

RCAS-TW stated RCAS-TW will discuss that with C 11/28 when RCAS-TW checks to see how the DTS appointment went.

C understood.

RCAS-TW asked if C had any questions.

C declined.

RCAS-TW thanked the C for the C's time.

Call ended mutually.

Created By: Tranisha Woods-Sweatt (11/20/2018 7:57 AM)
RCAS-TW called the DTS Nick Flamini.

RCAS-TW informed the DTS that C would not be able to make the appointment for 11/28.

✓ DTS stated that is fine.

DTS confirmed C's appointment for 11/27 at 9am.

RCAS-TW thanked DTS.

Call ended mutually.

Created By: Tranisha Woods-Sweatt (11/20/2018 7:52 AM)
RCAS-TW made outbound call to C at [redacted]
RCAS-TW ADVISED "This call may be recorded for quality and training purposes."

RCAS-TW asked if C would be able to meet with the DTS 11/28 at 9am.

C stated C will actually be out of town.

✓ RCAS-TW understood.

RCAS-TW stated RCAS-TW will check with the DTS and call C back later.

C understood.

RCAS-TW thanked the C for the C's time.

Call ended mutually.

Created By: Tranisha Woods-Sweatt (11/20/2018 7:46 AM)
✓ RCAS-TW received an email from the DTS Nick Flamini stating that the DTS accidentally double booked the DTS appointment.

DTS asked for RCAS-TW to asked RCAS-TW to see if C could meet 11/28.

Created By: Tranisha Woods-Sweatt (10/19/2018 1:50 PM)
✓ RCAS-TW informed the SM-Bill Troise of the DTS appointment via email.

Created By: Tranisha Woods-Sweatt (10/19/2018 1:49 PM)
RCAS-TW made outbound call to C at [redacted]
RCAS-TW ADVISED "This call may be recorded for quality and training purposes."

RCAS-TW informed C that RCAS-TW has a DTS appointment date set for 11/27/18, 9:00am at Nissan of Atlantic City.

RCAS-TW asked if that date works for C.

C stated yes that works.

RCAS-TW advised C to allow a minimum of an hour to test drive and discuss the concerns with the DTS.

RCAS-TW informed C that the DLR will have a VEH set aside for C if the DTS has to keep the VEH throughout the day.

✓ C understood.
C asked RCAS-TW to document that C would like an extended warranty.

RCAS-TW advised that RCAS-TW will take that into consideration but is unable to offer anything at the moment due because the VEH has to be repaired first.

C understood.

RCAS-TW stated RCAS-TW will follow up 11/26 to remind C of the appointment.

RCAS-TW asked if C had any questions.

C declined.

RCAS-TW thanked the C for the C's time.
Call ended mutually.

✓ **Created By: Tranisha Woods-Sweatt (10/17/2018 4:15 PM)**
RCAS-TW made outbound call to C at [redacted]
RCAS-TW ADVISED "This call may be recorded for quality and training purposes."

RCAS-TW stated C's case has been reviewed.
RCAS-TW stated NNA is not in a position to offer a repurchase or replacement of this vehicle.

RCAS-TW stated NNA will continue to honor the terms and conditions of all applicable warranties.

RCAS-TW stated RCAS-TW has request for the DTS to look at the VEH.

C stated C knows this files as a lemon law.

RCAS-TW understood.
RCAS-TW stated C will get a letter in the mail with the decision as well as the BBB number at the bottom.

C stated the DLR has not called C.

RCAS-TW understood.
RCAS-TW stated RCAS-TW will follow up 10/19 to see if the DTS date works for C.

C understood.

RCAS-TW asked if C had any questions.
C declined.
RCAS-TW thanked the C for the C's time.
Call ended mutually.

Created By: Courtney Smith (10/17/2018 11:37 AM)
ARBS reviewed the repair history and 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 that would substantially impair this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.

If the C is still experiencing issues with the vehicle braking on its own, ARBS recommends DTS inspection.

Created By: Courtney Smith (10/17/2018 11:36 AM)
ARBS notes the following INITIAL RHR Review & Summary:

08/20/2018 @ 19,219 miles RO# [redacted] .3 days down
Issue:
1. C/s car trys to brake on its own
Action:
1. Tech scanned for codes and found C1A16-97 – Radar Stain Obstruction Blocked. Tech installed new distance Sensor and Re-calibrated system

3 days down
State: NJ
In service date: 1/31/2018
Miles: 19,219

1 visit related to vehicle braking on its own

No Vehicle Campaigns
1 Additional Case
[redacted]
No Techline Cases
No Vehicle Service Contracts
No DTS Services

Created By: Nicki Barror (10/12/2018 12:57 PM)
DRTS received the RHR. The RHR was assigned to ARBS Courtney Smith for review

✓ **Created By: Tranisha Woods-Sweatt (10/12/2018 12:09 PM)**
RCAS-TW attached and submitted the RHR.

Created By: Tranisha Woods-Sweatt (10/12/2018 11:33 AM)
RCAS-TW received an email from the Service Manager Bill Troise stating:

How many times has the customer's vehicle been to the dealer/retailer for repairs? 1 RO [redacted]
✓ What repairs were performed? REPLACED DISTANCE SENSOR
Are there currently any OPEN ROs? NO
Is the vehicle currently at the dealership? NO
How many days has the vehicle been kept out of service at your dealer for repairs? 4
Has TECH LINE been involved? NO
Has a Dealer Technical Specialist (DTS) been involved? NO

✓ **Created By: Tranisha Woods-Sweatt (10/12/2018 10:45 AM)**
RCAS-TW sent the Service Manager Bill Troise an email for the RHR information.

✓ **Created By: Tranisha Woods-Sweatt (10/12/2018 10:45 AM)**
RCAS-TW made outbound call to C at [redacted]
RCAS-TW VERIFIED C's name, home & email address, concern, phone.
RCAS-TW CHECKED for open recalls/campaigns and found: 0
Previous UNRELATED Case(s) Found: 0
Previous RELATED Case(s) Found: [redacted]
RCAS-TW ADVISED "This call may be recorded for quality and training purposes."
RCAS-TW stated RCAS-TW understands that C is having concerns with the ABS sensor.
RCAS-TW asked if that was correct.

C stated yes.
C stated the VEH keeps trying to stop itself.
C stated the VEH tries to stop going under the overhang.
C explained the casino drive way.
C stated the update was completed in august.
C stated the VEH jammed the brakes on while driving.
C stated C lives by a bridge.
C stated C went up the VEH going up the hill and the VEH jammed the brakes.
C stated NNA has a major problem.
C stated if someone was behind C
C asked what RCAS-TW will do about this.
RCAS-TW asked C if C went to the DLR.
C stated yes.
C reiterated the appointment that C had in August.
C stated this week the brakes jammed twice at night.
RCAS-TW asked the if C went to the DLR since the concerns happened this week.
C stated C tried to make an appointment but the DLR has not called C back.
C asked if NNA has resolved the problem, has this been fixed.
RCAS-TW explained that C would have to take the VEH to the DLR.
C stated this has happened previously.
RCAS-TW asked what is C seeking from NNA.
C stated C would like to be put in a new VEH.
C reiterated the complaint.
C asked if RCAS-TW could fix the VEH.
RCAS-TW explained that RCAS-TW is not mechanically inclined and the DLR would be in the position to advice of any repairs.
C stated the DLR can't fix the VEH.
C stated the DLR had to call CA.
RCAs-TW asked if C wanted to be put into a new VEH.
C stated yes.
C stated not the same model though.
RCAS-TW understood.
RCAS-TW empathized with C's.
RCAS-TW stated RCAS-TW can do a RHR to determine if NNA is in the position to repurchase or replace the VEH.
——————————rhr——————————
RCAS-TW asked:
Why do you want to return the veh to NNA? C stated because it is a hazard to drive.

Where is the veh currently? With C
Where was the veh purchased? NISSAN OF ATLANTIC CITY
Was it purchased new or used? new
If used, when was the veh purchased?
Where is the veh serviced? Has the veh been taken to multiple Nissan/Infinity dealers? IF YES- document names of dealers/retailers. NISSAN OF ATLANTIC CITY
——————————————————————————————————rhr——————————————————————————————————
RCAS-TW stated the review takes an average of 10 business days some times more and sometimes less.
RCAS-TW stated RCAs-TW will follow up every three business day to provide an update.
RCAS- TW advised the C that RCAS-TW will follow up on: 10/17.
RCAS-TW confirmed that the C has RCAS-TW contact number.
RCAS-TW provided the C with RCAS-TW contact number via email.
RCAS-TW asked if C had any questions.
C declined.
RCAS-TW thanked the C for the C's time.
Call ended mutually.

Created By: Tranisha Woods-Sweatt (10/12/2018 7:53 AM)
RCAS-TW made outbound call to DLR at NISSAN OF ATLANTIC CITY.
RCAS-TW spoke with the Service Advisor Mike Ventura.
RCAS-TW asked about the VEH concerns.
✓ SA stated C was at the DLR in August for the distance sensor.
SA stated the DLR installed the distance sensor and recalibrated.
RCAS-TW stated RCAS-TW will check with C and let the Service Manager know if a RHR is needed.
RCAS-TW thanked SA.
Call ended mutually.

✓ Created By: Tranisha Woods-Sweatt (10/12/2018 7:52 AM)
RCAS-TW is unable to data net due to the DLR portal being disabled.

Created By: Tara Mills (10/11/2018 12:13 PM)
CASE SUMMARY
CRR-TM sending case to RCAS for review
C contacted NNA CA regarding VEH buyback

Created By: Tara Mills (10/11/2018 12:12 PM)
CRR-TM VERIFIED Account information including: C's name, home & e-mail address,
phone number & best contact number
CRR-TM VERIFIED VEH Information including: VIN #, Current Mileage
CRR-TM CHECKED for open recalls/campaigns and found: 0
CRR-TM CHECKED for previous UNRELATED Case(s) and found: 2
CRR-TM CHECKED previous RELATED Case(s) and found: [redacted]
CRR-TM NOTED concern is: VEH buyback

CRR-TM received inbound call from C

C stated C has a case
C stated the VEH keeps trying to stop
C stated C went to DLR
C stated everything seemed fine after having VEH repaired
C stated there are crossovers where C lives
C stated 2 times in the last 2 days the brakes have gone on when C was driving across the crossover
C stated this once happened while C was driving uphill
C stated the VEH behind C almost hit C
C stated C feels this is a safety concern
C stated C thinks there should be a campaign

CRR-TM assured C that CRR-TM could assist

C stated C is an UBER driver and had passengers in the VEH when this happened
C stated it was very scary for the passengers
C stated there has not been anything in the way whenever this has concerned
C stated C was told that if there was something that could be done C would get a call
C stated C never got a call

CRR-TM asked C how C would like NNA CA to assist

C stated the ideal outcome would be for C to get a new VEH
C stated C does think this can be fixed
C stated C likes the Rogue but is concerned the same thing might happen again
C stated C drives the VEH a lot
C stated this is very scary if the brakes jam on at high speeds
C stated this is dangerous

CRR-TM informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 10/12/2018 regarding Cs concern

C understood

CRR-TM asked C who C spoke to at DLR

C stated C has spoken to SA Jeff
C stated C also spoke to another SA but does not remember the name
C stated C called the DLR today to make another appointment

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

C declined.

CRR-TM provided C with agent ID and case number

C understood

Call ended mutually.
Best contact: [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)	MULTIPLE REPAIR ATTEMPTS	26	10/11/2018	YE	AV	[redacted]	OA
	[redacted]	INTERIOR ELECTRICAL	FORWARD EMERGENCY BRAKING (FEB)	POOR OR IMPROPER OPERATION	26	12/4/2018	YX	AV	[redacted]	OA

Forms

Forms Help

No records to display

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [55] | Case Categorizations [3] | Forms [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	Courtney Crockett
Contact Email	[redacted]	Type	CA
Home Phone	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date	10/29/2018	Exec-Received-Date	
Follow Up Date	11/5/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/11/2018 1:11 PM
Social Media Involvement		Date/Time Closed	11/5/2018 7:45 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 seeking assistance with FEB concerns.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	NISSAN OF STATEN ISLAND
# Vehicles Owned	2	Previous Repair Date	10/29/2018
Vehicle Purchased	New	Previous Repair Location	NISSAN OF STATEN ISLAND
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	6,473	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	JN8AT2MV8HW[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	16

Dealer Detail

Case Servicing Dealer	NISSAN OF STATEN ISLAND	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	06	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		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: JN8AT2MV8H[redacted]	Root Cause	
Created By	Christina Salutari, 10/11/2018 1:11 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 12/8/2018 10:06 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	575		
Action Code	NT6A		
What action was taken?	6A Vehicle Performs Normally		

Agent Comments

Agent Comments	CLOSE !
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
11/5/2018 7:45 AM	Courtney Crockett	Changed **Status** from Open to **Closed**.
		Closed.
11/5/2018 7:21 AM	Courtney Crockett	Changed **Letter Received Date** to **10/29/2018**.
		Changed **Description**.
11/2/2018 3:04 PM	Courtney Crockett	Changed **Follow Up Date** from 11/2/2018 to **11/5/2018**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Courtney Crockett (11/5/2018 7:39 AM) EXEC-Courtney Crockett is closing the Case as no further assistance can be offered at this time. ***** CASE SUMMARY ***** Customer contacted NNA CA regarding FEB and Bluetooth concerns. Customer stated the Bluetooth does not always work and the emergency braking system will shut the VEH off unexpectedly when there is nothing around. RCAS-DF submitted DTS request. DTS-Javier Valdez installed distance sensor and bracket. C advised SrRCAS-JW concerns were not resolved after repairs made by DTS. SrRCAS-JW emailed DTS requesting a second inspection. DTS inspected VEH again on 11/02/18. DTS unable to duplicate any concerns during second DTS appointment. EXEC-XX reviewed case with DTS-Javier Valdez. DTS stated C's concerns were not duplicated and C's phone is not compatible with the VEH. *** STATEMENT OF DECISION *** EXEC advised the customer the DTS was unable to duplicate FEB and Bluetooth concerns. EXEC advised C to call if concerns continue.
✓	**Created By: Courtney Crockett (11/5/2018 7:22 AM)** EXEC-CC unable to data net case.
	Created By: Courtney Crockett (11/5/2018 7:21 AM) FEB concern
✓	**Created By: Courtney Crockett (11/2/2018 3:04 PM)** EXEC-CC placed outbound call to C at [redacted] EXEC stated EXEC is calling from Nissan Executive office and inquired if C had a moment to speak? C stated yes. EXEC inquired if C was able to speak with DTS regarding inspection? C stated no. EXEC stated the DTS was unable to duplicate any of C's concerns. EXEC stated it is noted during the previous inspection it was verified that C's phone has not been listed in the Nissan Bluetooth website as compatible with the current operations system version it is running. C interjected and stated that is incorrect. C stated the phone is listed. EXEC understood and stated EXEC is provided inspection notes feedback. EXEC stated at this time no repairs have been suggested. EXEC stated the VEH is ready for pickup. C stated the VEH is not ready. C stated there were scratches on the VEH that the DLR has to fix and C is picking the VEH up later today. EXEC understood and inquired if C had any further questions? C inquired if case will be closed? EXEC stated yes as there are no recommended repairs. EXEC stated if C has future concerns C is welcome to call and it is recommended C take the VEH into the DLR. C stated C will only deal will corporate and will not be taking the VEH back to the DLR. C stated C wants corporate to come out if concerns happen again.

EXEC reiterated C is welcome to call if concerns continue.
EXEC provided direct contact number.
Call ended mutually.

✓ **Created By: Courtney Crockett (10/30/2018 1:23 PM)**
EXEC-CC emailed SM-Ryan Carreon (EXEC CC'd OLM-Stephanie Rodriguez and DTS-Javier Valdes) advising DLR of DTS appointment time and date.
EXEC stated C will not be present during inspection and C is picking up a loaner VEH today.

✓ **Created By: Courtney Crockett (10/30/2018 1:06 PM)**
EXEC-CC received inbound call from C at [redacted]
C stated C spoke with OLM-Stephanie and the DLR is providing C with a loaner today.
EXEC understood and stated EXEC will confirm DTS appointment.
C requested DTS speak with OLM-Stephanie as OLM is fully aware of C's concerns.
EXEC stated EXEC will email SM and OLM regarding appointment.
EXEC stated EXEC will follow up with C on 11/02/18 after appointment.
C agreed.
Call ended mutually.

Created By: Courtney Crockett (10/30/2018 12:52 PM)
EXEC-CC placed outbound call to C at [redacted]
EXEC stated this is Courtney calling from Nissan Executive office.
EXEC asked if now is a good time to speak with C?
C stated yes.

✓ EXEC stated EXEC received VMX from C advising C is unable to make DTS appointment on 11/01/18.
EXEC inquired if C would be able to drop the VEH off the day before?
C stated no.
C stated C needs a loaner.
EXEC stated if the DLR does not have a loaner available EXEC will reimburse C.
C declined and stated C needs a loaner.
C stated C is going to call the DLR and call EXEC back.
EXEC understood.
Call ended mutually

✓ **Created By: Courtney Crockett (10/30/2018 12:36 PM)**
EXEC-CC received VMX from C on Tue 10/30/2018 12:04 PM stating C is unable to make DTS appointment on 11/01/18.

✓ **Created By: Courtney Crockett (10/29/2018 3:55 PM)**
EXEC-CC placed outbound call to C at [redacted].
EXEC left VMX stating DTS has provided another DTS inspection date of 11/01/18 at 10:00 AM.
EXEC requested C call back to confirm C can make appointment.
EXEC provided case number, contact number, and follow up date of 10/30.

✓ **Created By: Courtney Crockett (10/29/2018 3:52 PM) | Last Modified By: Courtney Crockett (10/29/2018 3:52 PM)**
EXEC-CC placed outbound call to C at [redacted]
EXEC received dial up tone.
EXEC unable to leave VMX.

Created By: Courtney Crockett (10/29/2018 3:48 PM)
EXEC-CC placed outbound call to DTS-Javier Valdes at 732-434-8265.
EXEC advised DTS case has escalated up to EXEC.
EXEC stated C advised C is still experiencing concerns when EXEC spoke with C.
DTS stated DTS has set a date for Thursday.
DTS stated 99% of C's concerns were not duplicated.
✓ DTS stated C had a complaint with C's phone, but the phone is not compatible.
DTS stated C advised C did not like that answer.
EXEC stated EXEC does think it would be beneficial for DTS to inspect VEH once more for customer satisfaction.
DTS agreed.
EXEC stated EXEC will keep DTS updated regarding if C can make appointment.
EXEC agreed.
Call ended mutually.

✓ **Created By: Courtney Crockett (10/29/2018 3:45 PM)**
EXEC-CC received forwarded email from SrRCAS-JW from DTS-Javier Valdes requesting a call regarding C's case.

Created By: Courtney Crockett (10/29/2018 12:30 PM)
EXEC-CC placed outbound call to C at [redacted]
EXEC stated this is Courtney calling from Nissan Executive office.
EXEC asked if now is a good time to speak with C?
C stated yes.
EXEC confirmed C spoke with SrRCAS-JW and advised SrRCAS the VEH is still having concerns after DTS appointment.
C stated SrRCAS-JW does not know what SrRCAS is talking about.
C stated the DLR advised C the VEH is ready to be picked up.
EXEC understood and stated if C is still having concerns after the VEH was picked up the VEH would have to return to the DLR.
C stated the DLR did not address concerns.
EXEC stated during C's visit with the DTS the only concern identified was the FEB.
EXEC stated the DLR was unable to duplicate the remainder of C's concerns.
C stated that is not what the DLR told C.
C stated C was told there are no software updates.
EXEC stated correct all software is up to date and no repairs are recommended.
✓ EXEC stated unless the DLR is able to duplicate C's concerns repairs cannot be recommended.
C stated so NNA is stepping out of this and C should contact the media.
EXEC stated that is not what EXEC stated.
EXEC stated the DLR has to identify a concern in order to suggest repairs .
EXEC stated at this time EXEC is referring C to the DLR.
C inquired if the rental will be covered?
EXEC stated rentals are at the discretion of the DLR, but CA can review for reimbursement.
C stated C was told $250 of the rental will be covered.
EXEC stated anything over $250 will have to be reviewed.
C understood.
C stated C will call the DLR.
EXEC inquired if C would like to wait to see if DTS is able to come back out?
C stated yes.
EXEC stated EXEC will follow up in the next three business days once DTS provides a response.
C agreed.
EXEC thanked C for time.

✓ **Created By: Courtney Crockett (10/29/2018 11:58 AM) | Last Modified By: Courtney Crockett (10/29/2018 12:30 PM)**
EXEC-CC placed outbound call to C at [redacted].
EXEC left VMX stated EXEC is calling from Nissan executive department in regards to C's request to escalate case.
EXEC provided case number, contact number, and business hours.
EXEC advised C to call if C wished to further discuss case.

✓ **Created By: Courtney Crockett (10/29/2018 8:48 AM)**
EXEC-CC received Mon 10/29/2018 8:02 AM.

✓ **Created By: Janisha Wilkerson (10/27/2018 9:00 AM)**
SRCAS-JW email DTS Javier Valdez requesting for a new date and time for a second inspection for C as per conversation with DTS on 10-26-18

✓ **Created By: Janisha Wilkerson (10/27/2018 8:10 AM)**
C left SRCAS-JW a voicemail stating C's cell number is [redacted]

✓ **Created By: Janisha Wilkerson (10/26/2018 4:31 PM)**
SRCAS-JW escalated case to the Executive Department for further assistance

✓ **Created By: Janisha Wilkerson (10/26/2018 4:30 PM)**
SRCAS-JW received inbound call from C - [redacted]
C yelled what does SRCAS want to speak about
SRCAS-JW advised the call is recorded for training and quality purposes
C immediately started yelling
SRCAS-JW empathized in regard to C's frustrations
C stated the dlr deemed the veh as repaired and safe
C stated C has more problems since repairs has been completed
C stated C took the veh out of the service department
C stated spoke to the dlr already and the dlr will not look at the veh over the weekend
SRCAS-JW asked if the dlr offered a loaner veh to drive to allow the dlr to look at the veh again since repairs

C repeated again the veh is not safe
SRCAS-JW asked what is C requesting at this time
C stated C wants the problem fixed
SRCAS-JW explained to C it is recommended to return back to the service department to allow them to check the veh at this time
C stated ask why for the dlr already deemed the veh as safe to drive
SRCAS-JW advised SRCAS doesn't have the expertise to repair the veh which is why SRCAS-JW is referring C back to the service department at this time
C stated again the dlr already said the veh is safe
SRCAS-JW advised SRCAS cannot force C to return back to the dlr and SRCAS-JW is trying to help as much as SRCAS can
C stated C doesn't trust the specialist who inspected the veh
C stated C is done with the whole concern and conversation with SRCAS-JW
C asked to speak to someone higher than SRCAS-JW
C yelled C wants to speak to someone else and C does not want to speak to SRCAS-JW
SRCAS-JW advised SRCAS has been trying to help the best way possible which is why SRCAS is having another inspection requested and is waiting on a new time and date
C stated C does not care and wants to speak to someone today
SRCAS-JW advised the call will be escalated as requested and C will be called by Monday 10-29 by SRCAS-JW highest point of contact who is the Executive Department
C stated SRCAS-JW is useless and will be going to the news
C terminated the call

Created By: Dezerick Frazier (10/26/2018 4:19 PM)
RCAS-DF placed outbound call to Nissan of Staten Island .

RCAS-DF spoke with SA-Ahmed Maghoub

RCAS-DF asked for a update on C's VEH.

✓ SA-AM stated that C picked up the VEH.

RCAS-DF informed SA-AM that C is no satisfied with the VEH repairs

SA-AM stated that C informed the dealership that. SA-AM stated that the dealership offered to put C back in a loaner VEH and C stated no. and took the VEH home

RCAS-DF thanked AM for the update.

Call ended mutually

✓ **Created By: Janisha Wilkerson (10/26/2018 4:16 PM)**
SRCAS-JW received voicemail from C requesting a call back to discuss the case

Created By: Janisha Wilkerson (10/26/2018 4:15 PM)
SRCAS-JW called DTS Javier Valdez to advise of C stating there are more concerns with the veh at this time
✓ DTS Javier stated DTS will come back to the dlr to inspect the veh again and requested for SRCAS-JW to send an email at this time in order for a new appointment to be scheduled
DTS Javier stated the only repairs completed was a radar sensor and all the other concerns were not duplicated upon inspection
DTS Javier stated to review the inspection information attached to the file
Call ended mutually

Created By: Janisha Wilkerson (10/26/2018 4:11 PM)
SRCAS-JW called dlr NISSAN OF STATEN ISLAND at 718-447-3800
SRCAS-JW spoke to Owner Loyalty Manager Stephanie (did not provide last name)
Owner Loyalty Manager Stephanie stated C wants SRCAS-JW to further speak with OLM going forward about the case
Owner Loyalty Manager Stephanie stated more features are not working on the veh after the veh was picked up
SRCAS-JW asked what did the dlr repair on the veh
Owner Loyalty Manager stated the dlr installed the distance sensor and bracket
SRCAS-JW asked what is the veh doing at this time
✓ Owner Loyalty Manger Stephanie stated when turning a light on the mirror is not coming on when close to another veh when trying to turn and when driving if the veh gets too close to the blind side does not come on anymore to let C know there is a veh close
SRCAS-JW asked what the part number information is
OLM Stephanie stated the number: 284385-FA3A
OLM Stephanie Name of Part: Distance Sensor
Part Name: Bracket
Part Number: 28452-6FL1A
Owner Loyalty Manager Stephanie stated Parts Manager Amed Mahgoub provided all the part information
Owner Loyalty Manager Stephanie C does not want the loaner veh due to the dlr not working on the veh over the weekend
SRCAS-JW thanked OLM Stephanie
Call ended mutually

Created By: Janisha Wilkerson (10/26/2018 3:45 PM)
SRCAS-JW received inbound call from C -[redacted]
SRCAS-JW advised the call is recorded for training and quality purposes
✓ C stated C wants SRCAS to speak with OLM Stephanie about the case due to C being mad
SRCAS-JW empathized to C in regard to C's frustrations
SRCAS advised SRCAS-JW will call the dlr directly to speak with OLM Stephanie
Call ended mutually

Created By: Janisha Wilkerson (10/25/2018 5:07 PM)
SRCAS-JW called C at [redacted]
SRCAS-JW advised SRCAS of being the supervisor the case was escalated to and is calling from NNA CA
C is the mother o[redacted]
✓ C stated C's daughter will be at the NNA dlr and the NNA will be calling SRCAS in the morning
SRCAS-JW left SRCAS phone number of 615-725-7547, business hours 8-5 EST
C stated C has the case number
SRCAS-JW thanked C for the time to speak
Call ended mutually

Created By: Dezerick Frazier (10/25/2018 4:32 PM)
RCAS-DF placed outbound call to Nissan of Staten Island.

✓ RCAS-DF was not able to get in contact with Service advisor or service manager.

RCAS-DF was hold on for 5 minutes

Created By: Janisha Wilkerson (10/24/2018 5:20 PM)
Correction:
SRCAS-JW called C at [redacted]
SRCAS-JW advised SRCAS of being the supervisor the case was escalated to and is calling from NNA CA
SRCAS-JW asked if this was a good time to speak
C stated yes
SRCAS-JW advised the call is recorded for training and quality purposes
SRCAS-JW asked if C will still be able to make the appointment at the dlr on 10-25-18 at 10:00AM at Nissan of Staten Island
C stated yes
C asked what will the DTS do at the appointment
SRCAS-JW advised the DTS specialist will be inspecting C's veh and answering any questions C may have
✓ C asked hypothetically what will happen if the DTS specialist does not find a concern
C stated C has a bad attitude
SRCAS-JW advised the DTS specialist will advise of any concerns that is found
C stated C want to know what machines the DTS appointment will bring
SRCAS-JW advised does not have any further information about the inspection however when C arrives C is more than welcome to speak to the specialist to ask any additional questions C may have
C stated C will call the BBB if C is not happy
SRCAS-JW asked if C had any additional questions
C stated no
SRCAS -JW advised of SRCAS calling C the following day on 10-26-18 one day after the inspection
C stated no C wants a call the same day of the inspection
SRCAS-JW advised SRCAS will follow up with C on 10-25-18 as requested by close of business between 8am-5PM EST
C ended the call

✓ **Created By: Janisha Wilkerson (10/24/2018 5:19 PM)**
SRCAS-JW called C at
SRCAS-JW advised [redacted]
SRCAS-JW advised SRCAS of being the supervisor the case was escalated to and is calling from NNA CA
SRCAS-JW asked if this was a good time to speak
C stated yes
SRCAS-JW advised the call is recorded for training and quality purposes
SRCAS-JW asked if C will still be able to make the appointment at the dlr on 10-25-18 at 10:00AM at Nissan of Staten Island
C stated yes
C asked what will the DTS do at the appointment

SRCAS-JW advised the DTS specialist will be inspecting C's veh and answering any questions C may have
C asked hypothetically what will happen if the DTS specialist does not find a concern
C stated C has a bad attitude
SRCAS-JW advised the DTS specialist will advise of any concerns that is found
C stated C want to know what machines the DTS appointment will bring
SRCAS-JW advised does not have any further information about the inspection however when C arrives C is more than welcome to speak to the specialist to ask any additional questions C may have
C stated C will call the BBB if C is not happy
SRCAS-JW asked if C had any additional questions
C stated no
SRCAS -JW advised of SRCAS calling C the following day on 10-26-18 one day after the inspection
C stated no C wants a call the same day of the inspection
SRCAS-JW advised SRCAS will follow up with C on 10-25-18 as requested by close of business between 8am-5PM EST
C ended the call

✓ **Created By: Janisha Wilkerson (10/19/2018 3:42 PM)**
SRCAS-JW approved DTS appointment to reflect on file for 10-25-18 at 10AM at Nissan of Staten Island

Created By: Janisha Wilkerson (10/19/2018 3:41 PM)
SRCAS-JW received inbound call from C at [redacted]
C is C-[redacted]
SRCAS-JW advised the call is recorded for training and quality purposes
SRCAS-JW advised the DTS appointment will be on 10-25-18-Thursday at 10AM at Nissan of Staten Island
C asked will the appointment be at the service or at the sales department since there are two different locations
SRCAS-JW advised at the service department location
C stated ok
✓ C asked how long will the appointment take
SRCAS-JW advised SRCAS does not know however C is more than welcome to call the dlr the day of the appointment or ask the specialist upon arrival
C stated ok
SRCAS-JW advised SRCAS will call C the day before as a reminder on 10-24-18-Wednesday and then the day after the appointment on 10-26-18
C stated ok
SRCAS-JW asked if C had any additional questions
C stated no
SRAS-JW thanked C for the time to speak and reminded C of the call back on 10-24-18
Call ended mutually

Created By: Janisha Wilkerson (10/19/2018 7:58 AM)
✓ SRCAS-JW received email from C-[redacted] of returning SRCAS-JW's call
C stated on the voicemail to call C back after 12 noon EST on 10-19-18 to [redacted]

✓ **Created By: Janisha Wilkerson (10/18/2018 3:54 PM)**
SRCAS-JW sent email to FOM Scott Can Arsdale in regard to the dlr not having loaner or rental available at this time in case the dlr ends up keeping C's veh in regard to the DTS appointment- waiting on response

Created By: Janisha Wilkerson (10/18/2018 3:52 PM)
RCAS-JW called C at [redacted]
C is MARTHA ARBUCCI-mother
SRCAS-JW introduced SRCAS as the supervisor from NNA CA where the case was escalated for assistance
C stated C's daughter [redacted] is handling the case however is not at home
✓ SRCAS-JW asked if a message can be left for C's daughter to return call back to SRCAS-JW to further discuss the case
C stated yes
SRCAS-JW left SRCAS-JW's first name, contact number [redacted] and case number
SRCAS-JW advised SRCAS will be in the office for another 25 minutes however if C does not return call back in time SRCAS will call C again on 10-18-18
C thanked SRCAS-JW
Call ended mutually

Created By: Dezerick Frazier (10/18/2018 3:47 PM)
RCAS-DF placed outbound call to DTS-Javier Valdes.

✓ RCAS-DF informed DTS-JV that C wants a DTS appointment after 12/

DTS-JV stated that C is not available after 12.

DTS-JV stated that DTS-JV will provide a DTS appointment date and time

Created By: Janisha Wilkerson (10/18/2018 3:45 PM)
Update:
C is not [redacted]; C is daugher [redacted]

SRCAS-JW received voicemail from OLM Stephanie Rodriguez requesting for a call back to discuss the case [redacted]
SRCAS-JW called dlr NISSAN OF STATEN ISLAND at 718-447-3800
✓ OLM stated OLM wanted to provide information to SRCAS-JW
OLM Stephanie stated the C went online and found information of other C's concerns
OLM Stephanie asked if OLM can send information of other customers complaints to attach to C's file
SRCAS-JW advised SRCAS would attach only C's concerns and repair orders however SRCAS would not attach other C's complaints and concerns with their vehs to the current C's case
OLM Stephanie stated OLM understands
OLM Stephanie stated OLM was trying to get C into another veh however the payments were too high
SRCAS-JW advised that SM Ryan has been contacted by SRCAS and is aware that DTS Javier will be coming to the dlr to inspect the veh on 10-25-18 at 10AM
OLM Stephanie stated thank you for the assistance
SRCAS-JW advised C will be called at this time by SRCAS-JW to further discuss

Created By: Janisha Wilkerson (10/18/2018 3:02 PM)
✓ Correction: vehicle mileage is 6,018 NOT 64,018

C requested to be contacted anytime after 12 noon EST

Created By: Janisha Wilkerson (10/18/2018 2:59 PM)
SRCAS-JW called dlr NISSAN OF STATEN ISLAND at 718-447-3800 spoke to SM Ryan Carreon in regard to C's veh concerns
SRCAS-JW asked if the dlr reprogrammed or replaced a part as per the TBS for FEB concerns
SM Ryan stated there was no information for the year model 2017 veh in regard to FEB concerns
SM Ryan stated in regard to C's back up concern, the veh does not have the feature for the rear sonar for when C backs up there will be a beep
SM Ryan stated the veh only has moving object and parking assist on the veh
✓ SRCAS-JW asked about C's radio concerns
SM Ryan stated the dlr updated the navigation software and found no other concerns to address after installation
SRCAS-JW asked for the repair order information
SM Ryan stated the repair order number was 64613
SM Ryan stated the mileage was 64,081
SM Ryan stated the open date of 10-9-18 and RO still open however the C picked up the veh 10-10-18
SRCAS-JW advised of DTS Javier Valdez coming to the dlr to inspect the veh on 10-25-18 at 10:00 AM and to have the head technician and loaner available if needed
SM Ryan stated the dlr may not have any rentals available due to all vehs are out with other C's at this time

Created By: Janisha Wilkerson (10/18/2018 2:58 PM)
SRCAS-JW called DTS Javier Valdez in regard to C's veh concerns
✓ SRCAS-JW explained the C has different concerns pertaining to volume concerns with the audio unit, veh not beeping at times when backing up, and braking concerns
DTS Javier stated there is already a DTS request in the system for C
SRCAS-JW asked if C could have an appointment after 12 noon
DTS Javier stated the latest appointment will be 10AM on 10-25-18 at NISSAN OF STATEN ISLAND

✓ **Created By: Janisha Wilkerson (10/18/2018 2:46 PM)**
Continued:
SRCAS-JW explained RCAS-DF is working on seeing if there could be a later appointment time for C and will be following up with C by 10-19-18 on Friday
C stated C doesn't want to speak to RCAS-DF again
SRCAS-JW asked what is C requesting from NNA at this time
C stated the dlr advised if C gets into the loaner the dlr cannot guarantee there is a concern
C stated the dlr advised C will will be responsible for the charges of the rental until the dlr can confirm there is a concern to address
C stated RCAS-DF offered C up to $250.00 for a reimbursement
SRCAS-JW advised SRCAS-JW understands C's frustrations
C stated the GPS needs to be updated
C stated the dlr first told C there was no update for C's radio and then the dlr finally found an update after C called NNA CA
C stated when C was backing up there was no beeps when C was close to another object such as a pole
C stated C spoke with OLM Stephanie
C stated C spoke to the owner of the dlr named Scott
C stated C was told there was another NNA dlr on
C stated C knows the veh has a lot of vehs
C stated C has been experiencing problems since the purchase of the veh
C stated the amount of money spent on the veh was extremely high at the time of purchase

C stated the dlr gave C free cargo mats
C stated C should have gotten the mats as on C's window sticker
C stated C should have gone to court and contacted the BBB
C stated C feels the veh is unsafe
SRCAS-JW advised SRCAS would like the opportunity to speak with the dlr at this time to get details of the visit as well as getting C a time and date for the inspection
C stated ok
C stated C refuses to speak with RCAS-DF due to RCAS being disrespectful and rude to C
C stated if C has to speak to RCAS-DF C will call the BBB
SRCAS-JW advised SRCAS understand C choosing to proceed as advised
SRCAS-JW advised SRCAS-JW can follow up with C after speaking with the dlr for more information at this time

Created By: Janisha Wilkerson (10/18/2018 2:44 PM)
SRCAS-JW called C at [redacted]
C is [redacted]
SRCAS-JW introduced SRCAS as the supervisor from NNA CA where the case was escalated for assistance
SRCAS-JW asked is this a good time to speak about the case
C stated yes
SRCAS-JW advised the call is recorded for training and quality purposes
SRCAS-JW confirmed C's mailing address, best contact, email address (C stated do not email C and to erase the email on file), veh model, and dealer for account verification before speaking about the case
SRCAS-JW advised SRCAS understands C spoke to RCAS-DFof the needed repairs to the veh in regard to C's concern of the veh stopping on its own
C stated there are about 8 complaints
C stated radio concerns with no volume, braking concerns of 21 pages of complaints found online about the concern, no voice command on the veh, and no beeps when backing up when close to an object
C stated the Owner Loyalty Manager at the dlr is building a case with C for C to use to show proof of C's concerns
C stated C is not the only consumer with the same concern
✓ SRCAS-JW advised SRCAS-JW is responsible for re reviewing the case to make sure the case was reviewed properly and provided the correct information and address any additional questions C may have
SRCAS-JW advised SRCAS wanted to have an opportunity to discuss C's veh concerns
C stated RCAS-DF did not return voicemails or calls back to C
C stated C is embarrassed to have RCAS-DF representing NNA
C stated RCAS-DF was rude to C and does not know how to talk to C's
C stated C no longer wants to speak to RCAS-DF
C stated RCAS-DF advised C of covering $250 for the rental
SRCAS-JW explained SM Ryan had the veh road tested and there were no concerns found however at this time a specialist will be coming to the dlr to further inspect the veh who is above the dlr level
C stated the dlr is lying
C stated the dlr did find concerns
C stated C has also been working with OLM Stephanie
C stated C knows there are beeps on the veh
C stated C also stated
SRCAS-JW explained to C SRCAS nor RCAS-DF are mechanically inclined to repair or diagnose the veh

✓ **Created By: Janisha Wilkerson (10/18/2018 1:31 PM)**
SRCAS-JW received voicemail from C on 10-18-18 requesting for a call back to discuss the case to [redacted]

Created By: Janisha Wilkerson (10/18/2018 8:53 AM)
✓ SRCAS-JW called second number on file [redacted] - received voicemail
SRCAS-JW left vmsg for C to return call including SRCAS-JW contact number 615-725-7547, hours of operation, and case number and advised of SRCAS being the supervisor calling from NNA CA where C's case was escalated for further assistance

Created By: Janisha Wilkerson (10/18/2018 8:50 AM)
✓ SRCAS-JW called C at [redacted] - received voicemail
SRCAS-JW left vmsg for C to return call including SRCAS-JW contact number 615-725-7547, hours of operation, and case number and advised of SRCAS being the supervisor calling from NNA CA where C's case was escalated for further assistance

Created By: Dezerick Frazier (10/18/2018 7:41 AM)
✓ RCAS-DF emailed DTS- Javier Valdes

RCAS-DF stated that C wants a DTS appointment after 12

Created By: Dezerick Frazier (10/17/2018 4:25 PM)
✓ RCAS-DF emailed Sm-Vinny Siddiolo.

RCAS-DF stated that C wants a DTS appointment after 12

✓ **Created By: Dezerick Frazier (10/17/2018 4:07 PM)**
RCAS-DF placed outbound call to C at [redacted]

RCAS-DF asked C if this is a good time to discuss C's VEH.

C- stated yes.

RCAS-DF advised C that this call may be monitored for training and quality purposes.

C- stated that C wants to speak to a supervisor.

RCAS-DF informed C that RCAS-DF is the point of contact for C. RCAS-DF is the regional specialist

RCAS-DF VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
RCAS-DF VERIFIED Veh Info including: VIN#, Current Mileage, Warranty & Service History
RCAS-DF CHECKED for open recalls/campaigns and found: none
RCAS-DF CHECKED for previous UNRELATED Case(s) and found: none
RCAS-DF CHECKED previous RELATED Case(s) and found: none
RCAS-DF NOTED concern is: FEB computer concern

RCAS-DF informed C that RCAS-DF is C's case manager and will be the point of contact for C.

RCAS-DF provided direct number and C's case number.

C- stated that that C has been having FEB concerns.

C- stated that the VEH stops at random times.

C- stated that the VEH does not beep when C gets close to the VEH

C asked if there a DTS date for C .

RCAS-DF informed C that RCAS-DF requested that a DTS come but RCAS-DF does not have a scheduled date and time yet .

C- stated that C was expecting a DTS appointment today.

C- stated that C wants NNA to cover the cost for a rental VEH.

RCAS-DF informed C that RCAS-DF can reimburse up to $250. RCAS-DF informed C that RCAS-DF will have to review.

C- stated that this is ridiculous.

C- stated that the dealership can duplicate the concern.

C- stated that dealership will charge C $50 a day for a rental VEH.

C- stated that C wants a DTS appointment after 12pm.

RCAS-DF informed C that RCAS-DF will request after 12 but RFAS-DF cannot make any promises.

C- stated that appointment will be after 12 .

C- stated that C read online that other customers have had FEB concerns.

C- stated that C wants to speak to a supervisor.

RCAS-DF informed C that RCAS-DF is the point of contact for C.

C- stated that C wants to speak to a supervisor.

RCAS-DF informed C that a supervisor will call C by EOB on tomorrow Thursday 10/18/18.

C- threatened to call the news, and BBB.

RCAS-DF asked C if C had any questions.

C- stated no.

RCAS-DF thanked C for allowing sometime to discuss this case

RCAS-DF advised C to have a great day.

Call ended mutually.

Created By: Cris Wilmotbrown (10/17/2018 1:21 PM) | Last Modified By: Dezerick Frazier (10/17/2018 3:38 PM)
********CASE SUMMARY**********

✓ C called into NNA CA about follow up on case

CRR-CW sending email to RCAS agent supervisor

Created By: Cris Wilmotbrown (10/17/2018 1:18 PM) | Last Modified By: Dezerick Frazier (10/17/2018 3:37 PM)
CRR-CW VERIFIED Account Info including: C's name, email, home address, phone#
CRR-CW VERIFIED VEH Info including: VIN# Service, Warranty
CRR-CW CHECKED for open recalls/campaigns and found: 0
CRR-CW CHECKED for previous UNRELATED Case(s) and found: 0
CRR-CW CHECKED previous RELATED Case(s) and found:
CRR-CW NOTED concern is: Follow up on case
CRR-CW received call from: Daughter of [redacted]
C called NNA CA regarding: Follow up on case

C called into to CA about a follow up on case: [redacted]
C has been waiting for a call back from RCAS agent, from Friday 12th
C feels that the RCAS agent is not handling that case properly
C wants to have the case dealt with a by different agent
C also stated that DLR is just waiting on the sale tech from NNA to come and look at VEH
✓ C was offered a rental VEH but C declined and is still driving the defective VEH
C stated that C is totally frustrated and that NNA should treat the customer much better

CRR-CW apologized for all the inconvenience that C has been experiencing
CRR-CW told C that all the information given will be documented and case will escalated
CRR-CW also stated that an email will be sent to the RCAS agent's supervisor advising about this phone call
CRR-CW also advised C that contact will be made by the end of day: 18th October 2018

C understood all the information given

CRR-CW asked C if there was any assistance further required

C stated no

CRR-CW provided C with case number, agent ID
Best# [redacted]
Call ended mutually

Created By: Betty Tilahun (10/12/2018 12:46 PM) | Last Modified By: Dezerick Frazier (10/17/2018 3:37 PM)
CRR-BT VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number
CRR-BT VERIFIED VEH Information including: VIN #, Current Mileage
CRR-BT CHECKED for open recalls/campaigns and found: none
CRR-BT CHECKED for previous UNRELATED Case(s) and found: none
CRR-BT CHECKED previous RELATED Case(s) and found: none
CRR-BT NOTED concern is: RCAS contact

CRR-BT received inbound call from C

C gave CRR-BT case#
C verified the account

C stated that C was contacted by RCAS
C stated that C contacted RCAS but can't get a hold of him
✓ C stated that the VEH is still at the DLRSH and C can't get a loaner VEH
C stated that C's best time of contact is after 1pm

CRR-BT informed C that an internal message will be sent to RCAS and C will be contacted

C understood and appreciated the assistance

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

C declined
C understood

CRR-BT provided C with agent ID [redacted] and case number [redacted]
CRR-BT noting C's best contact number is [redacted]

Call ended mutually

Created By: Dezerick Frazier (10/12/2018 11:17 AM)
RCADS-DF placed outbound call to C at [redacted]

RCAS-DF asked C if this is a good time to discuss C's case.

C- stated no .

✓ C asked for RCAS-DF number.

RCAS-DF advised C that this call may be monitored for training and quality purposes
RCAS-DF provided direct number.
RCAS-DF informed C that RCAS-DF is requesting that DTS come look at the VEH

RCAS-DF set a follow up date for Wednesday 10/17/18

Created By: Dezerick Frazier (10/12/2018 11:11 AM)
RCAS-DF placed outbound call to C at [redacted]

RCAS-DF left a VMX for C.

✓ RCAS-DF provided direct number and C's case number.

RCAS-DF informed C that RCAS-DF is requesting that DTS come look at the VEH

RCAS-DF set a follow up date for Wednesday 10/17/18

✓ **Created By: Dezerick Frazier (10/12/2018 11:07 AM) | Last Modified By: Dezerick Frazier (10/12/2018 11:08 AM)**
RCAS-DF placed outbound call to Nissan of Staten Island.

RCAS-DF spoke with service manager Ryan Carreon.

RCAS-DF asked for a update on C's VEH.

SM-RC stated that the dealership road tested the VEH. The dealership is road tested VEH and did not see anything regarding a FEB concern

SM-RC stated that SM-RC recommends a DTS.

RCAS-DF stated ok

Call ended mutually

Created By: Dezerick Frazier (10/12/2018 11:04 AM)
RCAS-DF placed outbound call to Nissan of Staten Island.

RCAS-DF spoke with service manager Ryan Carreon.

RCAS-DF asked for a update on C's VEH.

✓ SM-RC stated that the dealership road tested the VEH. The dealership is road tested VEH and did not see anything.

SM-RC stated that SM-RC recommends a DTS.

RCAS-DF stated ok

Call ended mutually
SM-RC

Created By: Christina Salutari (10/11/2018 1:31 PM) | Last Modified By: Dezerick Frazier (10/12/2018 10:49 AM)
*** CASE SUMMARY ***
✓ C contacted NNA regarding multiple VEH concerns
CRR-CS forwarding case to RCAS for further review

Best Contact #[redacted]

Created By: Christina Salutari (10/11/2018 1:31 PM) | Last Modified By: Dezerick Frazier (10/12/2018 10:49 AM)
CRR-CS VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-CS VERIFIED VEH Info including: VIN#, Current Mileage
CRR-CS CHECKED for open recalls/campaigns and found: 0
CRR-CS CHECKED for previous UNRELATED Case(s) and found: 0
CRR-CS CHECKED for previous RELATED Case(s) and found: 0
CRR-CS NOTED concern is: MULTIPLE VEH CONCERNS – COMPUTER CONCERN
CRR-CS received inbound call from C's daughter[redacted] who will now be referred to as C

C stated VEH is currently in service
C stated according to window sticker and NISSAN OF STATEN ISLAND, VEH is equipped with backup camera
C stated it is supposed to beep when in proximity of hitting something
C stated VEH is having issues which has C believing there is a computer issue with VEH
C stated there is a kick under trunk which sometimes works and sometimes doesn't
C stated VEH doesn't always beep when backing up
C stated VEH has XM radio which decides to occasionally go out
C stated C will play music on phone and turn volume all the way up and there will be no sound
C stated Bluetooth doesn't always work
C stated C cannot respond to hands free text messages
C stated there emerging braking system will shut VEH off unexpectedly when there is nothing around at the time
C stated VEH has been at service department for 3 days now
C stated no one knows what the issue is
C stated VEH used to have features function correctly and now they aren't
C stated DLR is not finding anything
C stated C cannot safely remove shop knowing there is a computer issue in VEH
C stated C is not putting C's life or mother's life in danger
C stated C believes the GPS needs to be updated and was informed there is not update
✓ C stated C will leave VEH at DLRSHP as long as it takes to get to the bottom of the issues
C stated C was told there are no rental VEH available due to recall VEHS on eligibility list
C stated C will go to Enterprise and will have DLR refund C
C stated C wants VEH to work at the capacity the window sticker says VEH should
C stated C feels like DLR took advantage of C and mother
C stated C went to BBB and started a case
C stated C will make sure VEH is repaired to C's standards
C stated if VEH is not repaired to C's standards, C will be taking Nissan to court

CRR-CS apologized for any inconvenience and thanked C for bringing concerns to NNA's attention
CRR-CS asked who C has been working with at DLRSHP

C stated C spoke with parts manager and service manager
C stated SA is Hazel who has been great
C stated C feels at this time Nissan should be covering rental VEH for C

CRR-CS stated a Regional Consumer Affairs Specialist will review the case and contact C regarding concern before end of business day 10/12/2018

C understood and accepted

CRR-CS offered further assistance

C declined

CRR-CS provided C with Case #[redacted] and Agent ID #[redacted]
CRR-CS thanked C for contacting Nissan

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	10/11/2018	YX	AD	[redacted]	OA
	[redacted]	AUDIO/VIDEO/NAVI	MONITOR, REAR	POOR OR IMPROPER OPERATION	13	10/11/2018	YX	AA	[redacted]	OA
	[redacted]	AUDIO/VIDEO/NAVI	Bluetooth	POOR OR IMPROPER OPERATION	QA	11/5/2018	YX	AA	[redacted]	OA

Forms

Forms Help

No records to display

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [47] | Case Categorizations [1] | Forms [1]

Case Detail

Reopen Case | Clone Closed Case

Number of open vehicle campaigns = 1

Account Name	[redacted]	Case Owner	[redacted] Zachary Adams
Contact Email	[redacted]	Type	15
Home Phone	[redacted]	Case Origin	Data Load
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	11/14/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/11/2018 7:43 PM
Social Media Involvement		Date/Time Closed	11/14/2018 9:14 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Customer has an FEB/DLR concern		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	SOUTH SHORE NISSAN
# Vehicles Owned	4	Previous Repair Date	11/13/2018
Vehicle Purchased	New	Previous Repair Location	SOUTH SHORE NISSAN
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	4,689	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	10/23/2018
IIR Date		RHR Completed	10/25/2018
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	5N1AT2MV0JC[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22218	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	SOUTH SHORE 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	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	[redacted]
		Mobile Phone	
		Email	[redacted]
		Alternate Email	

Verbatims

Alert Trigger Verbatim	B2490Z, Brake Operation - Other/None of the above, DF Problem is in the 'Emergency Brake' system. I park in an underground garage and when I am driving up the inclines, the brakes automatically kick in. This has happened twice. Once, the car in front of me almost slammed into my rear. The next time, I jammed my hand into the steering wheel, which hurt for a week. Service told me that this auto braking cannot be fixed or turned off. I must turn it off manually each time I start the car. UNACCEPTABLE!!!
Survey Verbatim	NPS Reasons It would be 10, but I would advise them to select a model without the DANGEROUS Emergency Braking.
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: 5N1AT2MV0J[redacted]	Root Cause	
Created By	FFETL, 10/11/2018 7:43 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/8/2018 10:07 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	566		
Action Code	NT1A		
What action was taken?	1A Repaired – Under Warranty		

Agent Comments

Agent Comments	FU 11/14, LVM, verify C's concern resolved
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
11/14/2018 9:14 AM	Vance Walden	Changed **Status** from Open to **Closed**.
		Closed.
11/14/2018 9:11 AM	Vance Walden	Changed **Case Owner** from Vance Walden to **Zachary Adams**.
11/12/2018 3:36 PM	Vance Walden	Changed **Follow Up Date** from 11/12/2018 to **11/14/2018**.
11/5/2018 3:11 PM	Vance Walden	Changed **Case Owner** from Zachary Adams to **Vance Walden**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Zachary Adams (11/20/2018 7:13 AM) *** [Added after the case is closed.] *** TCS-Zachary Adams notes VMX from C @[redacted] on 11/5/2018 8:06 AM requesting call back at same number. TCS notes TCS-ZA was OOO and no call back at this time due to case closure by TCS-VW while OOO.
✓	**Created By: Vance Walden (11/14/2018 9:16 AM)** *** [Added after the case is closed.] *** TCS-VW further discuss closing code with TL-PN TL advised TCS close under "Information" as there is no other applicable closing root cause.
✓	**Created By: Vance Walden (11/14/2018 9:11 AM)** ********** CASE SUMMARY ********** • Customer Concern: C contacted NNA CA regarding Vehicle concerns with FEB operation. • Agent actions: TCS-ZA reviewed for IIR and RHR, and coordinated VEH diagnosis. • Customer purchased Vehicle: New • Current mileage: 4,689 • OOW Basic 0 months/0 miles, Power Train 0 months/0 miles • VSC: None • Last service visit: 11/13/2018 • Previous owned VEH: None • Total cost of repair: N/A TCS-ZA asked IRR questions and C provided IRR answers. ARBS-DM notes to TCS: please followup with C to verify if C has decided to bring the veh in for a diagnosis. ARBS-RP notes after careful review: NNA is not in a position to repurchase/replace the vehicle at this time, as the vehicle has not been subjected to any repairs within the terms of the warranty. SM-Jimmy Lennon stated that Tech completed update, and C left. TCS-VW asked if C has noticed any improvement in C's VEH operation. C stated that C does not know if there is any improvement, and stated C is going to go out and test to verify the FEB is working. C stated that C will just continue to turn off the FEW whenever C remembers. C stated that there were VEH at the DLR that had concerns of stopping on rail road tracks due to this concern. TCS advised the update completed on C's VEH is related to helping to alleviate C's concern and the railroad concern as well. C stated will just have to wait until C is rear ended or goes through the windshield to sue NIS since NIS will not remove the system or give C another VEH without that feature. ********** STATEMENT OF DECISION ********** TCS-VW asked if there was any further assistance TCS could provide. C asked TCS is going to assist C to resolve C's concern. TCS advised that the recommended repair has been performed to C's VEH at this time.

C stated will contact NIS back when C is ready to sue NIS.
TCS is closing case as no further assistance can be offered at this time.

Created By: Vance Walden (11/14/2018 8:54 AM)
TCS-VW contacted C[redacted]
TCS advised received update from SM-Jimmy that DLR was able to complete update to C's VEH.
TCS asked if C has noticed any improvement in C's VEH operation.

C stated that C does not know if there is any improvement, and stated C is going to go out and test to verify the FEB is working.
C stated that SM previously advised does not know if update will resolve any concerns or not.
C stated that NIS clearly does not care that C could be involved in an VEH incident.
C stated that C will just continue to turn off the FEW whenever C remembers.
C stated the only reason this feature is on C's VEH is due to the idiot drivers that are breaking the law and texting while driving.

C stated that there were VEH at the DLR that had concerns of stopping on rail road tracks due to this concern.
✓ TCS advised the update completed on C's VEH is related to helping to alleviate C's concern and the railroad concern as well.
C stated will just have to wait until C is rear ended or goes through the windshield to sue NIS since NIS will not remove the system or give C another VEH without that feature.

TCS apologized for the inconvenience and asked if there was any further assistance TCS could provide.
C stated wants C's case taken to highest levels to be reviewed.
TCS advised that TCS is within the executive offices, and advised C's case has been reviewed.
C asked TCS is going to assist C to resolve C's concern.
TCS advised that the recommended repair has been performed to C's VEH at this time.
C stated so then TCS is not going to assist C.

C stated will contact NIS back when C is ready to sue NIS.
TCS acknowledged.

Call ended mutually

Created By: Vance Walden (11/12/2018 3:36 PM)
TCS-VW contacted [redacted]
✓ TCS left VMX advising C that TCS has received update from SM-Jimmy that DLR performed software update to C's VEH.
TCS advised would like to allow C a few more days to drive C's VEH to verify if C notices any improvement in C's VEH operation.
TCS advised C to contact TCS back @ 6152234668 if C has any questions.
TCS advised C that TCS would follow up Wednesday 11/14 to further discuss C's case.

Created By: Vance Walden (11/12/2018 8:58 AM)
TCS-VW contacted SM-Jimmy Lennon @ (516) 799-2800 South Shore Nissan
TCS asked for update on C's appointment from Friday 11/9.

SM stated had to keep a SA and Tech later beyond service hours because C cannot get in to DLR during normal service hours.
SM stated that SA advised Tech could do a reprogram and would have to wait 15-20min to reprogram.
SM stated that C became upset stating that C cannot wait that long and became irate in the waiting area.
✓ SM stated that C demanded for a loaner VEH, but advised that DLR cannot provide a loaner VEH for a reprogramming that is only going to take 15-20min.

SM stated that Tech completed update, and C left.
SM stated is frustrated that DLR went above and beyond for C by staying over to accommodate C, and feels that C is going bash DLR on the survey.
TCS apologized for inconvenience, and advised that TCS does appreciate the level of service DLR was providing to C.
TCS advised would further discuss C's concerns with C and move forward with C's case.
SM acknowledged.

Call ended mutually

Created By: Vance Walden (11/5/2018 2:25 PM)
TCS-VW contacted [redacted]
TCS advised is following up with C on TCS-ZA behalf due to being OOO.
TCS advised after further of C's case, NNA is not currently in a position to offer repurchase/replacement of C's VEH.
TCS advised does see that C has a diagnosis appointment set for Friday 11/9, and asked if C would still be able to make the appointment.

C advised yes that C is still going to the appointment.
TCS understood and advised if there is any repairs completed to C's VEH that TCS can review RHR again for C.
C stated C knows what's going to happen at the diagnosis, and the DLR is just going to tell C the VEH is operating as designed and there is no concern with C's VEH.
✓

C stated wants it noted for the record that C is involved in any kind of VEH incident that NNA is going to pay for the damages.
C stated that this feature should be optional for C to turn it on or off, and has to turn it off every single time C gets in to the VEH.
C stated it is so dangerous for the people that know how to drive, and is safety feature for those that don't know how to drive.
C stated if NIS will not permanently turn off this feature that C will never purchase another NIS VEH.

TCS apologized for inconvenience and advised would follow up with C Monday 11/12 after C's 11/9 appointment to further discuss C's case.
C understood.

Call ended mutually

✓ **Created By: Zachary Adams (11/2/2018 12:13 PM)**
TCS-Zachary Adams notes VMX from C @[redacted] on 11/2/2018 10:49 AM requesting call back on C's mobile device if TCS can call right back in a couple minutes but going into meetings and otherwise next call would need to be late evening today or Monday @[redacted].

✓ **Created By: Zachary Adams (11/2/2018 9:11 AM)**
TCS-Zachary Adams notes unable to contact C email sent.

✓ **Created By: Zachary Adams (11/2/2018 9:11 AM)**
TCS-Zachary Adams placed outbound call to C's spouse [redacted] hereby referred to as C @[redacted] and left VMX with case number, direct line and request for call back as RHR decision reached.

✓ **Created By: Zachary Adams (11/2/2018 7:54 AM)**
TCS-Zachary Adams notes email from Correspondence-Keyahanna Alexander:

RHR letter sent.

✓ **Created By: Zachary Adams (11/1/2018 10:43 AM)**
TCS-Zachary Adams placed outbound call to C's spouse [redacted] hereby referred to as C @[redacted] and left VMX with case number, direct line and request for call back as RHR decision reached.

✓ **Created By: Zachary Adams (11/1/2018 10:40 AM)**
TCS-Zachary Adams notes submitted RHR letter request to correspondence.

Created By: Robert Peterson (11/1/2018 10:30 AM)
ARBS-RP notes after careful review: NNA is not in a position to repurchase/replace the vehicle at this time, as the vehicle has not been subjected to any repairs within the terms of the warranty.

NNA will continue to honor the terms and conditions of the New Vehicle Limited Warranty.

Created By: Robert Peterson (11/1/2018 10:30 AM)
ARBS-RP reviewing case per RHR task, noting no repair orders on file yet.

ARBS-RP notes C has expressed dissatisfaction with operation of the FEB system within a certain parking garage which C frequents.

ARBS-RP notes vehicle appears to be performing normally... no evidence yet to the contrary.

ARBS-RP notes C has a service appointment scheduled apparently for 11/08/2018 for DLR to examine the Veh and possibly reprogram the FEB system due to updated software available.

Created By: Zachary Adams (10/30/2018 3:00 PM)
TCS-Zachary Adams placed outbound call to C's spouse [redacted] hereby referred to as C @[redacted].

✓ TCS confirmed RHR still under review and that SM-Jimmy Lennon confirmed 11/08/2018 around 5:30-6:00 PM for drop off so that 11/09/2018 for a diagnosis and that 1 day loaner should not be a problem.

C stated great please follow up next with C on 11/5.

Call ended mutually.

✓ **Created By: Zachary Adams (10/30/2018 2:54 PM)**
TCS-Zachary Adams notes VMX from C @[redacted] requesting call back but does not specify number.

✓ **Created By: Zachary Adams (10/30/2018 12:59 PM)**
TCS-Zachary Adams notes unable to contact C email sent.

✓ **Created By: Zachary Adams (10/30/2018 12:57 PM)**
TCS-Zachary Adams placed outbound call to C's spouse [redacted] hereby referred to as C @[redacted] and left VMX with case number, direct line and request for call back.

✓ **Created By: Zachary Adams (10/29/2018 10:49 AM)**
TCS-Zachary Adams placed outbound call to C's spouse [redacted] hereby referred to as C @ [redacted] and left VMX with case number, direct line and request for call back.

Created By: Nicki Barror (10/25/2018 2:37 PM)
DRTS received the RHR. The RHR was assigned to ARBS Rob Peterson for review

✓ **Created By: Zachary Adams (10/25/2018 2:34 PM)**
TCS-Zachary Adams notes submitted RHR for review.

✓ **Created By: Zachary Adams (10/24/2018 9:31 AM)**
TCS-Zachary Adams notes email from TL-Paula Neal:

TL-PN notes that communication from TL-ARBS-Chad Alsup advised to proceed with RHR.

Created By: Zachary Adams (10/24/2018 8:43 AM)
TCS-Zachary Adams placed outbound call to South Shore Nissan@ (516) 799-2800 and asked to speak with SM-Jimmy Lennon.

TCS explained C's availability and C's concern of FEB operation is parking garage on ramps.

✓ SM stated 11/08/2018 around 5:30-6:00 PM for drop off so that 11/09/2018 for a diagnosis.

SM stated that is fine and 1 day loaner not a problem.

Call ended mutually.

✓ **Created By: Zachary Adams (10/24/2018 8:33 AM)**
TCS-Zachary Adams notes email sent to TL-Paula Neal requesting review of case with ARBS to see if RHR necessary as no RO to review but PDI.

Created By: Zachary Adams (10/23/2018 9:43 AM)
TCS-Zachary Adams placed outbound call to C's spouse [redacted] hereby referred to as C @ [redacted]
TCS verified C's name; that now was a good time to discuss C's case.
C stated yes.
TCS notes saw conversation between ARBS-Dakota McGregor and confirmed with C that TCS to work with C from this point forward.
TCS asked if C willing to take VEH to Nissan DLR for official diagnosis of FEB concern?
C stated yes C is willing.
C stated is scared of the VEH.

TCS apologized and empathized with C.
TCS explained RHR to C.
TCS explained further that RHR takes 10 business days to review and C would get regular follow up from TCS until decision reached.
TCS explained that RHR was not a guarantee of repurchase or replacement of C's VEH but a review and was based on the repair history of the VEH.

C stated yes C wants RHR.
TCS asked the following RHR questions and C provided answers:
✓ Why do you want to return the vehicle to Nissan North America? C feels FEB is dangerous and likely to cause an accident and the more C has researched has discovered C's friends have also had concern with FEB stopping over rail road tracks on Long Island, NY too.
Where is the vehicle currently? C stated place of business parking garage outlined in IRR.
Are you currently in a rental vehicle? No.
Where was the vehicle purchased? SOUTH SHORE NISSAN.
Was the vehicle purchased new or used? New.
If used, when was the vehicle purchased? N/A.
Where is the vehicle serviced? SOUTH SHORE NISSAN.
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers. C stated no just SOUTH SHORE NISSAN.

TCS asked what DLR C would like to go to for official diagnosis and when?
C stated SOUTH SHORE NISSAN and could drop the VEH off 11/08/2018 around 5:30-6:00 PM for a 11/09/2018 official diagnosis of FEB concern but must have a loaner.

TCS stated pleased to call DLR for C and see if loaner could be provided.
TCS notes review of schedules with C and confirmed next follow up 10/29/2018.

Call ended mutually.

✓ **Created By: Dakota McGregor (10/18/2018 10:48 AM)**
****ARBS transferring case to TCS for further handling****
ARBS notes to TCS: please followup with C to verify if C has decided to bring the veh in for a diagnosis
If C will proceed with diagnosis, please work with DLR to verify that Cs veh is diagnosed

Created By: Dakota McGregor (10/18/2018 10:45 AM)
IIR- FEB- EST

✓ **Created By: Dakota McGregor (10/18/2018 10:45 AM)**
ARBS received inbound from Cs wife
ARBS verified C had time to speak to ARBS
ARBS verified and completed partial probe

C states that concern with FEB automatically braking with nothing in front of C has happened 2x
C states when C comes up the ramp to leave the parking lot
C states that parking lot is on an incline
C states that believes the veh sensed the incline and stopped
C states that the first time a veh was behind C, and this scared C even though other veh did not hit Cs veh
C states that second time C was holding on to the steering wheel
C states that hand jammed in the steering wheel
C states C did not seek medical attention or go to the doctor
C states that someone C works with has same concern in the veh
C states this is Cs fourth Nissan
C states that C has been afraid of driving due to Cs FEB concerns
C states that C has been turning off the FEB every time C starts the veh
C states that called the DLR and spoke to service
C states that C is seeking to turn the system off permanently
C states that C spoke to Jimmy a Service Adviser
C states Jimmy informed that may be able to reprogram the system, but will not be able to turn off the system permanently
C states that Jimmy or CRR-Shelley from CA [redacted] informed C that reprogram would not assist and would not help C with Cs concerns
C states that DLR referred C to contact CA

ARBS informed that Nissan does work with the National Highway Traffic Safety Administration to report any injuries incurred in a Nissan veh
ARBS inquired if C would like to fill out a customer incident report

C informed that C was not injured this time, and C thinks that Nissan should be focusing on fixing the problem at hand than offering a report about injuries especially before an injury does occur

ARBS advised that presently there is not an option to permanently turn off the FEB system
ARBS explained that is unaware why CRR or SA would not advise C to bring the veh in for a diagnosis
ARBS informed that Nissan's position on Cs case would be for C to provide the veh at a Nissan authorized DLR for diagnosis
ARBS explained that notes from CRR/RCAS indicate that CRR/RCAS was only informing C that is unable to turn off the FEB system permanently
ARBS inquired if C is sure that DLR or CRR was not only informing C that is unable to turn off the FEB system permanently
C states C is unsure
C states C does remember DLR did inform C that C could bring the veh in for diag
C states C will check with DLR
ARBS offered to provide C other DLRs in Cs area if C would like
C states no
C states C likes one of the reps from South Shore Nissan
ARBS understood
ARBS informed that would like to have TCS/RCAS follow up with C if C is planning on having a diagnosis
C states C really needs a loaner veh
ARBS referred C to DLR mainly regarding this request, ARBS informed TCS/RCAS may have further info regarding this
C understood
C states C has to use veh for Cs job
C and ARBS agreed on followup from TCS/RCAS with C on 10/23
ARBS offered further assistance
C inquired if any Nissan vehicles come with Blind spot warning and not AEB
ARBS referred C to Sales department and Nissanusa.com website
ARBS apologized that is unable to assist with this request
C understood and states is fine
ARBS thanked C for time and for information

C thanked ARBS
Call ended mutually

Created By: Dakota McGregor (10/18/2018 9:13 AM)
[redacted] ARBS placed outbound to C
ARBS left vmx requesting callback
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 (10/18/2018 9:12 AM)
ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE
****

Created By: Samantha Dixon (10/17/2018 2:31 PM)
Quality Connection Hot Alert

✓ Created By: Zachary Adams (10/17/2018 8:21 AM)
TCS-Zachary Adams notes VMX from C @[redacted] saying no need for call back will try to call TCS tomorrow during office hours.

TCS notes VMX from 10/16/2018 3:31 PM prior to TCS outbound call back to C 10/17/2018 7:56 AM

✓ Created By: Zachary Adams (10/17/2018 7:58 AM)
TCS-Zachary Adams notes submitted IRR.

Created By: Zachary Adams (10/17/2018 7:56 AM)
TCS-Zachary Adams placed outbound call to C's spouse [redacted] hereby referred to as C @[redacted] and confirmed as best contact number.
TCS verified C's name; that now was a good time to discuss C's case, C's mailing address, C's email address and the year make and model of VEH.

TCS stated wanted to take a minute at the beginning of the call to explain TCS purpose for contacting C today.

TCS stated: Calling on behalf of the Nissan and/or Infiniti Engineering offices regarding C's recent survey response of VEH concern and trying to gather a little more information about C's answers.

C stated ok willing to further discuss with TCS.

TCS notes year and model of VEH: C stated 2018 Rogue
TCS VERIFIED VEH Info including: Current Mileage: 3,000
TCS CHECKED for open recalls/campaigns and found: 0

✓ TCS asked C to elaborate on C's concern.
C stated 10-15 MPH is average speed with unexpected FEB occurs.
C stated hand has been injured due to unexpected FEB in C's work parking garage.
C wished VEH didn't have FEB.
TCS Apologized and empathized with C.
TCS stated If you have a few minutes, I will need to open a Case and obtain some preliminary information from you.
C stated yes.

TCS asked IRR questions and C provided IRR answers.

TCS stated Thank you for the information. A Nissan 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 stated yes.
Call ended mutually.

✓ Created By: Zachary Adams (10/17/2018 7:24 AM)
TCS-Zachary Adams notes VMX from C@[redacted] saying this is also a good number to try for C's wife and TCS can try and call back this number.

✓ Created By: Zachary Adams (10/16/2018 3:25 PM)
TCS-Zachary Adams placed outbound call to C @[redacted] and left VMX with case number, direct line and request for call back.

✓ Created By: Zachary Adams (10/16/2018 3:23 PM)
TCS-Zachary Adams placed outbound call to C @[redacted] and notes C answered and stated would TCS please call C's wife Joan Ricci as spouse is primary driver and has most experience with VEH and number is[redacted]

✓ Created By: Zachary Adams (10/16/2018 3:20 PM)
TCS-Zachary Adams placed outbound call to C @[redacted] and left VMX with case number, direct line and request for call back.

✓ Created By: Zachary Adams (10/15/2018 9:51 AM)
TCS-Zachary Adams placed outbound call to C @[redacted] and left VMX with case number, direct line and request for call back.

✓ Created By: Zachary Adams (10/15/2018 9:48 AM)
TCS-Zachary Adams placed outbound call to C @[redacted] and left VMX with case number, direct line and request for call back.

TCS notes more info needed-survey email sent.

✓ Created By: Zachary Adams (10/15/2018 9:45 AM)
TCS-Zachary Adams notes email from SM-James Lennon:

Understood, and would be pleased to diagnose VEH for C.

Created By: Zachary Adams (10/12/2018 12:34 PM)
TCS-Zachary Adams notes email to SM-Jimmy Lennon that CC'd TL-Paula Neal:

✓ Over the next 2-3 business days TCS will attempt to reach out to this customer to refer to dealer for official diagnosis of the following concerns:
-Under category of brake operation customer advised that problem is the FEB system and that C parks in a parking garage and when C drives up the inclines it causes unexpected FEB operation and this has happened multiple times and C has even injured hand against steering wheel due to sudden stop.

Please reply back to this email to verify dealer received.

✓ Created By: Zachary Adams (10/12/2018 12:30 PM)
TCS-Zachary Adams placed outbound call to South Shore Nissan@ (516) 799-2800 and asked to speak with SM-Jimmy Lennon but not available so left VMX with C name, case number, TCS name and that email to follow and request that SM reply to email.

✓ Created By: Zachary Adams (10/12/2018 12:25 PM)
TCS-Zachary Adams notes email from TL-Paula Neal to keep case and work as RCAS never contacted DLR or advised C to go to DLR.

✓ Created By: Zachary Adams (10/12/2018 10:31 AM)
TCS-Zachary Adams notes email to TL-Paula Neal to review case as recent CA case closed for related concern on file for VIN.

✓ Created By: Zachary Adams (10/12/2018 10:24 AM)
TCS-Zachary Adams notes unable to datanet as DLR portal not enabled.

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	10/17/2018	YX	AV	[redacted]	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Zachary Adams, 10/17/2018 7:48 AM	10/17/2018

Back To Top

Always show me more records per related list

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [19] | Case Categorizations [1] | Forms [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	Tondia Joseph
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	10/26/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/13/2018 4:27 PM
Social Media Involvement		Date/Time Closed	10/26/2018 7:37 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 stated wants NNA to replace VEH due to multiple repairs.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	NISSAN OF WESTBURY
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	15,000	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	0	RHR Started	10/17/2018
IIR Date		RHR Completed	10/19/2018
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN8AT2MV3JW[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22218	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	Service Dept. Review
Shared With		Requested Dealer Action	Please review case.

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

[redacted]

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: JN8AT2MV3J[redacted]	Root Cause	
Created By	Josh Wall, 10/13/2018 4:27 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 12/8/2018 10:08 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	585		
Action Code	NT8H		
What action was taken?	8H Referred Customer to Dealer/Retailer		

Agent Comments

Agent Comments	RHR denial
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
10/26/2018 7:37 AM	Hanah Vanderlaan	Changed **Status** from Open to **Closed**.
		Closed.
10/26/2018 7:34 AM	Hanah Vanderlaan	Changed **Case Owner** from Hanah Vanderlaan to **Tondia Joseph**.
10/25/2018 8:23 AM	Hanah Vanderlaan	Changed **Follow Up Date** from 10/25/2018 to **10/26/2018**.
10/22/2018 5:07 PM	Megan King	Changed **Escalated By ID** from [redacted].

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Hanah Vanderlaan (10/26/2018 7:36 AM) RCAS-HV is closing Case as no further assistance can be offered at this time.
✓	***CASE SUMMARY*** C contacted Nissan CA requesting assistance with RHR. ***STATEMENT OF DECISION*** RCAS-HV advised C Nissan has created a case to document C's concern, and this case will remain in NNA's system. RCAS-HV reviewed to see if NNA would not be in a position to repurchase VEH
	Created By: Hanah Vanderlaan (10/26/2018 7:33 AM) RCAS_HV placed outbound call to C at [redacted] and advised call may be recorded for quality and training C stated that C brought VEH to shop and VEH stopped in road C stated C doesn't want to bring VEH to the shop anymore C stated that the problem does not have C stated that C is really getting frustrated RCAS-HV advised that RCAS did look into C's request for repurchase and at this time NNA is not in the position to assist with replacement or repurchase. RCAS-HV advised However, NNA will continue to honor the terms and conditions of all applicable warranties. RCAS-HV advised that will also be receiving a denial letter via mail.
✓	(If within warranty) RCAS-HV advised that if C is not satisfied C has the right to the Better Business Bureau. RCAS-HV advised that a denial letter will also be sent providing the BBB information. RCAS-HV gave C the BBB Auto line #: 1-800-955-5100 C stated how is C going to have to drive the VEH if C feels unsafe RCAS-HV stated that if C feels unsafe then C can bring VEH to DLR for repairs C stated that C is not going to do that C stated that C will call BBB RCAS-Hv understood RCAS-HV offered further assistance C declined Call ended mutually
✓	**Created By: Hanah Vanderlaan (10/25/2018 8:23 AM)** RCAS-HV placed outbound call to C at [redacted] and left VMX with name case number direct number and follow up for 10.26.
	Created By: Courtney Smith (10/25/2018 8:08 AM) ARBS reviewed the repair history and 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 that would substantially impair this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.
	Created By: Courtney Smith (10/25/2018 8:08 AM) ARBS notes the following INITIAL RHR Review & Summary: 4/11/2018 @ 9,845 miles RO#[redacted].1 day down

Issue:
1. C/s noise from front of vehicle when heat/ac on
Action:
1. Leaves stuck in blower motor.

10/10/2018 @ 15,828 miles RO# [redacted] .1 day down
Issue:
1. C/s car braking by itself
Action:
1. Found FEB active. Reprogrammed Laser Distance Sensor and Reprogrammed ICC/ADAS Unit.

2 days down
State: NY
In service date: 12/2/2017
Miles: 15,828

1 visit related to noise in the front of the veh when AC is on
1 repair related to veh braking by itself

No Vehicle Campaigns
No Warranty Cases
No Additional Cases
No Techline Cases
No Vehicle Service Contracts
No DTS Services

Created By: Timirra Gaither (10/22/2018 4:11 PM)
CRT-TG made outbound call to C[redacted].
CRT-TG ADVISED "This call may be recorded for quality and training purposes."

CRT-TG stated at this time CRT is still reviewing information.
✓ C stated C's wife does not feel safe because wife is 6 months pregnant.
C stated when wife is breaking belly hits wheel.
CRT-TG stated will document in case.

CRT-TG stated will follow back up 10/25.

Call ended abruptly.

Created By: Nicki Barror (10/22/2018 7:55 AM)
DRTS received the RHR. The RHR was assigned to ARBS Courtney Smith for review.

✓ **Created By: Timirra Gaither (10/19/2018 4:00 PM)**
CRT-TG submitted RHR.

Created By: Timirra Gaither (10/19/2018 3:52 PM)
CRT-TG made outbound call to NISSAN OF WESTBURY @516-935-1812.
CRT-TG spoke with SA-Sheldon R.

CRT-TG gave last 6 of VEH identification number.
✓ CRT-TG stated back on 8/28/2018 was the VEH down at the DLR for 10 days. SA-SR stated yes.
SA-AR stated VEH was there for inspection.

CRT-TG thanked for help.
SA-AR stated no problem.

Call ended mutually.

✓ **Created By: Timirra Gaither (10/17/2018 1:14 PM)**
CRT-TG sent proof of ownership email and case number/phone number email.

Created By: Timirra Gaither (10/17/2018 12:05 PM)
CRT-TG made outbound call to C[redacted].
CRT-TG VERIFIED C's name, home & email address, concern, phone.
CRT-TG VERIFIED mileage and VEH maintenance location: NISSAN OF WESTBURY/15,000
CRT-TG CHECKED for open recalls/campaigns and found: None
Previous UNRELATED Case(s) Found: none
Previous RELATED Case(s) Found: none
CRT-TG ADVISED "This call may be recorded for quality and training purposes."

CRT-TG spoke with C's partner.
C stated partner works till late and can not speak on phone while at work.

CRT-TG asked C if had time to speak about case.
C stated yes.

CRT-TG stated is C having a concern with VEH having multiple repairs.
C stated yes.
C stated is pregnant and VEH is having to many concerns.

CRT-TG stated sorry that is happening to C.
CRT-TG stated what is C seeking from NNA.
C stated would like replacement for VEH.
C stated is doing a to much.
✓ CRT-TG stated understandable.
CRT-TG stated will review for possible replacement of VEH.
CRT-TG stated will take up to 10 days.
CRT-TG stated will follow up with C every 3 days.
C stated ok.
C stated will let partner know.
CRT-TG stated is C having any concerns with VEH now.
C stated no picked back up from DLR.
CRT-TG stated ill send email with case number and phone number to CRT.
C stated ok can CRT send to her email.
CRT-TG stated yes.

CRT-TG stated hopes C has good rest of day.
C stated same.

Call ended mutually.

RHR Questions:
- Why do you want to return the vehicle to Nissan North America? C stated has had to many repairs and wants a new VEH.
- Where is the vehicle currently? VEH is with C
- Are you currently in a rental vehicle? NO
- Where was the vehicle purchased? Westbury Nissan
- Was the vehicle purchased new or used? Used
- If used, when was the vehicle purchased? 8/28/2018
- Where is the vehicle serviced? NISSAN OF WESTBURY
- Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers. NISSAN OF WESTBURY/

Created By: Timirra Gaither (10/16/2018 1:22 PM)
✓ CRT-TG placed outbound call to Customer @[redacted]
CRT-TG left a VMX informing C that C's case has been escalated to CRT-TG, provided contact information and CRT-TG office hours.
CRT-TG stated that CRT-TG will contact C again by EOB tomorrow10/17.

✓ **Created By: Timirra Gaither (10/16/2018 1:20 PM)**
CRT-TG made outbound call to C[redacted].
CRT-TG ADVISED "This call may be recorded for quality and training purposes.".

C stated is at work to call wife at [redacted]
CRT-TG stated ok.

Call ended mutually.

Created By: Timirra Gaither (10/15/2018 1:59 PM)
CRT-TG placed outbound call to Customer[redacted].
CRT-TG left a VMX informing C that C's case has been escalated to CRT-TG, provided contact information and CRT-TG office hours.
CRT-TG stated that CRT-TG will contact C again by EOB tomorrow10/16.

Created By: Timirra Gaither (10/15/2018 11:31 AM)
CRT-TG made outbound call to C at[redacted]
CRT-TG stated call is being recorded for quality and training purposes.
CRT-TG stated if C had time to speak about case.
C stated no.
C stated was notified someone would call around 5.
CRT-TG stated CRT is only in till 4:30.
CRT-TG stated is there a better time to reach C.
C stated yes at 2.
CRT-TG stated will call around 2.
C stated ok.

Call ended mutually.

Created By: Timirra Gaither (10/15/2018 11:27 AM)
CRT-TG made outbound call to NISSAN OF WESTBURY@516-935-1812 .
CRT-TG spoke with SA-Sheldon R.

CRT-TG gave last 6 of vehicle identification number.
CRT-TG stated C would like VEH repurchase or Replaced by NNA.
CRT-TG stated has C been in before for concerns with automatic emergency brake system.
SA-SR stated yes was in on 10/10/218.
CRT-TG stated were there any repairs made to the VEH at this time.
SA-SR stated yes the ICC sensor was reprogrammed for C.
CRT-TG stated was the VEH down at all during this time.
SA-SR stated no.
CRT-TG stated is VEH still at DLR.
SA-SR stated no.

CRT-TG stated thanks for the help.
SM-SR stated no problem.

Call ended mutually.

Created By: Timirra Gaither (10/15/2018 11:20 AM)
CRT-TG tried to DATANET case, DLRSHP is not set up with portal.

Created By: Josh Wall (10/13/2018 4:53 PM)
****** [CASE SUMMARY] ******

CRR-JW sending case to RCAS for assistance for Multiple repair Attempts Automatic breaking system buyback statements initiated

Created By: Josh Wall (10/13/2018 4:51 PM)
CRR-JW < VERIFIED> Account information including: C's name, home & e-mail address,
phone number & best contact number
CRR- JW VERIFIED VEH Information including: VIN #, Current Mileage, Warranty
CRR- JW CHECKED for open recalls/campaigns and found: 0
CRR- JW CHECKED for previous UNRELATED Case(s) and found: 0
CRR- JW CHECKED previous RELATED Case(s) and found: 0
CRR- JW NOTED concern is: Multiple repair attempts buyback statements initiated
CRR- JW received inbound call from C.

C stated C has 2018 rogue and was giving problems right away
C states recalibrated the automatic emergency brake system and they did do this even though C did not want this service performed
C felt like DLRSHP took advantage of C
C states DLRSHP stated after recalibrating but then the DLRSHP stated the Automatic emergency brake system has to be changed
C states VEH shuts off and powers off on train tracks
C states wants to return the VEH and does not lose any money or credit NNA needs to repurchase
C states DLRSHP stated brought this issue up to soon but C disagrees
C states tried to reach DLRSHP multiple times and they kept avoiding C
C states sales advisor was rich and finance advisor was Eric and general manager of finance department service advisor spoken to was
C states tire pressure monitoring system is malfunctioning and giving wrong readings
C states during the sale DLRSHP rushed C through the entire process and did not discuss important aspects of the sale such as interest rate
C states DLRSHP pressured C to sign all the paperwork once the insurance was approved
C states now 14 percent interest rate and C is not mad about the actual rate just that DLRSHP misled C
C states DLRSHP should have been upfront with this and now VEH is unsafe
C states feels like pregnant girlfriend is in danger and C's life is in danger
C states has been to DLRSHP three time already physically but has called about 7 or 8 times
C states would prefer an Altima as a repurchase option
C states gives permission for nsima udo to speak on behalf of account and cases and is also on the insurance
C states dashboard said warning see owner's manual malfunction is occurring and C has to shut off and restart to move and it hurts knees and stomach because girlfriend is pregnant

CRR-JW stated PO needed
CRR-JW sent email and fax #
CRR- JW asked C if there was anything else CRR- JW could assist with.

C declined.

CRR- JW informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 10/15/18 regarding C's concern.

C understood.

CRR- JW provided C with agent ID[redacted] and case number[redacted]
CRR- JW 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	GEN. BRAKE COMPONENT(S)	MULTIPLE REPAIR ATTEMPTS	03	10/13/2018	YE	AD	[redacted]	OA

Forms

Forms Help

No records to display

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [31] | Case Categorizations [2] | Forms [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	Courtney Carter
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	10/31/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/16/2018 7:34 AM
Social Media Involvement		Date/Time Closed	10/31/2018 2:01 PM
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 for buyback review due to multiple issues and repairs.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	Tim Dahle Nissan.
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	4,804	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	10/16/2018
IIR Date		RHR Completed	10/22/2018
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN8AT2MV9JW[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22418	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	TIM DAHLE NISSAN SOUTHTOWNE	Data Net	✓
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	10/17/2018
Responsible District	02	Dealer Instructions	Cons Affrs Analyst Review
Shared With		Requested Dealer Action	Please contact CRT.

Bluetooth

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

Related Items

Approved Check Requests	$502.77	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: JN8AT2MV9J[redacted]	Root Cause	
Created By	Alexander Rastelli, 10/16/2018 7:34 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/7/2018 9:49 PM	Root Cause Code (2)	SCMV
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	580		
Action Code	NT2A		
What action was taken?	2A Customer Reimbursement - Recall/Campaign		

Agent Comments

Agent Comments	10/31 Make 2nd attempt Go over reimbursement details Sub and get approval for check request. Templates are already in case.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
10/31/2018 2:01 PM	Courtney Carter	Changed **Status** from Open to **Closed**.
		Closed.
10/30/2018 11:26 AM	Courtney Carter	Changed **Follow Up Date** from 10/30/2018 to **10/31/2018**.
10/29/2018 5:17 PM	Tondia Joseph	Changed **Follow Up Date** from 10/29/2018 to **10/30/2018**.
10/26/2018 12:09 PM	Courtney Carter	Changed **Follow Up Date** from 10/26/2018 to **10/29/2018**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Courtney Carter (10/31/2018 1:50 PM) CRT-Courtney Carter is closing case as no further assistance could be offered at this time. ********** CASE SUMMARY ********** C contacted NNA CA regarding a buyback review for multiple VEH concerns including flashing alarm lights. CRT reached out to C for RHR questions. CRT set RHR task to RCAS Justin Jackson.CRT received info from SM Andy Boards answering RHR questions for DLR. ARBS Amanda Yett reviewed case, and sent to ARBS Korby Clements. ARBS KC denied RHR. CRT reviewed with TL Amberly Hayes. TL advised to reimburse 1 month payment. CRT offered to C and C accepted offer. CRT reached out to NMAC for payment info: $507.77. CRT confirmed info with C. CRT closed case. C was content. ********** STATEMENT OF DECISION ********** CRT-Courtney Carter offered 1 month payment reimbursement of $507.77. C was content.
✓	**Created By: Courtney Carter (10/31/2018 1:43 PM)** CRT-CC placed outbound call to C @[redacted] CRT-CC advised "This call may be recorded for quality and training purposes." CRT-CC received information back from finance department with POP info. CRT-CC verified name on check:[redacted] CRT-CC verified amount on check: $502.77 CRT-CC verified mailing[redacted] South Jordan UT,[redacted] CRT-CC advised C that check can take 2-4 weeks to arrive in mail. CRT-CC instructed C to call back if C does not receive check in the mail by the end of that time frame. C understood. CRT made sure C had direct number and case number. CRT-CC thanked C for time. Call ended mutually.
✓	**Created By: Courtney Carter (10/30/2018 4:25 PM)** CRT submitted check request.

✓ **Created By: Courtney Carter (10/30/2018 4:22 PM)**
CRT-CC placed outbound call to C @[redacted].
CRT disconnected call as CRT already left VMX for today.

✓ **Created By: Courtney Carter (10/30/2018 11:23 AM)**
CRT-CC placed outbound call to C @[redacted]
CRT-CC left VMX with name, number, case number and follow up date 10/31.

Created By: Courtney Carter (10/30/2018 11:20 AM)
********** GW Template **********
Customer purchased vehicle: New
Current Mileage: 4000
OOW Basic 0 miles/0 months, Powertrain 0 miles/0 months
VSC: 0
Previous owned VEH: 1
Diagnosis: Multiple repairs and visits
Primary Failed Part (and part number):
Warranty Rates: $
Service History/Last Service Visit: 10/25/18
DLR participation: 0
Total customer pay at Dealer/Retailer: $0
✓ Related Repair History: 0
Location of VEH: Customer
DLR providing loaner VEH: 0
How many days down at DLR: various

Vehicle Payment
Details of the reimbursement:
C is eligible for 1 month of vehicle payment(s) ONLY.
Payment: $502.77
Total Amount: $502.77
Approved by: CRT Courtney Carter after review with TL Amberly Hayes
Mailing Address[redacted], South Jordan UT,[redacted]

✓ **Created By: Courtney Carter (10/30/2018 11:12 AM)**
CRT received email from NMAC with monthly payment total: $502.77

Created By: Tondia Joseph (10/29/2018 5:20 PM)
Sr. Planner TJ sent email to NMAC to verify C monthly payment.

Created By: Courtney Carter (10/26/2018 12:05 PM)
CRT-Courtney Carter (CC) placed outbound call to C @[redacted]

CRT-CC ADVISED "This call may be recorded for quality and training purposes."

Nissan carefully considered your request and reviewed all available facts pertaining to your specific situation. As a result of this thorough review, Nissan determined we are not in the position to repurchase your vehicle at this time.

If in warranty:
If you believe Nissan has not satisfactorily addressed the issue with your vehicle, you may request further assistance through Auto Line, a special automotive third party complaint resolution program in which Nissan participates. The Auto Line program is independently operated by the Council of Better Business Bureaus, Inc. and is available to you at no charge. To request assistance, either call the BBB at 1- 800-955-5100 or write to the following address:
✓ BBB Auto Line Dispute Resolution Division
Council of Better Business Bureaus, Inc.
3033 Wilson Blvd., Suite 600 Arlington, VA 22201-3843

CRT stated that CRT is able to offer reimbursement for a monthly payment, however, for the time that the VEH has been down.

CRT provided BBB number and address.
CRT asked if C was financed through NNA or other lender.
C confirmed.
CRT advised that CRT would reach out to C on 10/29 to go over reimbursement details.
C understood.

CRT and C thanked each other.
Call ended mutually.

Created By: Courtney Carter (10/25/2018 5:30 PM)
✓ CRT-Courtney Carter (CC) placed outbound call to C @[redacted].
CRT-CC left VMX with name, number, case number and follow up date 10/26.

✓ **Created By: Courtney Carter (10/25/2018 5:30 PM)**
CRT submitted for Within Warranty denial letter.

Created By: Amberly Hayes (10/25/2018 5:24 PM)
TL-AH approves 1 months vehicle payment reimbursement

Created By: Korby Clements (10/25/2018 11:00 AM)
ARBS-KC 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-KC recommends reimbursement of one monthly payment.

Created By: Korby Clements (10/25/2018 10:58 AM)
ARBS-KC notes the following repair summary:

In-service: 7/7/18
State: UT
Current Mileage: 4,809
VSC Found: N/A
Open Campaigns: N/A
Warranty Cases Found: N/A
Additional CA Cases Found: N/A
Tech Line Cases Found: N/A
DTS Involved: No

Total days down: 16
Days down within 12 months from in-service date: 16

1 visit for tires and steering locking up
–1 Replaced BCM

1 visit for rear hatch foot swipe inop
–1 replaced foot swipe sensor

1 visit for brakes locking up then releasing
–1 reprogrammed laser radar control unit

Created By: Korby Clements (10/25/2018 10:54 AM)
ARBS-KC placed outbound call to DLR at (801) 495-3800 spoke with SA-Steve.
SA-Steve read RO and stated concern is with veh braking on C.
SA-Steve stated no codes were found but there was a bulletin for the FEB.
SA-Steve stated DLR reprogramming laser radar control and veh was completed on 10/17/18.
SA-Steve stated C did not feel safe picking up veh, SA-Steve agreed to let C keep loaner for a day or 2 extra.
SA-Steve stated C finally picked up veh this morning 10/25/18.
SA-Steve stated believes that C has buyers remorse about veh.
ARBS-KC understood and thanked SA-Steve.
Call ended mutually.

Created By: Korby Clements (10/24/2018 3:03 PM)
ARBS-KC placed outbound call to DLR at (801) 495-3800 and was advised by Receptionist-Aries that C was notified and will be picking up veh tomorrow 10/25/18.

ARBS-KC understood but had additional questions, Receptionist-Aries sent to VXM for SA-Steve.
ARBS-KC requested call back with verification of days down for veh.

Created By: Korby Clements (10/23/2018 4:39 PM)
ARBS-KC placed outbound call to DLR at (801) 495-3800 and was advised SA-Steve is currently with a customer and unable to answer call.
ARBS-KC provided name and call back #.

Created By: Amanda Yett (10/23/2018 1:55 PM)
ARBS-AY notes the following RHR summary:

Veh purchased: new
Open campaigns: none
Additional cases found: [redacted]-DPIC; [redacted]-DPIC
Tech line case found: none
DTS involved: none
VSC found: none
State: UT
In-service Date: 7/7/18

1 visit and 1 repair for tires lock up/steering wheel locks up/brakes lock up at 35 mph
--1st visit: replaced BCM @ 2,206 miles
--2nd visit: reprogram laser/radar control unit @ 4,809 miles

1 visit and no repairs for cruise control inop
--1st visit: no problem found @ 4,710 miles

1 visit and 1 repair for rear hatch foot swipe is inop
--1st visit: reprogram laser/radar control unit @ 4,809 miles

Total Days down: 28 (and counting)

Created By: Amanda Yett (10/23/2018 1:55 PM)
ARBS-AY assisting ARBS-KC.
ARBS-AY notes the following:

6/6/2018 @ 7 miles RO#[redacted] ...6 days down
Concern:
1. Complete PC626 ROGUE OWNERS MANUAL PRO PLT
1. Completed

8/24/2018 @ 2,206 miles RO#[redacted] ...8 days down**
Concern:
1. Coming off the freeway the tires lock ed up and steering wheel felt like it was starting to lock up also.
Action:
1. Replaced BCM

10/10/2018 @ 4,710 miles RO#[redacted] ...6 days down
Concern:
1. Check cruise control
2. Veh rear hatch foot swipe is inop most of the time
Action:
1. No problem found.
2. Replaced foot swipe sensor.

10/16/2018 @ 4,809 miles RO#[redacted] ...OPEN (8 days and counting)
Concern:
1. While driving at 35 mph, brakes lock up.
Action:
1. Reprogram laser/radar control unit

Created By: Nicki Barror (10/23/2018 7:26 AM)
DRTS received the RHR. The RHR was assigned to ARBS Korby Clements for review

Created By: Courtney Carter (10/22/2018 5:43 PM)
✓ CRT-Courtney Carter (CC) placed outbound call to C @[redacted].
CRT-CC left VMX with name, number, case number and follow up date 10/25.

Created By: Justin Jackson (10/22/2018 4:05 PM)
✓ RCAS-JJ received email from DLR SM stated that RO[redacted] veh was down for 8 days.
SM stated that for the current concerns SM has no current updates.

Created By: Courtney Carter (10/18/2018 10:41 AM)
CRT received email from SM Andy Boards that is very specific RHR answers, so CRT is going to post email. This was an email SM originally sent to RCAS SG.

1-Been in 5 times for repairs
2-07/14/18 RO #[redacted] The tire light was on, so we reset Tire Pressure Sensors. 08/24/18 RO #[redacted] Customer stated tires locking up coming off freeway and steering wheel feeling like locking up so we installed Body Control Module for Code C1B03. 09/21/18 RO #[redacted] Customer had complaints of Trunk wont open by button or with swiping foot, ac/heater blower fan stopped working, and hard time accelerating. We ordered a Rear sensor for Trunk concern but could not duplicate other concerns at that time. 10/10/18 RO[redacted] We installed rear Trunk sensor. Customer complained about poor fuel mileage and cruise control not working. We could not duplicate cruise inop and Fuel mileage was getting normall 26.8 MPG. 10/16/18 RO#[redacted] car is still here and customer is saying at 35mph brakes lock up. We have performed a TSB Bulletin NTB18-041 to reprogram laser/radar control unit and test drove with no concern found of brakes locking up.
✓
3-Yes the car is here and they are in a loaner
4-34 days out of service as of today
5-Yes on RO #[redacted]
6-No not that Im aware of.

Thank you[redacted] this car might have something like a ground issue that DTS might need to inspect or customer might be a little paranoid from Body control module repair for I did talk to them myself at that time.

Created By: Justin Jackson (10/18/2018 10:20 AM)
✓ RCAS-JJ placed email to DLR asking for updates on RO[redacted]
RCAS-JJ asked for accounting copies with Timestamps.

Created By: Courtney Carter (10/17/2018 6:01 PM)
CRT received inbound call from C.
CRT-CC ADVISED "This call may be recorded for quality and training purposes."
CRT-CC CHECKED for open recalls/campaigns and found: None
CRT-CC UNRELATED Case(s) Found: None
Previous RELATED Case(s) Found: None

CRT-CC VERIFIED C's name, home & email address.
CRT-CC asked for current mileage: 4000
CRT-CC asked for mileage at time of purchase:
CRT-CC informed C of open recalls/campaigns: Yes, there are none.
CRT-CC verified C's concern.

C stated that issues started the first day C purchased VEH.
C stated that issues continue to happen even after the 1st week.
C stated that C was driving with pet and coming to a stop, the VEH just slammed on brakes and lights started flashing.
C stopped and then started again.
C made an appointment after that, and DLR held for a week.
C stated that DLR had to order a part.
C has now been traumatized from experience and is afraid that concern will happen again.
C stated that a few weeks later bc the VEH wasn't feeling as VEH was driving properly.
C stated that the out sensor for back door had to be replaced as well.
C just picked up from DLR for that.
C stated it was working great.
C stated then it just all of a sudden locked up on C and C was done.

CRT-CC explained the RHR process, it may take about 10 days, CRT-CC will follow up with C every 3 days and it is not guaranteed that NNA will replace/ repurchase C's VEH, but CRT-CC is more than happy to start the RHR process for C which will be a review based on C's state's lemon laws.

C stated that if it is not

C understood and agreed to start the RHR process.

Why do you want to return the vehicle to Nissan North America?
○ C is traumatized from experience from VEH. C does not feel safe.
Where is the vehicle currently?
○ With DLRSHP. DLR does want to drive. C stated C does not want to pick up VEH till matter is resolved.
Where was the vehicle purchased?
○ Tim Dahle Nissan
Was the vehicle purchased new or used?
○ New
If used, when was the vehicle purchased?
Where is the vehicle serviced?
○ Tim Dahle Nissan
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers?
○ None.
Is C currently in a loaner vehicle?
○ Yes.
C stated that C is having a hard time driving loaner.
C also stated that if VEH is not repurchased, C would go to media.

CRT advised that CRT would reach back out to C on 10/22.

C asked if there was anything else C needed to do in the meantime.
CRT advised to just continue to work with DLR.

C stated that no one there has contacted C back but mechanic.
CRT advised that CRT would try to have DLR reach out to C as well.

C thanked CRT.

CRT confirmed C had number.

C stated that C would not be able to resell or trade VEH if repairs are not made.
CRT advised that CRT would do everything possible to help C.

CRT and C thanked each other.
Call ended mutually.

✓ **Created By: Courtney Carter (10/17/2018 1:01 PM)**
********** CRT-Courtney Carter able to Datanet case **********

✓ **Created By: Courtney Carter (10/17/2018 12:58 PM)**
CRT-Courtney Carter (CC) placed outbound call to C @[redacted]
CRT-CC left VMX with name, number, case number and follow up date 10/18.

✓ **Created By: Courtney Carter (10/17/2018 12:54 PM)**
CRT-Courtney Carter placed outbound call to TIM DAHLE NISSAN SOUTHTOWNE @ 801-495-3800.
CRT asked to speak to SM or SA.
CRT left VMX for SM to fwd answers to RCAS email to CRT's email.
CRT left callback number.

✓ **Created By: Sara Gadomski (10/16/2018 3:18 PM)**
RCAS-SG emailed Tim Dahle Nissan Southtowne SM-Andy Borders.
RCAS-SG asked for further details regarding VEH concerns.
RCAS-SG asked RHR DLR questions.

Created By: Alexander Rastelli (10/16/2018 7:57 AM)
—— CASE SUMMARY ——

C stated C is unhappy with VEH and wants VEH bought back

CRR-AR informed C RCAS will contact them by end of next business day
CRR-AR escalating Case to RCAS

Created By: Alexander Rastelli (10/16/2018 7:57 AM)
CRR-AR VERIFIED Account information including: C's name, home & e-mail address,
phone number & best contact number
CRR-AR VERIFIED VEH Information including: VIN #, Current Mileage, Warranty & Service History
CRR-AR CHECKED for open recalls/campaigns and found: 0
CRR-AR CHECKED for previous UNRELATED Case(s) and found: 0
CRR-AR CHECKED previous RELATED Case(s) and found: 0
CRR-AR NOTED concern is: Lemon Law

CRR-AR received inbound call from C

C stated C is unhappy with VEH due to varying problems
C stated C feels unsafe in VEH

CRR-AR asked C what the VEH issues were

C stated that VEH brakes will freeze up in middle of road
C stated this has happened 2 times already
C stated that there have been varying other issues such as cruise control not working

CRR-AR asked C how often C has been to DLRSHP

C stated at least 3 times for these issues

CRR-AR asked C what NNA could do for C

C stated C would like NNA top buy VEH back

CRR-AR informed C that RCAS will contact them by end of next business in regards to this issue

C understood
C stated that DLRSHP MAINT department has been a great help but is unhappy with the SLSP
C stated SLSP did not show C anything about the VEH
C stated SLSP has called multiple times for a survey to be completed so SLSP can get a bonus
C stated SLSP name is Tommy

CRR-AR informed C that this issue will be added to case notes and escalated as well
CRR-AR asked C if there was anything else CRR-AR could assist with.

C declined.

CRR-AR provided C with agent ID and case number

C understood

Call ended mutually.
Best Contact#[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	10/16/2018	ZR	AZ	[redacted]	OF
	[redacted]	INSTRUMENTATION	WARNING DISPLAY	POOR OR IMPROPER OPERATION	11	10/31/2018	YX	AT	[redacted]	OA

Forms

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Case [redacted]

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Case History [5+] | Case Comments [34] | Case Categorizations [1] | Forms [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Zachary Adams
Contact Email	[redacted]	Type	T5
Home Phone	[redacted]	Case Origin	Data Load
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	11/7/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/16/2018 7:43 PM
Social Media Involvement		Date/Time Closed	11/7/2018 11:05 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Forward Emergency Braking - Poor/improper operation		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	SMITHTOWN NISSAN
# Vehicles Owned	1	Previous Repair Date	10/26/2018
Vehicle Purchased	New	Previous Repair Location	SMITHTOWN NISSAN
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	12,155	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	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	10/17/2018
Responsible District	07	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	
LS Response Time	
Home Phone	[redacted]
Work Phone	[redacted]
Mobile Phone	
Email	[redacted]
Alternate Email	

Verbatims

Alert Trigger Verbatim
B2490Z, Brake Operation - Other/None of the above, DF
Vehicle brakes on railroad tracks and tries to lock onto them. A warning message pops up when it is happening. It happens no matter the speed. When brought to Nissan, I was told it was probable the forward emergency braking system. Although they know what it is, they are reluctant to fix the problem or replace the vehicle. The chances of me leasing another Nissan are extremely unlikely.

Survey Verbatim
Improvements to Vehicle
The problem should be resolved or the vehicle should be replaced. It is extremely unsafe that this occurs ON TOP OF the railroad tracks. I have seen that it happens to thousands of other costumers and little is being done about it. This technological feature is not worth a life being lost. I do not feel safe driving this vehicle and have expressed that Nissan consumer affairs as well as the dealership several times.

NPS Reasons
My vehicle stops on the railroad tracks and tries to lock onto them and Nissan is not attempting to fix the problem. I would not want my friends or family put in this unsafe condition. I would advise them to get a car that is not known for this.

Dealer Action History

NNA Notes

Customer Conversation Notes

DTS Inspection

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

Inspection Time/Notes
Appointment Time:

Notes to Agent:

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MV6H[redacted]
Created By	FEETL, 10/16/2018 7:43 PM
Last Modified By	NNAETL, 12/8/2018 10:19 PM
Case Record Type	CA Closed Case
Days Closed	573
Action Code	NT1A
What action was taken?	1A Repaired – Under Warranty
Root Cause	
Root Cause Code	SCNT
Root Cause Code (2)	
Document ID	[redacted]

Agent Comments

Agent Comments
FU by COB 11/7, LVM

VEH is repaired with new distance sensor and so far no more unexpected operation but customer wants 1 more follow up call.

Just copy and past closing statement if VEH still good:

**********CASE SUMMARY**********
• Customer Concern: C contacted NNA CA regarding Vehicle concerns with unexpected FEB operation over train tracks on River Road that are near C's home address.
• Agent actions: TCS-Zachary Adams reviewed case with TL-Paula Neal, SM-Mike Scanlon, SA-Kim Roman, PM-Don Gleason.
• Customer purchased Vehicle: New
• Current mileage: 12,155
• OOW Basic 0 months/0 miles, Power Train 0 months/0 miles
• VSC: None
• Last service visit: 10/26/2018
• Previous owned VEH: None
• Total cost of repair: N/A, covered under FW.
**********STATEMENT OF DECISION**********
TCS-Zachary Adams is closing case as no further assistance can be offered at this time: DLR replaced distance sensor under NTB18041a and VEH is no longer experiencing unexpected FEB operation.
****

Agent Next Step

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
11/7/2018 11:05 AM	Vance Walden	Changed **Status** from Open to **Closed**.
		Closed.
11/7/2018 11:00 AM	Vance Walden	Changed **Case Owner** from Vance Walden to **Zachary Adams**.
11/7/2018 11:00 AM	Vance Walden	Changed **Subject** from Quality Connection Follow Up to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: 5N1AT2MV6HC**[redacted]
		Changed **Description**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
✓	**Created By: Vance Walden (11/7/2018 11:04 AM)** ********** CASE SUMMARY ********** • Customer Concern: C contacted NNA CA regarding Vehicle concerns with FEB operation. • Agent actions: TCS-ZA coordinated with DLR for C to come in for diagnosis. • Customer purchased Vehicle: New • Current mileage: 12,155 • OOW Basic 0 months/0 miles, Power Train 0 months/0 miles • VSC: None • Last service visit: 10/28/2018 • Previous owned VEH: None • Total cost of repair: N/A C stated there are railroad tracks beside C's house that C will no longer drive over as those tracks will typically active the FEB system unexpectedly. C stated every time this occurs over those railroad tracks VEH will slow. C stated there is a warning on the dash that comes on and off quickly.

C stated there is a warning chime/beep sometimes.
TCS also explained C's related history appears to be prior to release of NTB18041a but would still like official diagnosis of C's concern to ensure proper update for C's VEH.
SM-Mike Scanlon advised C needs distance sensor.

********** STATEMENT OF DECISION **********

TCS-VW asked if C feels C's concern have been resolve after most repair.
C stated that everything seems fine so far.
TCS is closing case as no further assistance can be offered at this time.

Created By: Vance Walden (11/7/2018 11:00 AM)
Quality Connection Hot Alert

Created By: Vance Walden (11/7/2018 10:57 AM)
TCS-VW contacted C[redacted] @[redacted]
TCS advised that TCS has taken over C's case for TCS-ZA due to being OOO this week.
TCS asked if C feels C's concern have been resolve after most repair.

✓ C stated that everything seems fine so far.
C stated if anything else happens that C would contact NIS back.
TCS acknowledged and advised C to contact TCS-ZA back if C experiences any other concerns.
C understood.

Call ended mutually

Created By: Vance Walden (11/5/2018 3:22 PM)
TCS-VW contacted C[redacted] @[redacted]
✓ TCS left VMX advising C that TCS has taken over C's case for TCS-ZA.
TCS advised C to contact TCS back @ 6152234668 to verify C's concern are resolve after most repair.
TCS advised C that TCS would follow up by COB Wednesday 11/7.

Created By: Zachary Adams (10/29/2018 2:50 PM)
TCS-Zachary Adams notes inbound call from C @[redacted]
TCS verified C's name; that now was a good time to discuss C's case.

C stated DLR called C and already repaired distance sensor.

✓ C stated has picked VEH up and so far no more concerns but would like to maybe drive VEH another week and have one more follow up from TCS to verify this pattern of no more unexpected FEB operation continues.

TCS stated happy to check back in 1 week.

TCS notes review of schedules with C and confirmed next follow up 11/5 and per C request would try for a late afternoon call.

Call ended mutually.

✓ **Created By: Zachary Adams (10/29/2018 7:07 AM)**
TCS-Zachary Adams placed outbound call to C @[redacted] and left VMX with case number, direct line and request for call back.

Created By: Zachary Adams (10/29/2018 7:05 AM)
✓ TCS-Zachary Adams notes email from PM-Don Gleason:

Part has arrived.

Created By: Zachary Adams (10/26/2018 1:54 PM)
✓ TCS-Zachary Adams notes email to PM-Don Gleason that CC'd SM-Mike Scanlon and TL-Paula Neal:

Checking in for update.

Created By: Zachary Adams (10/26/2018 7:23 AM)
✓ TCS-Zachary Adams notes email from PM-Don Gleason from Thursday 10/25/2018 3:09 PM:

part should have shipped today for tomorrow delivery.

Created By: Zachary Adams (10/25/2018 2:51 PM)
TCS-Zachary Adams notes inbound call from C @[redacted]
TCS verified C's name; that now was a good time to discuss C's case.

C stated did make appointment from DLR and that DLR is ordering a sensor for C but part is back ordered.

✓ TCS stated would be happy to work with DLR parts department to help expedite order for C.

C thanked TCS.

TCS notes review of schedules with C and confirmed next follow up 10/29.

Call ended mutually.

Created By: Zachary Adams (10/25/2018 2:42 PM)
TCS-Zachary Adams notes email to PM-Don Gleason that CC'd SM-Mike Scanlon and TL-Paula Neal:

✓ PM please provide the following information for RO[redacted]

-Part number:
-Nissan order number (not DLR reference number):
-Confirmation order has been expedited to CSC already:

✓ **Created By: Zachary Adams (10/25/2018 2:39 PM)**
TCS-Zachary Adams placed outbound call to C @[redacted] and left VMX with case number, direct line and request for call back.

✓ **Created By: Zachary Adams (10/25/2018 8:59 AM)**
TCS-Zachary Adams notes VMX from C @[redacted] requesting call back at same number and between 3:30 PM and 4:30 PM C's time this week.

Created By: Zachary Adams (10/25/2018 7:11 AM)
✓ TCS-Zachary Adams notes email from SM-Mike Scanlon that CC'd PM-Don Gleason:

C has case with NNA and RO number is 500512.

✓ **Created By: Zachary Adams (10/24/2018 2:37 PM)**
TCS-Zachary Adams placed outbound call to C @[redacted] and left VMX with case number, direct line and request for call back.

Created By: Zachary Adams (10/24/2018 11:31 AM)
TCS-Zachary Adams notes email to SM-Mike Scanlon that CC'd TL-Paula Neal:

✓ SM please forward this email to the acting parts manager for dealer and keep TCS copied please.

Please provide the following so TCS can help expedite this part please:
-Part number:
-Nissan order number (not DLR reference number):
-Confirmation order has been expedited to CSC already:

Created By: Zachary Adams (10/24/2018 11:27 AM)
✓ TCS-Zachary Adams notes email from SM-Mike Scanlon:

C needs distance sensor and C has been advised but part is on back order.

Created By: Zachary Adams (10/24/2018 7:25 AM)
✓ TCS-Zachary Adams notes VMX from C @[redacted] requesting call back at same number and this week that will be roughly 3:15 PM C's time.

TCS notes per previous instruction from C will call late in evening after C off work.

✓ **Created By: Zachary Adams (10/23/2018 1:19 PM)**
TCS-Zachary Adams placed outbound call to Smithtown Nissan@(631) 361-9696 and asked to speak with SM-Mike Scanlon.

TCS explained C can do a 10/23 evening drop off for a 10/24 diagnosis.

SM confirmed yes and loaner should not be a problem.

TCS also explained C's related history appears to be prior to release of NTB18041a but would still like official diagnosis of C's concern to ensure proper update for C's VEH.

SM stated understood.

TCS explained C's report of FEB system activation on railroad tracks near C's address.

SM stated would have a Tech drive VEH to railroad tracks to try and verify and familiar with these rail road tracks on river road which is near C's address and SM has duplicated this type of concern before on those railroad tracks near river road but happy to do so again.

Call ended mutually.

✓ **Created By: Zachary Adams (10/23/2018 1:10 PM)**
TCS-Zachary Adams placed outbound call to C @[redacted] and left VMX with case number, direct line and request for call back.

✓ **Created By: Zachary Adams (10/23/2018 7:30 AM)**
TCS-Zachary Adams notes VMX from C @[redacted] requesting call back at same number.

TCS notes per previous instruction from C will call late in evening after C off work.

✓ **Created By: Zachary Adams (10/22/2018 2:09 PM)**
TCS-Zachary Adams placed outbound call to C @[redacted] and left VMX with case number, direct line and request for call back and that TCS had C set up for 10/23 drop off at Smithtown Nissan with a 10/24 diagnosis date.

Created By: Zachary Adams (10/22/2018 2:07 PM)
TCS-Zachary Adams placed outbound call to Smithtown Nissan@(631) 361-9696 and asked to speak with SM-Mike Scanlon but not available so spoke with SA-Kim Roman.

TCS explained C can do a 10/23 evening drop off for a 10/24 diagnosis but would need a 1 day loaner.

✓ SA stated DLR can accommodate.

TCS also explained C's related history appears to be prior to release of NTB18041a but would still like official diagnosis of C's concern to ensure proper update for C's VEH.

Call ended mutually.

Created By: Zachary Adams (10/19/2018 2:51 PM)
TCS-Zachary Adams notes email to SM-Mike Scanlon that CC'd TL-Paula Neal:

✓ Customer can do a 10/23 evening drop off for a 10/24 diagnosis but would need a 1 day loaner. Can DLR make this work?

Customer has had multiple CA cases and even a DTS visit on record for this unexpected FEB operation concern prior to the release of this NTB18041a.

Created By: Zachary Adams (10/19/2018 2:46 PM)
TCS-Zachary Adams placed outbound call to C @[redacted] and confirmed as best contact number.
TCS verified C's name; that now was a good time to discuss C's case, C's mailing address, C's email address and the year make and model of VEH.

TCS stated wanted to take a minute at the beginning of the call to explain TCS purpose for contacting C today.

TCS stated: Calling on behalf of the Nissan and/or Infiniti Engineering offices regarding C's recent survey response of VEH concern and trying to gather a little more information about C's answers.

C stated ok willing to further discuss with TCS.

TCS notes year and model of VEH: C stated 2017 Rogue
TCS VERIFIED VEH Info including: Current Mileage: 11,000
TCS CHECKED for open recalls/campaigns and found: 0

✓ TCS asked C to elaborate on C's concern.
C stated there are railroad tracks beside C's house that C will no longer drive over as those tracks will typically active the FEB system unexpectedly.
C stated every time this occurs over those railroad tracks VEH will slow.
C stated there is a warning on the dash that comes on and off quickly.
C stated there is a warning chime/beep sometimes.
C stated has driven over other rail road tracks in town without this happening.
C stated took to Nissan DLR 4 times and told cannot duplicate the concern and send C away without repair and DTS couldn't even help.
TCS Apologized and empathized with C.

TCS asked name of DLR most convenient to C and if and when C willing to go for official diagnosis of concerns.
C stated Smithtown Nissan.

TCS offered to help schedule diagnosis and that TCS communicates with DLR during this process.
C stated could do a 10/23 evening drop off for a 10/24 diagnosis but would need a 1 day loaner.

TCS confirmed would follow up 10/22/2018 in evening if possible.
Call ended mutually.

✓ **Created By: Zachary Adams (10/18/2018 3:27 PM)**
TCS-Zachary Adams placed outbound call to C @[redacted] and notes unable to leave VMX due to: Continuous ringing.

✓ **Created By: Zachary Adams (10/18/2018 3:26 PM)**
Please disregard the previous case comment

✓ **Created By: Zachary Adams (10/18/2018 3:25 PM)**
TCS-Zachary Adams placed outbound call to C @[redacted] and left VMX with case number, direct line and request for call back.

✓ **Created By: Zachary Adams (10/18/2018 3:24 PM)**
TCS-Zachary Adams placed outbound call to C @[redacted] and left VMX with case number, direct line and request for call back.

TCS notes more info needed-survey email sent.

✓ **Created By: Zachary Adams (10/18/2018 9:36 AM)**
TCS-Zachary Adams notes email from SM-Michael Scanlon:

Understood.

✓ **Created By: Zachary Adams (10/17/2018 12:30 PM)**
TCS-Zachary Adams placed outbound call to SM-Mike Scanlon @516-698-5222 and that email sent, TCS name, case number, and request for call or email back.

Created By: Zachary Adams (10/17/2018 12:28 PM)
TCS-Zachary Adams notes email to SM-Mike Scanlon that CC'd TL-Paula Neal:

✓ Over the next 2-3 business days TCS will attempt to reach out to this customer to refer to dealer for official diagnosis of the following concerns:
-Under category of brake operation customer advised VEH brakes on railroad tracks and tries to lock onto them and warning message occurs and C told FEB system probably.

Please reply back to this email to verify dealer received.

Created By: Zachary Adams (10/17/2018 11:42 AM)
TCS-Zachary Adams received case for handling as a result of QCS survey response from C and copied survey notes below:

B2490Z, Brake Operation - Other/None of the above, DF
Vehicle brakes on railroad tracks and tries to lock onto them. A warning message pops up when it is happening. It happens no matter the speed. When brought to Nissan, I was told it was probable the forward emergency braking system. Although they know what it is, they are reluctant to fix the problem or replace the vehicle. The chances of me leasing another Nissan are extremely unlikely.
Survey Verbatim Improvements to Vehicle
The problem should be resolved or the vehicle should be replaced. It is extremely unsafe that this occurs ON TOP OF the railroad tracks. I have seen that it happens to thousands of other costumers and little is being done about it. This technological feature is not worth a life being lost. I do not feel safe driving this vehicle and have expressed that Nissan consumer affairs as well as the dealership several times.

NPS Reasons
My vehicle stops on the railroad tracks and tries to lock onto them and Nissan is not attempting to fix the problem. I would not want my friends or family put in this unsafe condition. I would advise them to get a car that is not known for this.

TCS checked for open/related previous CA cases and found: None
TCS checked for closed CA cases and found [redacted].
TCS checked for open recalls/campaigns and found: None

✓ **Created By: Zachary Adams (10/17/2018 11:29 AM)**
TCS-Zachary Adams notes datanet.

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	11/7/2018	YX	AV	[redacted]	OA

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [28] | Case Categorizations [1] | Forms [0]

Case Detail

Reopen Case | Clone Closed Case

Number of open vehicle campaigns = 1

Account Name	[redacted]	Case Owner	Tondia Joseph
Contact Email	[redacted]	Type	Social-USA
Home Phone	[redacted]	Case Origin	Facebook
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	11/5/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/18/2018 10:57 AM
Social Media Involvement	✓	Date/Time Closed	11/5/2018 8:07 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	SMS cloning and escalating case as C has returned with same concerns. C is looking for assistance with distance sensor malfunction and RHR.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	NISSAN SOUTH
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	14,385	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	10/30/2018
IIR Date		RHR Completed	10/30/2018
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	5N1AT2MT4JC[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22318	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	NISSAN SOUTH	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	10/19/2018
Responsible District	05	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	please review and advise. C has multiple issues with same 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		Home Phone	
LS Response Time		Work Phone	
		Mobile Phone	
		Email	
		Alternate Email	

Verbatims

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

DTS Inspection

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

System Information

Subject	CUSTOMER: [redacted] PHONE: VIN: 5N1AT2MT4J[redacted]	Root Cause	
Created By	Nicole Wells, 10/18/2018 10:57 AM	Root Cause Code	SNDS
Last Modified By	NNAETL, 12/8/2018 10:21 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	575		
Action Code	NT4C		
What action was taken?	4C Unable to Contact Customer		

Agent Comments

Agent Comments

RCAS-BS placed outbound call to C @[redacted]
RCAS-BS ADVISED "This call may be recorded for quality and training purposes."
****

RCAS-BS stated that a decision has been made in regards to the review for a possible repurchase or replacement of C's VEH.
RCAS-BS advised that NNA has reviewed C's repair history of the VEH in accordance with C's state's laws.
RCAS-BS stated that at this time NNA is not in the position to repurchase or replace C's VEH.
RCAS-BS stated that NNA will continue to honor any and all applicable warranties on C's VEH.
RCAS-BS stated that a formal letter will be sent to C with this decision with the BBB information.

Offer ECW to C for the distance sensor to extend the warranty to 100,000 miles or 7 years.

Agent Next Step

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
11/5/2018 8:07 AM	Barbara Strobel	Changed **Case Owner** from Social Media CRM Team to **Tondia Joseph**.
11/5/2018 8:07 AM	Barbara Strobel	Changed **Case Owner** from Barbara Strobel to **Social Media CRM Team**.
		Changed **Status** from Open to **Closed**.
		Closed.
11/2/2018 10:51 AM	Barbara Strobel	Changed **Follow Up Date** from 11/2/2018 to **11/5/2018**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Barbara Strobel (11/5/2018 8:05 AM) RCAS-BS is closing case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with distance sensor malfunction and RHR. RCAS-BS advised that NNA has created case to document C's concern and this case will remain in NNA's system. RCAS-BS reviewed Case with SM-Ralph Gray who advised that the DLR repaired the VEH. C stated that C wants RHR for VEH having sensor malfunction so early in the life of the VEH and C does not trust the repair RHR was reviewed by ARBS-Younes Kassemi who advised that NNA is not in a position to offer a repurchase of this vehicle. RCAS-BS placed 3 failed contact attempts to C. ***STATEMENT OF DECISION*** RCAS-BS is closing case pending C contact.
✓	**Created By: Barbara Strobel (11/5/2018 8:03 AM)** RCAS-BS placed outbound call to C @[redacted] and left a VMX including Case #[redacted] RCAS-BS's name, and contact of (615) 725-7445.
✓	**Created By: Adrienne Jones (11/2/2018 10:53 AM)** TL-AJ discussed case with RCAS-BS. TL approves ECW-Electrical due to 2 repairs to the Distance Sensor Assembly.
✓	**Created By: Barbara Strobel (11/2/2018 10:51 AM)** RCAS-BS placed outbound call to C @[redacted] and left a VMX including Case #[redacted] RCAS-BS's name, and contact of (615) 725-7445. RCAS-BS stated RCAS-BS will follow up with C no later than 11/5.
	Created By: Younes Kassemi (10/30/2018 2:50 PM) **ARBS-YK notes: Based on a good faith review of all supporting documentation, 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-YK recommends RCAS to offer C 2 months VEH payment reimbursement.
	Created By: Younes Kassemi (10/30/2018 2:50 PM) **ARBS-YK notes the following repair Summary: In-Service Date: 6/9/2018

Purchase State: GA
Selling Dealer: NISSAN SOUTH - 3991
Sale type: Retail Sale
New or Pre-owned: New
Days down: 8

Year/Model: 2018 Nissan ROGUE
VIN: 5N1AT2MT4JC[redacted]
Last recorded mileage: 14,385

Open Recall/CM found: None
Tech Line case found: None
Warranty cases found: None
Previous Goodwill offered: None
Related CA cases found: [redacted] - ARBS-TZ denied RHR.
Related DPIC cases found: None
VSC found: None

**DTS Field Inspection:

DTS Date: 06/21/2018
DTS Name: Joe Hall
Request Type: DTS Dealer

Discussed diagnosis with SF. SF confirmed after driving vehicle for approximately 20 minutes. The AEB indicator comes on and vehicle will perform stage 2 braking. DTS advised dealer to perform NTB18-041 and reprogram ADAS and Laser/Radar control units. After reprogram, found DTC C1B84 stored in ICC/ADAS. Swapped Distance sensor with KGV and resolved concern. DTS advised dealer to replace the Distance Sensor with a new part.

---

1 visit to DLR for screen INOP in reverse: Found feature off

1 visit to DLR for Radio display foes black randomly: No dupe

2 visits to DLR for VEH brakes at highway speed:
— 1. Replace Sensor and Calibrate
— 2. Applied NTB to perform radar sensor reprogramming

Created By: Younes Kassemi (10/30/2018 2:49 PM)
ARBS-YK placed outbound call to DLR NISSAN SOUTH at 770-968-1360.

ARBS-YK spoke with SA-Rob.

SA-Rob stated that for R.O[redacted] DLR ordered the part and VEH was in for the repairs for one day and one day for diag.
SA-Rob stated that Rental invoice is showing 2 days for $70

SA-Rob stated that for R.O[redacted] VEH was at DLR for one day and C was provided with a loaner.
SA-Rob stated that VEH is not currently at DLR.

SA-Rob stated that DLR at first applied the NTB to replace the part and later after the NTB was updated and C returned, DLR reprogrammed the Sensor per the new version of NTB.

ARBS-YK thanked SA for assistance.

Call ended mutually.

Created By: Younes Kassemi (10/30/2018 2:49 PM)
**ARBS-YK reviewed the Service History and notes the following:

07/09/2018 @ 2,844 miles - R.O:[redacted] - Days down: 4
Complaint: Customer states when putting vehicle in reverse screen will show system error check and advise
Action: Check car over and found the drivers assist on dash for the BSW and other not turned on and causing a warning light to show up on dash system of... Road test car and everything working correct rt now

08/11/2018 @ 6,617 miles - R.O:[redacted] - Days down: 1
Complaint :C states radio display goes black randomly
Action: No repairs noted

06/21/2018 @ 11,662 miles - R.O:[redacted] - Days down: 2 (FW)
Complaint: Customer states after driving about half hour or so the vehicle will start malfunctioning all lights will come on the vehicle will start braking Action: Replace sensor and calibrate. OK at this time

10/18/2018 @ 14,385 miles - R.O:[redacted] - Days down: 1 (FW)
Complaint: Customer states when she was driving vehicle on the highway (65 mph) the vehicle applied automatic braking when nothing was in front of her
Action: Performed laser radar system reprogram as per campaign 8327. test drove car and system functioning as designed

***
Total days down: 8

Created By: Younes Kassemi (10/30/2018 2:49 PM)
**ARBS-YK reviewed RHR, WPIA, DBS and Salesforce and noted R.Os below missing from RHR form:

R.O[redacted]
R.O
R.O[redacted]

✓ **Created By: Barbara Strobel (10/30/2018 9:38 AM)**
RCAS-BS received RO[redacted] and attached RO to the case.

Created By: Nicki Barror (10/30/2018 9:23 AM)
DRTS received the RHR. The RHR was assigned to ARBS Younes Kassemi for review

Created By: Barbara Strobel (10/30/2018 9:01 AM)
RCAS-BS placed outbound call to C @[redacted] and left a VMX including Case #[redacted] RCAS-BS's name, and contact of (615) 725-7445.
✓ RCAS-BS stated RCAS-BS will follow up with C no later than 11/2.

RCAS-BS advised RCAS is still reviewing RHR.

Created By: Barbara Strobel (10/30/2018 8:59 AM)
RCAS-BS sent email to SM-Ralph Gray asking for copy of the Open RO.
✓

RCAS-BS is submitting RHR.

Created By: Barbara Strobel (10/30/2018 8:58 AM)
RCAS-BS received an fax from DLR with ROs
✓ [redacted]
RCAS-BS attached ROs to case.

Created By: Barbara Strobel (10/26/2018 2:26 PM)
RCAS-BS attached DBS ROs and RHR to case.

✓ RCAS-BS sent email to SM-Ralph Gray asking for ROs with time stamps.

[redacted]—OPEN

✓ **Created By: Barbara Strobel (10/25/2018 1:37 PM)**
RCAS-BS placed outbound call to C @ .
RCAS-BS ADVISED "This call may be recorded for quality and training purposes."
****

C stated that C is having the same sensor going off.
C stated that the DLR replaced the sensor and then did not have the issue for a while.
C stated that the sensor warning came back.

C stated that the DLR reset the sensor and C is not having the sensor anymore.
C stated that C does not trust the repair.
C stated that the repair worked for a whole.
C stated C thinks that the VEH is a bad apple.
C stated that this safety feature is not safe.

RCAS-BS understood and offered ot speak with other resources and then continue the RHR.
C agreed.
RCAS-BS offered follow up on 10/30.
C agreed.
Call ended mutually.

Created By: Barbara Strobel (10/24/2018 3:43 PM)
✓ RCAS-BS placed outbound call to C @[redacted] and left a VMX including Case #[redacted] RCAS-BS's name, and contact of (615) 725-7445.
RCAS-BS stated RCAS-BS will follow up with C no later than 10/25.

Created By: Janelle Cantrall (10/22/2018 9:51 AM)
RHR Filter

ARBS Recommends RHR

C complaint: C Documenting on FACEBOOK " FEB CONCERNS ARE BACK" And "RADIO DISPLAY GOES BLACK RANDOMLY"
C/S C doesn't believe the concern has been properly repaired and C doesn't feel safe in veh.

STATE - GA

CURRENT MILES: NOT NOTED in Case, but last RO in SF 6,617 ON 8.10.18

Customer:
[redacted]
Hampton, GA[redacted]

Vehicle:
2018 Rogue
ISD: 6.9.18
Retail Sale
VIN ~ 5N1AT2MT4J[redacted]

Selling & Servicing Dealer:
Nissan South
Code: 3991
(GA)

Prev. Cases - [redacted] ~ 6.26.18 ~ Closed ~ RHR denied: C Posting on Social Media (FACEBOOK) " in June I bought a brand new orange rogue from nissan south in morrow. 3 days after purchasing the vehicle on my way to work the vehicle starting slamming on breaks initiating the safety shield with no vehicles in front or on side me."

Tech line Cases - 0
Warranty Cases - 0
Campaigns - 0
VSC - 0

DTS JOE HALL inspected vehicle on 6.21.18 (Did NOT meet With C) @ NISSAN SOUTH
RE: Lights come on the dash and vehicle brakes on its own.
RESULTS:

DTS advised dealer to perform NTB18-041 and reprogram ADAS and Laser/Radar control units. After reprogram, found DTC C1B84 stored in ICC/ADAS. Swapped Distance sensor with KGV and resolved concern. DTS advised dealer to replace the Distance Sensor with a new part.

CPIA
1) 6.21.18 ~ 8.24.18 @ 1,662 miles (After Driving for 1/2 hour, the Veh. will Start malfunctioning and all lights wil come on the Veh. / Repl. Distance Sensor Ass'y (RENTAL $70)

Created By: Mary Elizabeth Evans (10/19/2018 4:30 PM)
CRT-ME received inbound call from C at
CRT-ME VERIFIED C's name, home & email address, concern, phone.
CRT-ME CHECKED for open recalls/campaigns and found: 0
Previous UNRELATED Case(s) Found: 0
Previous RELATED Case(s) Found: 0
CRT-ME ADVISED "This call may be recorded for quality and training purposes."

C stated C bought veh for ABS feature in Rogue
C stated C safety iist top priority after previous accident
C stated C june 9 purchased veh

C stated C's concern first began on 212- 92 miledgeville.
C stated C had to restart veh and at time the concern didn't occur again
CRT-ME asked what type of road C was driving veh on
C stated C was on a two lane road, no very windy or hilly
C stated C was driving around 30-40 mph when veh began braking
C stated Crestarted car and didn't occur again- happened later on that afternoon
C stated driving car it felt like the car putting brakes on its own
C stated C's concern occurred 3-4 times the following day.
✓ C stated C started pulling veh over again and looked at owners manual for reference and did this 3-4 days to address concern properly.
C stated C informed NNA when C understood this to be manufacturer issue
C stated C has been in loaner veh and during this time the repairs and updates to the veh are not making C believe the issue is resolved.
C stated C doesn't believe the concern has been properly repaired and C doesn't feel safe in veh.
C stated C has been provided a lower quality loaner than C's veh and isn't happy with having to pay out of pocket to put gas in loaner.
C stated C doesn't feel heard and that the DLRSHP began to poorly handle the situation when DLRSHP stopped addressing her concern as main priority.
C stated C understands Nissan has many customers and that Nissan is trying to put off her concern as normal
C stated C took C's concern to social media to bring awareness to her experience with the purchase of this veh

CRT-ME stated CRT-ME understood C was dissatisfied and asked C how C would like Nissan the manufacturer to assist
C stated C wanted veh repurchased
C stated C does not feel safe.
CRT-ME stated that CRT-ME will conduct a review for replacement of veh
CRT-ME stated this review can take up to 10 business days
CRT-ME stated CRT-ME would follow up with C every 3 business days to keep C updated on review.
CRT-ME apologized for C's bad experience.
CRT-ME thanked C for making Nissan aware of issue.
CRT-ME asked if C had any further questions .
C stated no and thanked CRT-ME for empathy and for contacting C regarding C's concern.
CRT-ME acknowledged and verified follow up date with C on Wed 10/24 .
Call ended mutually.

Created By: Mary Elizabeth Evans (10/19/2018 3:25 PM)
CRT-ME placed outbound call to C at[redacted]
✓ CRT-ME ADVISED "This call may be recorded for quality and training purposes."
CRT-ME provided case #, C's name, CRT-ME name and direct contact # to office attendant Fariamh.

CRT-ME advised that CRT-ME is in the office 7:30am -4:30pm CST and requested call back.

✓ **Created By: Nicole Wells (10/19/2018 9:00 AM)**
SMS- NW documenting C's social media activity via Facebook

*****

Nissan Trucks

C: I purchased a new, never owned 2018 Nissan Rogue in June of this year from Nissan South in Morrow. 3-4 days after I purchased the vehicle the car started slamming on breaks and stating it was a malfunction. The was the safety shield initiating a stop without any threats or other cars present. it was very dangerous and scary. I brought the car back to Nissan and they couldn't figure out the issue. They did not want to acknowledge it being a lemon so they kept it for sever al weeks experimenting and ordering new parts. 3 rentals 3 loaners, Finally I was told, they hoped that the problem was resolved and that it should not happen again. I got Nissan consumer affairs involved and they told me they had to exhaust all options and prove it could not be fixed before they could give me a replacement vehicle. The GM Chris white assured me if this happened again he

would replace my vehicle with no hassle. on 10/17/2018, it happened again while I was driving on i-75 going 65 mph, no debris in the road, no other cars, and it slams on breaks, they did some type of system recalibration and uploaded software and told me, it should fix the problem, there is STILL no recall on the vehicle and STILL I'm left with hoping this car doesn't malfunction while I'm driving. I've not been treated like my life or children's lives matter in this situation and didnt purchase two vehicles the same day to months later have to go back and forth putting out extra money in gas filling up rentals and refilling my gas after they text drive my car. I've had to leave work early, go in late. they are treating this like it's not serious and that the car is just supposed to do that. I've given them several chances to try to right this wrong, they do just enough to where they feel satisfied and then I'm just left with dealing with the rest. I shouldn't have to keep dealing with this. if they would have done right to ensure my experience was seamless when I've had to return the car for repairs, I wouldn't be going to the news, but they dont care about my safety or that they sold me a lemon. all they care about is that I bought the car and the rest is my problem other than the checking it and resetting the computer because it's under warranty. Other than that, I'm left to fin for myself. Nissan Consumer affairs to me did not handle it right the first time, now here we are the second time and I'm left to see how they handle it now. I'm beyond frustrated and this safety issue is a HUGE deal

SMS: Hi Erin,
We are currently working with you on our Nissan USA Official Facebook page. Please refer to that message for support.
Regards,
Michelle

*****

Created By: Mary Elizabeth Evans (10/19/2018 9:00 AM)
CRT-ME placed outbound call to DLR at 7709681360
CRT-ME spoke with SA- Helen Patty

SA-HP confirmed the following information:

How many times has the customer's vehicle been to the dealer/retailer for repairs? What repairs were performed?

6/21/18- 7/9/18: CUSTOMER STATES AFTER DRIVING ABOUT HALF HOUR OR SO THE VEHICLE WILL START MALFUNCTIONING ALL LIGHTS WILL COME ON THE VEHICLE WILL START BRAKING// REPLACE SENSOR AND CALIBRATE. OK AT THIS TIME.

7/20/18- when veh was put in reverse showed system error. Found driver assist on dash was not truned pon coughing warning light to show up.
CUSTOMER STATES WHEN PUTTING VEHICLE IN REVERSE SCREEN WILL SHOW SYSTEM ERROR CHECK AND ADVISE// CHECK CAR OVER AND FOUND THE DRIVERS ASSIST ON DASH FOR THE BSW AND OTHER NOT TURNED ON AND CAUSING A WARNING LIGHT TO SHOW UP ON DASH SYSTEM OF... ROAD TEST CAR AND EVERYTHING WORKING CORRECT RT NOW...

8/11- radio display goes black randomly- nothing noted on to what was performed.
CUST STATES RADIO DISPLAY GOES BLACK RANDOMLY// NULL

8/23/18- replaced sensor and recalibration
CUSTOMER STATES WHEN SHE WAS DRIVING VEHICLE ON THE HIGHWAY (65MPH) THE VEHICLE APPLIED AUTOMATIC BRAKING WHEN NOTHING WAS IN FRONT OF HER. VEHICLE HA// c1a16-97 radar stain [cmp/sys por obst or blkd] performed laserradar system reprogram as per campaign 8327. test drove car and system functioning as designed

Are there currently any OPEN ROs? no
Is the vehicle currently at the dealership? No, with C on road.
How many days has the vehicle been kept out of service at your dealer for repairs?

SA- Helen Patty is sending CRT-ME the ROs over 5 days via email on 10/19
Has TECH LINE been involved? No- Dispatch found bulletin in relation to C's concern on 8/18

Created By: Nicole Wells (10/19/2018 8:59 AM)
SMS- NW documenting C's social media activity via Facebook

*****

Nissan USA

C: I am appalled at the lack of understanding of second mile service. I was told that they hope this situation wont happen again and that the system was reset but they couldn't guarantee it. I was told to bring the rental car back on full. It was slightly under full took $6 to fill it up. Yet my car wasn't filled back up when they ran the gas test driving it. The right thing would have been to put gas back in my car, yet I was told service department doesn't put gas in vehicles. Nobody thinks around here. If I have a serious situation with my car, its under warranty, you sold me a lemon, you give me a rental to drive and know my issue ongoing with this problem why should I have to pay $1 for anything. The right thing to do would be to put gas back in my own car. This situation has caused me time off work, missed appointments and money. I've gotten three rentals and 3 loaners since this situation and each time I've put gas back in them, why shouldn't gas be put in my car, it's costing me even more money. I didn't buy a brand new car, two at that to have to deal with this.

C: Attached video

C: Here is the video of the type of things that happen in the car. This is what I'm trying to keep everyone in the public from knowing becaus it could effect people at Nissan. No recall has been placed on these cars. This safety feature is really a death sentence if it's not cleared up. Slamming on breaks and malfunctioning while driving is not cool.

SMS: [redacted]
We regret to learn your continued frustration has caused you to rethink our brand. Your Consumer Affairs representative will be in touch by close of business today, Oct. 19. We wish to assure you that this team is in the best position to assist, and we have documented your feedback within the case. For immediate support, please call the number provided above.
Thank you,
Michelle

*****

Created By: Barbara Strobel (10/18/2018 2:48 PM)
RCAS-BS sent email to SM-Ralph Gray asking for a diagnosis.

Created By: Nicole Wells (10/18/2018 11:54 AM)
SMS- NW documenting C's social media activity via Facebook Private Message

*****

C: I really appreciate your responsiveness, this car malfunction issue is a huge hazard and can be deadly

SMS: [redacted]
You are very welcome. We appreciate your patience during this process. If there is anything else we can assist with, please don't hesitate to reach out.
Warm regards,
Michelle

*****

Created By: Nicole Wells (10/18/2018 11:12 AM)
********** SMS-NW ESCALATING CASE TO RCAS **********

SMS-NW advising C that concerns have been documented and case has been created.
SMS-NW requesting that RCAS contact C no later than COB 10/19/2018.
SMS-NW providing C with 800 number and case number for reference.

Created By: Nicole Wells (10/18/2018 11:10 AM)
********* SMS NW CLONED AND ESCALATING CASE FOR REVIEW **********

Created By: Nicole Wells (10/18/2018 11:10 AM)
SMS- NW documenting C's social media activity via Facebook Private Message

*****

C: in June I bought a brand new orange rogue from nissan south in morrow. 3 days after purchasing the vehicle on my way to work the vehicle starting slamming on breaks initiating the safety shield with no vehicles in front or on side me. The happened while I had no reception and was on a rural hwy. it continued to happen and I notified Nissan south. I also made a claim with Nissan corporate. after about 6 weeks of back and forth and approximately 5 times in the shop they finally got the car to stop malfunctioning. I was told by The GM Chris White that if I had this problem again they would replace my car. I'm back again today with the same issue. I am ready to go viral use any platform any influence I can and boycott Nissan if something is not done. call every news station and not stop until this is handled properly. this situation is serious and is a HUGE safety issue. nobody can seem to get to the bottom of the problem and I bought TWO vehicles from Nissan in one day. this is horrible treatment!!! I should not have to stand around and wait and stop my life because Nissan cant get it right. I should be given a loaner car while they figure this out. I've been here an hour and 30 minutes waiting. I've missed several days of work and several appointments because of dealing with this since JUNE!! I'm tired of it. enough is enough!!

SMS: Hi [redacted]

If you have already connected with our Consumer Affairs team and would like for us to document your feedback, please reply with the VIN, full name registered to your vehicle and any case numbers provided to you. For immediate support, please reach back out to this department at 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, as this team is in the best position to further assist.

Thank you,
[redacted]

C: This is my case number [redacted]

C: I dont have my vin on hand but when I can get it I will send that also

SMS: [redacted]

Thank you for returning to us with the requested information. We have escalated your concerns to our Consumer Affairs department again. Rest assured, this team is in the best position to work with you toward a resolution. Our conversation has been documented within the case for review. You will receive a call from your representative by no later than close of business tomorrow, Oct. 19. Should you wish to speak with someone sooner, you may call the number previously provided and reference your VIN or new case number [redacted] for proper assistance.

Regards,
Michelle

*****

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	FRONT OR REAR SONAR	POOR OR IMPROPER OPERATION	28	11/5/2018	YX	AV	[redacted]	OA

Forms

Forms Help

No records to display

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Case [redacted]

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Case History [5+] | Case Comments [38] | Case Categorizations [2] | Forms [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	Stacie Griffis
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	11/27/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/18/2018 3:21 PM
Social Media Involvement		Date/Time Closed	11/27/2018 12:50 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 is requesting RHR for collision breaking concern on VEH. FEB		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	HERB GORDON NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	7,100	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	10/22/2018
IIR Date		RHR Completed	10/23/2018
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	5N1ET2MV2JC[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22618	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	HERB GORDON NISSAN	Data Net	✓
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	10/19/2018
Responsible District	02	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	C is requesting RHR for transmission concerns

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] PHONE:[redacted] VIN: 5N1ET2MV2J[redacted]	Root Cause	
Created By	Ikechukwu Isilebo, 10/18/2018 3:21 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 12/11/2018 9:29 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	553		
Action Code	NT9H		
What action was taken?	9H DTS Inspection - Settlement		

Agent Comments

Agent Comments	DTS appt 11/26/18 CALL C 11/27 after appt
Agent Next Step	Other

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
11/27/2018 12:50 PM	Stacie Griffis	Changed **Status** from Open to **Closed**.
		Closed.
11/23/2018 8:32 AM	Stacie Griffis	Changed **Follow Up Date** from 11/23/2018 to **11/27/2018**.
11/2/2018 1:48 PM	Stacie Griffis	Changed **Follow Up Date** from 11/2/2018 to **11/23/2018**.
10/31/2018 1:17 PM	Stacie Griffis	Changed **Follow Up Date** from 10/31/2018 to **11/2/2018**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Stacie Griffis (11/27/2018 12:50 PM) RCAS-SG is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with forward emergency braking system DTS-Ken Hyatt advised that VEH is repaired per TSB
✓	***STATEMENT OF DECISION*** RCAS-SG advised C the Case has thoroughly reviewed and VEH is repaired. C was satisfied with this information. RCAS-SG reviewed Case with SM-Bob Paolucci and DTS-Ken Hyatt
	Created By: Stacie Griffis (11/27/2018 12:48 PM) RCAS-SG placed outbound call to C at [redacted] RCAS-SG advised 'this call may be recorded for quality and training purposes' RCAS-SG advised on DTS information C said that C is picking VEH up tonight
✓	RCAS-SG understood RCAS-SG advised that C contact RCAS with any need for assistance in the future. RCAS-SG thanked C C thanked RCAS Call ended mutually.
	Created By: Stacie Griffis (11/23/2018 8:31 AM) RCAS-SG placed outbound call to C at [redacted] RCAS-SG advised 'this call may be recorded for quality and training purposes' RCAS-SG reminded C of DTS appt for Monday at DLR C agreed to be there RCAS-SG asked if C has questions or concerns
✓	C said no RCAS-SG advised that follow up will be 11/27 RCAS-SG verified that C has contact info RCAS-sG thanked C C thanked RCAS Call ended mutually.
✓	**Created By: Stacie Griffis (11/2/2018 1:48 PM)** RCAS-SG emailed SM-Bob Paolucci to advise of DTS appointment.
✓	

Created By: Stacie Griffis (11/2/2018 1:47 PM)
RCAS-SG placed outbound call to C at [redacted]
RCAS-SG advised 'this call may be recorded for quality and training purposes'
RCAS-SG advised of DTS appt.
C said that C can make it to that.
C said that it is getting very close to C's due date.
RCAS-SG empathized.
RCAS-SG advised that DTS is highest trained technical resource to look at the VEH and hopefully will be able to assist.
c understood
RCAS-SG advised that RCAS will call C to remind of the appt. on 11/23/18

RCAS-SG verified that C has contact information

RCAS-SG thanked C
C thanked RCAS

Call ended mutually.

Created By: Stacie Griffis (10/31/2018 1:16 PM)
RCAS-SG placed outbound call to C at [redacted]
RCAS-SG advised 'this call may be recorded for quality and training purposes'
RCAS-SG apologized for missing C's calls.
RCAS-SG advised that RCAS did get C's message about dealer being unable to duplicate.
C said that the VEH is still at the DLR and the DLR has been unable to find the concern or what to do.
✓ RCAS-SG empathized.
RCAS-SG advised that RCAS-SG can reach out to DTS for an appointment to come look at the VEH.
C understood
RCAS-SG advised RCAS will follow up with C by 11/2/18
RCAS-SG thanked C
C thanked RCAS

Call ended mutually

Created By: Stacie Griffis (10/31/2018 11:58 AM)
RCAS-SG placed outbound call to DLR.
RCAS-SG spoke with SM-Bob Paolucci
✓ SM-BP advised that DLR has been unable to duplicate the concern.
SM-BP advised that the DLR has been talking to techline and DTS

RCAS-SG agreed to request a DTS appt.

Created By: Charity Trull (10/31/2018 11:56 AM)
C is requesting RHR for collision breaking concern on VEH.

Created By: Helen Baglole (10/31/2018 9:50 AM)
CRR-HB VERIFIED Account information including: C's name, home & e-mail address,
phone number & best contact number
CRR-HB CHECKED for previous UNRELATED Case(s) and found: 0
CRR-HB CHECKED previous RELATED Case(s) and found: 0
CRR-HB NOTED concern is: escalation

CRR-HB received inbound call from C

C stated would like to speak to a supervisor
C stated case number [redacted]
C stated was been trying to contact RCAs and no one has been returning C's calls
C stated an agent like that should not be responsible for such important matters

CRR-HB advised can escalate case and will be a 4-8 business hour call back

C stated is very disappointed that the concern is being handled so poorly
C stated is unable to have family in the VEH as it is unsafe and does not want them to die
C stated DLR unable to fix the concern with the VEH
C stated the VEH is a dead piece of junk
C stated the VEh has been at the DLR for 2 weeks
C stated this concern is not right and for RCAS not to retuning call is even more not right

CRR-HB advised will send email to agent supervisor
CRR-HB advised cannot guarantee a call before the next 4-8 business hours

C understood

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

C declined.

CRR-HB offered case number and agent id
Sending case to RCAS
Best contact [redacted]

Created By: Stacie Griffis (10/29/2018 4:34 PM)
RCAS-SG is closing Case as no further assistance can be offered at this time.

CASE SUMMARY
C contacted Nissan CA requesting assistance with RHR

✓ ***STATEMENT OF DECISION***
RCAS-SG advised C the Case has thoroughly reviewed and Nissan is not in the position to offer repurchase or replacement of the VEH at this time.

C was not satisfied with this decision.

RCAS-SG reviewed Case with SM-Bob Paolucci

Created By: Stacie Griffis (10/29/2018 11:39 AM)
RCAS-SG placed outbound call to C at [redacted]
RCAS-SG advised 'this call may be recorded for quality and training purposes'
RCAS-SG spoke with C's wife: [redacted] now referred to as C
RCAS-SG advised that RCAS spoke with SM-Bob Paolucci and the DLR is still diagnosing the VEH.
C said that C called in for an RHR
C said that C does not feel safe in the VEH.
RCAS-SG advised that NNA is not in a position to offer a repurchase or replacement of the VEH at this time.
✓ C asked why
RCAS-SG advised that the review looks at service history and states laws.
RCAS-SG advised that C will get a letter with decision and BBB info.
C asked what will happen if DLR repairs VEH and the concern happens again.
RCAS-SG advised that DLR is technically trained and has all of the technical resources to repair the VEH.
C asked if C will have to get into a wreck for NNA to care.
RCAS-SG advised that NNA does care and that is why DLR is working with all technical resources to repair C's VEH.
C said that Nissan does not care and C hopes that C or C's child does not get injured.
C said C is done with this conversation
C hung up on RCAS-SG

Created By: Stacie Griffis (10/29/2018 8:55 AM)
RCAS-SG placed outbound call to DLR
✓ RCAS-SG spoke with SM-Bob Paolucci
SM-BP advised that the DLR is still diagnosing.
SM-BP advised that DLR is working with DTS-Ken Hyatt

Created By: Stacie Griffis (10/26/2018 2:56 PM)
✓ *****2nd attempt*****
RCAS-SG made outbound call to C at [redacted]
RCAS-SG left VMX stating RCAS-SG name, contact #, and C's case #. Requested a call back.

✓

Created By: **Stacie Griffis** (10/26/2018 8:15 AM)
RCAS-SG emailed SM-Bob Paolucci to ask for update on diagnostics.

✓ Created By: **Stacie Griffis** (10/25/2018 2:40 PM)
RCAS-SG made outbound call to C at [redacted]
RCAS-SG left VMX stating RCAS-SG name, contact #, and C's case #. Requested a call back.

✓ Created By: **Stacie Griffis** (10/25/2018 12:40 PM)
RCAS-SG received email from SM-Bob Paolucci advising that DLR has not been able to duplicate the concern.
SM-BP advised that the shop foreman is going to contact tech line.

✓ Created By: **Stacie Griffis** (10/25/2018 10:45 AM)
RCAS-SG emailed SM-Bob Paolucci to ask if DTS should get involved.

✓ Created By: **Stacie Griffis** (10/25/2018 10:45 AM)
RCAS-SG placed outbound call to DLR
RCAS-SG was told that SM-Bob Paolucci is unavailable

Created By: **Lawanda Bradley** (10/24/2018 9:50 AM)
ARBS notes:
Total Days Down: 8 Days Down
2 visits with 0 repairs related to radio screen blanks out and restarts on its own
1 visit with 1 repair related to veh stopped accelerating while on ICC
****
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** (10/24/2018 9:50 AM)
ARBS notes:
9/26/2018 @ 5,624 miles....RO[redacted]...1 Day Down
Concern:
1. CUSTOMER STATES RADIO SCREEN BLANKS OUT AND RESTARTS ON ITS OWN ALL THE TIME
Action:
1. ISSUE WITH SCREEN FOR RADIO IS A WORK IN PROGRESS. THE VEHICLE COMES EQUIPPED WITH NAVIGATION AND AT THIS TIME THERE ARE NO AVAILABLE SOFTWARE UPDATES OR TECH BULLETINS FOR REFERENCE. ISSUE IS A WORK IN PROGRESS, PLEASE BRING IT BACK ONCE AN UP DATE OR BULLETIN OF SOME KIND BECOMES AVAILABLE WHICH SHOULD BE SOON. THE VEHICLE IS SO NEW THAT THERE IS NOTHING WE HAVE FOR A FIX AS OF YET, WILL BE SURE TO GET THIS RESOLVED BEFOR E WARRANTY

10/16/2018 @ 7,106 miles....RO[redacted]...7 Days Down
Concern:
1. CUSTOMER STATES STOPPED ACCELERATING WHILE ON ICC DRIVING FOR AN HOUR OR SO BEFORE IT STARTED HAPPENING. THIS INCIDENT OCCURREED TWICE ON THE WAY TO WORK THIS MORNIN G. ONCE WHILE REVERSING /BACKING OUT, TRIED TO PUT IN DRIVE AND IT WOULDNT MOVE FORWARD.
2. CUSTOMER STATES RADIO SCREEN BLANKS OUT AND RESTARTS ON ITS OWN TRIED USB CORD IN LOANER AND IT DID NOT SKIP LIKE IT DOES WITH HER PERSONAL VEHICLE'S RADIO
Action:
1. ERROR CODES STORED B1309-11 B1315-13 AND C1A16-97 RADAR STAU IN. CONFIRMED CUSTOMER CONCERN, BASED ON EVIDENCE BULLETIN NTB18-041a APPLIES. CHECKED PART NUMBER PERFORMED LASER/RADAR REPROGRAMMING, CHECKED THE ICC/ADAS PA RT NUMBER. THE NUMBER CHECKS OUT SO WE REPROGRAMMED THE ICC/ ADAS CONTROL UNIT WITH SERVICE PROCEDURE
2. NO SOFTWARE UPDATES FOR 2018 NISSAN ROGUE (HYBRIDS) FROM NIS SAN AT THIS TIME. NO CORRECTIONS MADE AT THIS TIME.

Created By: **Lawanda Bradley** (10/24/2018 9:50 AM)
ARBS notes:
In service date: 07/16/2018
State: Maryland
Ownership not listed
****
NO ADDITIONAL CASES FOUND
NO TECH LINE CASE FOUND
NO DTS FOUND
NO VSC's FOUND
NO WARRANTY CASES FOUND

Created By: **Timirra Gaither** (10/24/2018 9:23 AM)
RCAS-TG received inbound call from C's Wife.
RCAS-TG ADVISED "This call may be recorded for quality and training purposes."

C stated has taken VEH back to DLR.
C stated brake concern is still happening.
C stated just wanted to let RCAS-TG know.
C stated at this point no longer feels comfortable in VEH anymore.
✓ RCAS-TG stated will document new concern and follow up with DLR to see If DLR has been able to diagnose or duplicate concern that C is having.
C stated ok.
RCAS-TG stated someone should be following up with C tomorrow as scheduled.
C stated ok sounds good.

RCAS-TG hopes C has good rest of day.
C stated thanks.

Call ended mutually.

✓ Created By: **Stacie Griffis** (10/24/2018 8:56 AM)
RCAS-SG received RO from SM-Bob Paolucci and attached it to this case.

✓ Created By: **Stacie Griffis** (10/24/2018 8:31 AM)
RCAS-SG emailed SM-Bob Paolucci to request RO's

✓ Created By: **Stacie Griffis** (10/24/2018 8:18 AM)
RCAS-SG placed outbound call to DLR
RCAS-SG notes that no one answered.

Created By: **Nicki Barror** (10/24/2018 7:59 AM)
DRTS received the RHR. The RHR was assigned to ARBS Lawanda Bradley for review

✓ Created By: **Timirra Gaither** (10/23/2018 1:47 PM)
RCAS-TG received VMX from C's Wife stating picked VEH up and concerns are still happening with brakes.
C stated VEH is back at DLR for new concerns.

Created By: **Timirra Gaither** (10/22/2018 2:20 PM)
RHR Questions:

- Why do you want to return the vehicle to Nissan North America? C had concern with collision avoidance system while on interstate.
- Where is the vehicle currently? with C
- Are you currently in a rental vehicle? NO
- Where was the vehicle purchased? HERB GORDON NISSAN
- Was the vehicle purchased new or used? New
- If used, when was the vehicle purchased?
- Where is the vehicle serviced? HERB GORDON NISSAN

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers. HERB GORDON NISSAN

Created By: **Timirra Gaither** (10/22/2018 2:18 PM)
C is requesting RHR for transmission concerns

✓ Created By: **Timirra Gaither** (10/22/2018 2:11 PM)
CRT-TG received inbound call to C @: [redacted]
CRT-TG VERIFIED C's name, home & email address, concern, phone.
CRT-TG VERIFIED mileage and VEH maintenance location: HERB GORDON NISSAN/ 7,100
CRT-TG CHECKED for open recalls/campaigns and found: none
Previous UNRELATED Case(s) Found: none
Previous RELATED Case(s) Found: none
CRT-TG ADVISED "This call may be recorded for quality and training purposes."

CRT-TG asked C if had time to speak about case.
C stated yes.

CRT-TG stated sees C is having transmission concern.
C stated not the transmission.
C stated auto emergency braking system.
C stated concern cut on while driving.

C stated no one was in front or behind.
C stated did research about concern.
C stated NNA posted a bulletin about it.
C stated something else happened to C.
C stated was backing out of slot and reverse camera came on but steering was locked.
C stated VEH kept reversing.
C stated freaked out C.
C stated is 7 months pregnant and not longer feels safe in VEH.
CRT-TG stated sorry all these concerns keep happening to C.
CRT-TG stated what is C seeking from NNA.
C stated would like NNA to repurchase VEH.
C stated concern with VEH just has C uneasy.
CRT-TG stated understandable.
CRT-TG stated can review to see if that is something NNA would be able to do.
CRT-TG stated would follow up with C every three days first time being Thursday 25th.
CRT-TG stated would follow up whether CRT-TG has decision in case or not.
CRT-TG stated does C need case number and phone number.
C stated yes.

CRT-TG stated will start review process.
CRT-TG stated all information at this time.
CRT-TG stated again will follow up Thursday 10/25.

CRT-TG stated hopes C has good rest of day.
C stated same.

Call ended mutually.

Created By: Timirra Gaither (10/19/2018 4:06 PM)
CRT-TG received email back from SM-Robert Paolucci.
SM-RP stated C has been in for accel concern.
SM-RP stated VEH has been to dealer one time.
SM-RP stated DLR reprogrammed the radar system.
SM-BP stated DLR has one open RO that is in submittal .
SM-BP stated VEH was out of service 2 Days.
SM-BP stated Tech line was not involved.
SM-BP stated Dts was not involved.
CRT-TG sent follow up email stating if SM-BP could fax open RO's.

Created By: Timirra Gaither (10/19/2018 10:25 AM)
CRT-TG placed outbound call to Customer @[redacted]
CRT-TG left a VMX informing C that C's case has been escalated to CRT-TG, provided contact information and CRT-TG office hours.
CRT-TG stated that CRT-TG will contact C again by EOB tomorrow10/22.

Created By: Timirra Gaither (10/19/2018 10:22[redacted]
CRT-TG placed outbound call to Customer @ 2402612255..
CRT-TG left a VMX informing C that C's case has been escalated to CRT-TG, provided contact information and CRT-TG office hours.
CRT-TG stated that CRT-TG will contact C again by EOB tomorrow10/22.

Created By: Timirra Gaither (10/19/2018 10:21 AM)
CRT-TG placed outbound call to Customer @[redacted]
CRT-TG left a VMX informing C that C's case has been escalated to CRT-TG, provided contact information and CRT-TG office hours.
CRT-TG stated that CRT-TG will contact C again by EOB tomorrow10/22.

Created By: Timirra Gaither (10/19/2018 10:18 AM)
CRT-TG sent RHR questions to SM-Paolucci, Robert.

Created By: Timirra Gaither (10/19/2018 10:00 AM)
CRT-TG made outbound call to HERB GORDON NISSAN @3018908200.
CRT-TG left VMX with service manager.

Created By: Ikechukwu Isilebo (10/18/2018 3:26 PM)
CASE SUMMARY
C called seeking assistance with VEH buy back

CRR-II documented concern
CRR-II transfering case to RCAS for review

Created By: Ikechukwu Isilebo (10/18/2018 3:26 PM)
CRR-II VERIFIED Account information including: C's name, home & e-mail address, Phone number & best contact number
CRR-II VERIFIED VEH information including: VIN #, Current Mileage
CRR-II CHECKED for open recalls/campaigns and found: NONE
CRR-II CHECKED for previous UNRELATED Case(s) and found: NONE
CRR-II CHECKED previous RELATED Case(s) and found: NONE
CRR-II received inbound call from C
CRR-II NOTED concern is: VEH buy back

C stated C has a safety concern
C stated C had a couple concerns in the few months C had VEH
C does not feel safe in VEH
C stated C was driving on the highway and VEH just stopped accelerating
C stated same thing hapened 5 minutes later
C stated C was shaken up and scared
C stated C did some research and C saw it was a known concern
C stated C has a 4 year old daughter and C does not feel comfortable driving VEH
C stated C does notfeel comfortable putting children in VEH
C stated C would like to initiate a buy back
C stated SA at dealership is Chase King

CRR-II provided C with information
CRR-II informed C about follow up call from RCAS
CRR-II provided C with case number
CRR-II offered further assistance

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	INTELLIGENT BRAKE ASSIST (IBA)	POOR OR IMPROPER OPERATION	26	10/18/2018	YX	AD	[redacted]	OA
	[redacted]	BRAKES	INTELLIGENT BRAKE ASSIST (IBA)	MULTIPLE REPAIR ATTEMPTS	26	10/29/2018	YE	AD	[redacted]	OA

Forms

Forms Help

No records to display

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [49] | Case Categorizations [1] | Forms [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	Cynthia Gomez
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	11/21/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/18/2018 3:24 PM
Social Media Involvement		Date/Time Closed	11/16/2018 5:42 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	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	14,000	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	0	RHR Started	10/18/2018
IIR Date		RHR Completed	10/22/2018
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	5N1AT2MT1JC[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22118	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	NISSAN OF MCKINNEY	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	12	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	$480.83	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	
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: 5N1AT2MT1J[redacted]	Root Cause	
Created By	Cynthia Gomez, 10/18/2018 3:24 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 12/8/2018 11:36 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	564		
Action Code	NT1A		
What action was taken?	1A Repaired – Under Warranty		

Agent Comments

Agent Comments	Offer one month reimbursement Awaiting documents from C.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
11/16/2018 5:42 PM	Cynthia Gomez	Changed **Status** from Open to **Closed**.
		Closed.
11/16/2018 2:11 PM	Cynthia Gomez	Changed **Follow Up Date** from 11/16/2018 to **11/21/2018**.
11/15/2018 8:20 AM	Cynthia Gomez	Changed **Follow Up Date** from 11/15/2018 to **11/16/2018**.
11/14/2018 8:52 AM	Cynthia Gomez	Changed **Follow Up Date** from 11/14/2018 to **11/15/2018**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Cynthia Gomez (11/16/2018 5:39 PM) SPARCAS- CG is closing Case as no further assistance can be offered at this time. **********CASE SUMMARY********** C contacted NNA CA requesting assistance with BUYBACK REQUEST ***STATEMENT OF DECISION*** SPARCAS- CG advised C the Case has been thoroughly reviewed and NNA is not in a position to offer a repurchase or replacement of this vehicle. ARBS recommends contacting DTS to get involved with case. ARBS requests update once veh repairs have been completed.DTS inspected VEH, unable to duplicate but performed reprogram to Radar and ADAS modules as per NTB18-041. C's VEH working properly. ARBS recommended 1 month VEH payment reimbursement. SPARCAS CG processed check to C FOR $480.83 SPARCAS- CG reviewed Case with SPA TL BV
	Created By: Cynthia Gomez (11/16/2018 5:34 PM) SPARCAS CG received transfer call from C SPARCAS CG informed C check for $480.83 was approved and C should received it in 2-4 weeks. SPARCAS CG reminded C to contact SPARCAS CG if C needs further assistance. C thanked SPARCAS CG for the reimbursement SPARCAS CG explain it is Nissan that approved the reimbursement due to inconvenience Call ended mutually.
	Created By: Nancy Gomez (11/16/2018 5:30 PM) **********CASE SUMMARY********** C contacted Nissan CA requesting to talk with SPARCAS-CG. SPARCAS-NG Transferred the call with SPARCAS-CG. **********
	Created By: Nancy Gomez (11/16/2018 5:30 PM) SPARCAS-NG received an inbound from C[redacted] SPARCAS-NG- verified C's name, home & email address, phone# SPARCAS-NG- Checked for open recalls/campaigns and found: 0 SPARCAS-NG- Checked for previous UNRELATED Case(s) and found: 0

SPARCAS-NG- Checked previous RELATED Case(s) and found: 0

C stated that wants to talk with SPARCAS-CG

SPARCAS-NG offered further assistance before transferring the call

C denied and thanked

SPARCAS-NG provided agent name and phone number
SPARCAS-NG branded the call

Call was transferred

Created By: Cynthia Gomez (11/16/2018 5:05 PM)
SPARCAS CG placed outbound to C. No answer.
SPARCAS CG will contact C Monday Nov. 19th 2018

Created By: Brandon Villalobos (11/16/2018 3:36 PM)
TL-BV approved check following ARBS recommendations.

Created By: Cynthia Gomez (11/16/2018 3:26 PM)
SPARCAS CG submit check request

Created By: Cynthia Gomez (11/16/2018 3:18 PM)
**********Vehicle Payment **********

Details of the reimbursement:
C is eligible for ONE of vehicle payment(s) ONLY. As per ARBS recommendation & SPA TL BV Approval
Payment: $
Total Amount: $480.83
Mailing Address:
[redacted]
Plano, TX [redacted]
USA

Created By: Cynthia Gomez (11/16/2018 2:11 PM)
SPARCAS CG placed outbound call to C
SPARCAS CG authenticate C account as: name, best phone # and address
SPARCAS CG let C know call is recorded for QA & training purposes.
SPARCAS CG informed C that it has been approved to request one monthly payment reimbursement for C's inconvenience.
SPARCAS CG explain to C that C will need to send to SPARCAS CG documents to prove C's VEH monthly payment in order to SPARCAS CG be able to request reimbursement
SPARCAS CG advice to send it by email
SPARCAS CG informed C that SPARCAS CG will contact C back no later than Wednesday Novemeber 21st 2018

C thanked the assistance
C stated will be sending screen shots of online payment/account.

Call ended mutually.

Created By: Cynthia Gomez (11/15/2018 8:20 AM)
SPARCAS CG placed outbound call to C. No answer. Left voicemail indicating SPARCAS CG will attempt to reach C again tomorrow.

Created By: Cynthia Gomez (11/14/2018 8:52 AM)
SPARCAS CG placed outbound call to C. No answer. Left voicemail indicating SPARCAS CG will attempt to reach C again tomorrow.

Created By: Jacklyn Capers (11/12/2018 10:09 AM)
ARBS noting DTS inspection info:
Complaint: Vehicle braking by itself while driving.
•Cause: Found NTB18-041 for unexpected FEB operation.
•Correction: Performed reprogram to Radar and ADAS modules as per NTB18-041.
-
Complaint: Vehicle stalls when putting into reverse intermittently.
•Cause: Unable to duplicate customers concern after road test with customer. Attempted to start vehicle and apply reverse over 50 times with no duplication.
•Correction: Inspected ECM, TCM, and connection to ignition switch. No repairs made at this time.
=====
ARBS recommends one monthly payment reimbursement for c's inconvenience

Created By: Cynthia Gomez (11/9/2018 3:11 PM)
SPARCAS CG sent email to ARBS Jacklyn, as per ARBS instruction.
SPARCAS CG now waiting further instructions about this case

Created By: Cynthia Gomez (11/9/2018 1:56 PM)
SPARCAS CG placed outbound call to C
SPARCAS CG authenticate C account as: name, best phone # and address
SPARCAS CG let C know call is recorded for QA & training purposes.
SPARCAS CG asked C how was the DTS appointment

C stated that C was able to explain everything about C's VEH to DTS
C stated that C is still waiting for dealer to call C to pick up VEH
C stated C is using rental provided by dealer.

SPARCAS CG informed C that DTS informed that instruction was given to dealer to perform in C's VEH according to C's experience and C's explanations
SPARCAS CG informed C that since concern was not duplictaed DTS gave instructions to dealer that if C comes back to dealer for same concern dealer must follow up with DTS directly.

C stated that C does not know why dealer does not believe to C

SPARCAS CG explained to C that is not about believing C or not but the fact is that techs needs to reproduce concer to be able to proper diagnose

C states that now makes sence

SPARCAS CG advice C to contact dealer and inquire about when C can pick up C's VEH
SPARCAS CG informed C that SPARCAS CG wont contact C anymore but C can keep SPARCAS CG number handy just in case C needs further assistance

C agreed and thanked the information.

Call ended mutually.

Created By: LoriAnn Lint (11/9/2018 1:42 PM)
CASE SUMMARY
C looking for a call back
CRR-LL sent SPARCAS-CG an e-mail

Created By: LoriAnn Lint (11/9/2018 1:41 PM)
CRR-LL < VERIFIED> Account information including: C's name, home & e-mail address, phone number & best contact number
CRR-LL CHECKED for open recalls/campaigns and found: 0
CRR-LL CHECKED for previous UNRELATED Case(s) and found: 3
CRR-LL CHECKED previous RELATED Case(s) and found: 0
CRR-LL NOTED concern is: status update

CRR-LL received inbound call from C.

C stated C received a VMX from SPARCAS-CG
C stated C was available for the rest of the day and would like to speak with SPARCAS-CG

CRR-LL advised C that CRR-LL will send an e-mail to SPARCAS-SG
CRR-LL sent e-mail SPARCAS-SG
CRR-LL asked C if there was anything else CRR-LL could assist with.

C declined.

CRR-LL provided C with agent ID and case number [redacted]
NOTE: C was driving so CRR-LL advised C and also did a follow up e-mail with case # and agent ID #
CRR-LL noting C's best contact number is [redacted]

Call ended mutually

Created By: Cynthia Gomez (11/9/2018 12:40 PM)
SPARCAS CG placed outbound call to C. No answer. Left messageasking C to contact SPARCAS CG at 1 800 443 7315 ext 7319279 otherwise SPARCAS CG will contact C back again on Monday November 12th 2018.

Created By: Cynthia Gomez (11/8/2018 4:49 PM)
SPARCAS CG placed outbound call to C. No answer. Left message indicating SPARCAS CG will contact back again tomorrow.

Created By: Cynthia Gomez (11/6/2018 11:15 AM)
SPARCAS CG placed outbound call to C
SPARCAS CG authenticate C account as: name, best phone # and address
SPARCAS CG let C know call is recorded for QA & training purposes.
SPARCAS CG reminded about DTS appoitment in NISSAN OF MCKINNEY in NOV 7TH 11AM.
SPARCAS CG advice DTS name is Tonny Panno.
SPARCAS CG informed that SPARCAS CG will reach out to C no later than Friday Nov 9th 2018
SPARCAS CG asked if C has any question

C stated that no.
C stated that C is ready for DTS inspection
C stated C took day off

Call ended mutually

Created By: Cynthia Gomez (11/5/2018 10:28 AM)
SPARCAS CG placed a call to C. No answer. Left voicemail reminding about DTS appoitment in NISSAN OF MCKINNEY in NOV 7TH 11AM.
SPARCAS CG informed will attempt to contact C again tomorrow.

Created By: Cynthia Gomez (11/5/2018 7:47 AM)
SPARCAS CG sent email to DTS Tony, Cc SPA TL BV to inform SPARCAS CG was not able to speak with SF Mike nor SM/SD to follow up on DTS instructions.

Created By: Cynthia Gomez (11/5/2018 7:42 AM)
SPARCAS CG sent email to SM Brian & SD Clint from NISSAN OF MCKINNEY - 3939 at briancday@icloud.com & cgivens@vtaig.com to inform about DTS appointment for C and requesting Senior Tech to be available as wel as rental VEH in case DTS needs them.

Created By: Cynthia Gomez (11/1/2018 3:13 PM)
SPARCAS CG placed outbound call to C
SPARCAS CG authenticate C account as: name, best phone # and address
SPARCAS CG let C know call is recorded for QA & training purposes.
SPARCAS CG confirm to C DTS appoitment details NOV 7TH 11AM

C requested to be reminded on Monday Nov 5th

SPARCAS CG agreed

Call ended mutually.

Created By: Cynthia Gomez (11/1/2018 3:06 PM)
SPARCAS CG forward original email to SM Brian & SD Clint asking for assistance.

Created By: Cynthia Gomez (11/1/2018 2:58 PM)
SPARCAS CG placed a call to SF Mike and was told SF Mike was not available.

Created By: Cynthia Gomez (10/31/2018 3:18 PM)
SPARCAS CG sent email to SF Mike at mschroeder@vtaig.com, Cc SM Brian at briancday@icloud.com & DTS Tony. to ask about the pending follow up on this case.

Created By: Cynthia Gomez (10/31/2018 2:55 PM)
SPARCAS CG placed a call to SF Mike from NISSAN OF MCKINNEY.
SPARCAS CG was told SF Mike is not available
SPARCAS CG asked for SF Mike email address and received: mschroeder@vtaig.com
SPARCAS CG thanked the assistance.

Call ended mutually.

Created By: Cynthia Gomez (10/31/2018 9:03 AM)
SPARCAS CG placed a call to SF Mike from NISSAN OF MCKINNEY.
SPARCAS CG was told that SF Mike said will call back SPARCAS CG.

Created By: Cynthia Gomez (10/29/2018 11:06 AM)
SPARCAS CG placed outbound call to C
SPARCAS CG authenticate C account as: name, best phone # and address
SPARCAS CG let C know call is recorded for QA & training purposes.
SPARCAS CG informed C that the appointment with DTS is programmed for November 7th 2018
SPARCAS CG asked if that day will be ok with C

C started complaining about C's VEH situation

SPARCAS CG informed C that SPARCAS CG needs to confirm about appointment

C stated that it is ok

SPARCAS CG informed that it might be the case C will need to bring VEH to dealer before that time but SPARCAS CG is still confirming with dealer about it
SPARCAS CG will anyways contact C no later than Th November 1st to confirm about DTS appointment time and to inform about bring VEH to dealer

C asked what for to bring VEH to dealer again

SPARCAS CG informed that those are terms between DTS and dealer

C stated C asked because it is C's VEH but anyways C is disappointed with Nissan already
C stated that dealer dont do anything
C stated that C's VEH is waiting for a part
C stated that anyways C will wait for SPARCAS CG call.

SPARCAS CG thanked C

Call ended mutually.

Created By: Cynthia Gomez (10/29/2018 10:52 AM)
SPARCAS CG placed a call to dealer and spoke to SA Mike.
SPARCAS CG explain the situation and provided DTS instructions and asked if C should call to make an appointment or should ask for someone directly

SA Mike stated C should make an appointment

SPARCAS CG stated SPARCAS CG wants to make sure DTS instruction is followed and asked if SPARCAS CG should speak to someone else or the conversation with SA Mike should do

SA Mike advice to speak to rather speak to Shop Foreman
SA transfer the call to Shop Foreman

SPARCAS CG explaint to Shop Foreman Mike the conversation SPARCAS CG had with DTS

SF Mike asked SPARCAS CG to let SF Mike to wait until SF Mke can check about it and SF Mike will call SPARCAS CG back tomorrow.

SPARCAS CG provided SPARCAS CG phone number and ext.

Call ended mutually.

Created By: Cynthia Gomez (10/26/2018 12:30 PM)
SPARCAS CG placed a call to dealer, spoke to Elisa in service department, asked to speak to any service advisor and was told none of them was available. Asked to speak to senior technician and was told it was not available. Asked for SM and was told it was not available.

Created By: Cynthia Gomez (10/24/2018 6:17 PM)
SPARCAS CG called DTS Tony Panno.

DTS Tony stated that by chance DTS was at NISSAN OF MCKINNEY this morning.
DTS Tony states that DTS was asked by dealer to check on C's VEH which DTS did.
DTS was not able to duplicate C's concern as explained byt dealer about the VEH concerns while in reverse.

DTS states later DTS received the DTS Inspection request from SPARCAS CG.
DTS states that as per all the details DTS is now seeing in the case and that dealer did not mention to DTS this morning, and also taking into consideration DTS is goinf on vacations for a week and a half, dealer should initiate a Tech case to address this concern properly. Also dealer should perform NTB - 18 -041 as that might fix the situation.

SPARCAS CG agreed with DTS to set a DTS appointment and SPARCAS CG will contact dealer and talk to them about DTS instructions while DTS is away, then if the appointment is not needed any more then SPARCAS CG will cancel it.

Call ended mutually.

Created By: Cynthia Gomez (10/24/2018 3:59 PM)
SPARCAS CG received email from DTS Anthony asking for a phone call.
SPARCAS CG called. No answer. Left voicemail.

Created By: Cynthia Gomez (10/24/2018 11:44 AM)
SPARCAS CG requested DTS Appointment.

Created By: Cynthia Gomez (10/24/2018 11:39 AM)
SPARCAS CG placed outbound call to C
SPARCAS CG authenticate C account as: name, best phone # and address
SPARCAS CG let C know call is recorded for QA & training purposes.
SPARCAS CG 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
SPARCAS CG informed C that C will received a letter with the resolution and BBB address and phone number if C wants to follow up with this resolution.
SPARCAS CG informed C that ARBS along with resolution give SPARCAS CG the instruction to request DTS to check C's VEH and to inform ARBS once repairs are done.
SPARCAS CG asked if C will agree with that process

C stated that C wants to know why NNA denied C's request.

SPARCAS CG informed C that according to ARBS information, C's vehicle has not been subject to an unreasonable number of repair attempts.

C stated that then NNA dont consider that 4 times for the same concerns is bad
C stated that C' life is in risk but NNA dont consider that enough
C asked what then is bad enough
C asked how many times then the VEH needs to fail to be enough

SPARCAS CG informed C that SPARCAS CG is unable to provide a parameter as SPARCAS CG does not have that information

C asked who can provide that information to C
C asked if a manager will

SPARCAS CG informed C that SPARCAS CG is the regional specialist therefore the one on charge of C's case
SPARCAS CG explain to C that ARBS are not available to the public.

C stated that C, beign a woman always make sure to dont have a VEH more than 2 years just to make sure C does not have to go through any dangerous situation
C stated that with C's veh now C was at the highway when VEH failed and could have had a big accident, then C and C's daugther and grandchild had to wait for towing service, then take a taxi and been through all that yet NNA consider that is not enough
C stated that C just want to make sure SPARCAS CG is saying SPARCAS CG is the limit of whom C can speak about C's case to base on it make a decision of what acctions C will take now.

SPARCAS CG informed C that in fact SPARCAS CG is the person who will assist C with this case.
SPARCAS CG asked if C wants SPARCAS CG to request DTS

C stated that yes.
C stated C wants answers, someone who can tell what's wrong with C's VEH and fix it.

SPARCAS CG informed C that SPARCAS CG will request it and will call C as soon as a tentative date and time is received to check if that will work to C.
SPARCAS CG informed that SPARCAS CG will contact C back no later than Monday October 29th 2018

C agreed and thanked the assistance.

Call ended mutually.

Created By: Cynthia Gomez (10/23/2018 12:54 PM)
SPARCAS CG placed outbound call to C. No answer. Left voicemail indicating a resolution is ready and SPARCAS CG will attempt to contact C again tomorrow or C can call back SPARCAS CG at 1 800 443 7315 ext [redacted]

Created By: Cynthia Gomez (10/23/2018 11:24 AM)
SPARCAS CG requested Denial Letter

Created By: Jacklyn Capers (10/23/2018 9:23 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.

ARBS recommends contacting DTS to get involved with case.
ARBS requests update once veh repairs have been completed

Created By: Jacklyn Capers (10/23/2018 9:23 AM)
ARBS noting veh summary: 23 days down
1 v for veh will not start
1 v for veh pulls to the right
2 v for veh stalls when putting the veh into reverse
1 v for door locks do not open
1 v for A/C blows luke warm at a stop
=====
Vehicle acquired: Retail Sale
In Service Date: 2/20/2018
-
Open campaigns: none
-
Additional cases found:
1- [redacted] - C contacted Nissan CA requesting assistance with an reinbursement of car rental
2- [redacted] - T5 inquiry
3- [redacted] - docs for case [redacted] (email)
-
Tech line case found: none
-
DTS involved: none
VSC found: MZNM10892505/PMA10892505 (Basic 6/5000 MY14+)
State: TX
-
Total Approved Checks: Grand Totals (1 record) - $274.29

Created By: Jacklyn Capers (10/23/2018 9:17 AM)
ARBS noting SH:
-
03/12/18 @ 1,557 miles under RO: [redacted] - days down: 3
Concern: Veh will not start Action: Replace steering lock and ignition

03/19/18 @ 2,152 miles under RO: [redacted] - days down: 9 (per time stamps)
Concern:
1. Veh pulls to the right
2. Veh has died 5 times since purchase. C/S this occurs when putting the veh into reverse
3. Door locks do not open
Action:
1. Alignment completed
2. Performed idle adjustment
3. Action: New ignition cylinder has to get taken by dealer that changed the ignition cylinder to locksmith to make it work with original key.

06/14/18 @ 5,170 miles under RO: [redacted] - days down: 1
Concern: LOF
Action: LOF Completed

07/30/18 @ 8,662 miles under RO: [redacted] - days down: 12
Concerns:
1. A/C blows luke warm at a stop
2. Veh will stall when put in reverse

Actions:
1. Mode door actuator reset completed
2. Could not duplicate and no repairs completed

10/16/18 @ 15,050 miles under RO:[redacted] - days down: OPEN
Concerns:
1. Veh is braking on its own
2. Veh dies when put in reverse
Actions:
1. SOP parts
2. Could not duplicate
-
ARBS noting no RO punch times for RO[redacted] per dlr

Created By: Cynthia Gomez (10/22/2018 2:17 PM)
SPARCAS CG placed outbound call to C
SPARCAS CG authenticate C account as: name, best phone # and address
SPARCAS CG let C know call is recorded for QA & training purposes.
SPARCAS CG informed C that RHR has been submitted
SPARCAS CG informed C next follow up will take place on October 25th 2018
SPARCAS CG asked if C has any question

C stated C does not have any question.

Call ended mutually.

Created By: Nicki Barror (10/22/2018 2:09 PM)
DRTS received the RHR. The RHR was assigned to ARBS Jacklyn Capers for review

Created By: Cynthia Gomez (10/22/2018 1:50 PM)
SPARCAS CG submit RHR

Created By: Cynthia Gomez (10/22/2018 1:46 PM)
SPARCAS CG placed outbound call to dealer. Spoke to Service department receptionist who confirmed VEH still at dealer. RO[redacted] still open and that the SA working on VEH not at dealer today.

Created By: Cynthia Gomez (10/22/2018 11:35 AM)
SPARCAS CG placed call to dealer. Spoke to Warranty manager Melanie who asked to receive an email with the request.
SPARCAS CG send email to[redacted], as requested by warranty manager.

Created By: Cynthia Gomez (10/19/2018 11:01 AM)
SPARCAS CG sent email ro SM Brian from NISSAN OF MCKINNEY - 3939 to briancday@icloud.com CC SD Clint at cgivens@vtaig.com requesting Accounting copies of ROs 529017 & 542816 of this VIN, as well as the open RO and confirm if the vehicle is still at your dealership

Created By: Cynthia Gomez (10/18/2018 3:47 PM)
*** Case Summary***

C contacted Nissan CA about C requested NNA to Replace VEH

Created By: Cynthia Gomez (10/18/2018 3:47 PM)
***
SPARCAS CG VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
SPARCAS CG VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History
***

Created By: Cynthia Gomez (10/18/2018 3:47 PM)
SPARCAS CG CHECKED for open recalls/campaigns and found: 0
SPARCAS CG CHECKED for previous UNRELATED Case(s) and found[redacted]
SPARCAS CG CHECKED previous RELATED Case(s) and found: 0
SPARCAS CG informed C there is no open campaign associated to this VIN
SPARCAS CG NOTED concern is: Replace VEH

SPARCAS – CG asked how SPARCAS CG can- assist C

C stated that C bought C's VEH in March this year
C stated that in a trip the VEH had to be towed
C stated that C complained about all those inconveniences.
C stated that one month after that when VEH is placed in reverse the VEH just turn off by itself
C stated that in July C was told by dealer that Nissan is aware of that situation but it is waiting for further instructions about that concern is many Rogue VEH
C stated that now what happens with VEH is that just suddenly all dashboard lights started and warning sounds, went on and VEH started going very slow which C consider is very dangerous.
C stated that dealer check VEH and a sensor will be replaced
C stated that concern persist but C still drives VEH
C stated that A/C does not work
C stated that all this happens in 6 month
C asked if C can change C's VEH for another VEH
C stated C does not want VEH anymore

SPARCAS – CG informed C that process for investigation can initiate with NNA
SPARCAS – CG informed C that process can take up to 10 business days
SPARCAS – CG informed C that all ROs associated to their VEH need to be collected & then the case will be sent to ARBS for a further review and determine if NNA is in the position or not to repurchase/replace the VEH
SPARCAS – CG informed C that in the meantime case is being investigated it is recommended for C to work with servicing DLR to diagnose the VEH and perform any recommended repairs in case NNA is not in the position to repurchase/replace the VEH
SPARCAS – CG informed C that C will be contacted every 3 business days to notify C the status of the case

C understood and agreed to proceed with the process

SPACRR- asked C to answer following question:

Why do you want to return the vehicle to Nissan North America? Because C does not feel safe driving the VEH
Has the concern been resolved? No.
Where is the vehicle currently? Dealer
Are you currently in a rental vehicle? Yes
Where was the vehicle purchased? NISSAN OF MCKINNEY
Was the vehicle purchased new or used? New
If used, when was the vehicle purchased? N/A
Where is the vehicle serviced? Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers. NISSAN OF MCKINNEY
SPARCAS – CG thanked C for the information
SPARCAS – CG notified C to expect a call by EOB October 23rd 2018

C understood & appreciate assistance

SPARCAS – CG provided C with case#, name & direct phone #

BC#[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	11/16/2018	ZR	AZ	[redacted]	OF

Forms

Forms Help

No records to display

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Case
33284289

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Case History [5+] | Case Comments [7] | Case Categorizations [1] | Forms [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	CINDY LAU	Case Owner	Dezerick Frazier
Contact Email	cindyella@gmail.com	Type	CA
Home Phone	3479679696	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	10/19/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/18/2018 6:31 PM
Social Media Involvement		Date/Time Closed	10/19/2018 10:25 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	FEB concern but C has not had the service bulletin performed		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	STAR NISSAN
# Vehicles Owned	2	Previous Repair Date	7/30/2018
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	8,997	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	10/18/2018
IIR Date		RHR Completed	
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	5N1AT2MV2JC714009	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22218	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	STAR NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	10/19/2018
Responsible District	06	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	CINDY LAU

Sales & Service Campaign Specific Information

Hot Alert Date		Home Phone	(347) 967-9696
LS Response Time		Work Phone	7187671825
		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: CINDY LAU PHONE: 3479679696 VIN: 5N1AT2MV2JC714009	Root Cause	
Created By	Sanjana Bajaj, 10/18/2018 6:31 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/8/2018 10:23 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	CA33284289
Days Closed	592		
Action Code	NT8F		
What action was taken?	8F Provided Vehicle Information		

Agent Comments

Agent Comments	
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
10/19/2018 10:25 AM	Dezerick Frazier	Changed **Status** from Open to **Closed**.
		Closed.
10/19/2018 10:23 AM	Dezerick Frazier	Changed **Data Net** from false to **true**.
10/19/2018 10:21 AM	Dezerick Frazier	Changed **Description**.
10/19/2018 9:59 AM	Dezerick Frazier	Changed **Subject** from CUSTOMER: CINDY LAU PHONE: (347) 967-9696 VIN: 5N1AT2MV2JC714009 to **CUSTOMER: CINDY LAU PHONE: 3479679696 VIN: 5N1AT2MV2JC714009**.

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Case Comments

New

Case Comments Help

Public	Comment
✓	**Created By: Dezerick Frazier (10/19/2018 10:23 AM)** data net sent
	Created By: Dezerick Frazier (10/19/2018 10:23 AM) RCAS-DF is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted Nissan CA regarding concern but C has not had the service bulletin performed. RCAS-DF reviewed Case with SA-Ronnie Morales *** STATEMENT OF DECISION *** RCRCAS-DF informed C that there is a update for the FEB concern.RCAS-DF informed C that C needs to go back to the dealership and speak with SA-Ronnie Morales
✓	**Created By: Dezerick Frazier (10/19/2018 10:20 AM)** RCAS-DF placed outbound call to C at 7187671825. RCAS-DF asked C if this is a good time to discuss C's VEH. C- stated yes. RCAS-DF advised C that this call may be monitored for training and quality purposes. RCAS-DF VERIFIED Account Info including: C's name, home & email address, phone# & best contact# RCAS-DF VERIFIED Veh Info including: VIN#, Current Mileage, Warranty & Service History RCAS-DF CHECKED for open recalls/campaigns and found: none RCAS-DF CHECKED for previous UNRELATED Case(s) and found: none RCAS-DF CHECKED previous RELATED Case(s) and found: none RCAS-DF NOTED concern is: FEB concern RCAS-DF informed C that RCAS-DF is C's case manager and will be the point of contact for C. RCAS-DF provided direct number and C's case number. RCAS-DF informed C that RCAS-DF has been in contact with SA-Ronnie Morales. RCAS-DF informed C that there is a update for the FEB concern. RCAS-DF informed C that C needs to go ack to the dealership and speak with SA-Ronnie Morales. C- stated ok. C- stated that when C went to the dealership before, the update was not out yet. C asked how long will it take to due to the bulletin. RCAS-DF stated hopefully one day.

C- stated ok.

RCAS-DF advised C to call RCAS-DF if C has any concerns after getting the update completed

RCAS-DF asked C if C had any questions.

C- stated no.

RCAS-DF thanked C for allowing sometime to discuss this case

RCAS-DF advised C to have a great day.

Call ended mutually.

Created By: Dezerick Frazier (10/19/2018 10:09 AM)
RCAS-DF placed outbound call to C at 3479679696

RCAS-DF left a VMX for C.

✓ RCAS-DF provided direct number and C's case number.

RCAS-DF informed C to go back to the dealership and ask for SA-Ronnie Morales

RCAS-DF set a follow update for Wednesday 10/24/18

Created By: Dezerick Frazier (10/19/2018 10:02 AM)
RCAS-DF placed outbound call to Star Nissan at (718)359-7443.

RCAS-DF spoke with SA-Ronnie Morales.

RCAS-DF asked for a update on C's FEB concern.

✓ SA-RM stated that C has not been to the dealership since 7/30/18.

RCAS-DF asked if SA-RM is aware of the FEB bulletins.

SA-RM stated that SA-RM is aware.

Call ended mutually

Created By: Sanjana Bajaj (10/18/2018 6:48 PM) | Last Modified By: Dezerick Frazier (10/19/2018 9:59 AM)
CASE SUMMARY

✓ C called in for the VEH break issue

CRR-SB transferred case to RCAS at this point

Created By: Sanjana Bajaj (10/18/2018 6:47 PM) | Last Modified By: Dezerick Frazier (10/19/2018 9:59 AM)
CRR-SB < VERIFIED> Account information including: C's name, home & e-mail address,
phone number & best contact number
CRR-SB VERIFIED VEH Information including: VIN #, Current Mileage
CRR-SB CHECKED for open recalls/campaigns and found: 00
CRR-SB CHECKED for previous UNRELATED Case(s) and found: 00
CRR-SB CHECKED previous RELATED Case(s) and found: 000
CRR-SB NOTED concern is: VEH issue

CRR-SB received inbound call from C –

C stated C want to report safety concern on VEH
C stated C is having issue
C stated VEH will automatically stop and use break
C stated C have to over write the accelerator to stop breaking

CRR-SB asked if C went to DLR

C stated DLR stated that DLR cannot do anything
C stated was told about something about to sensor
C stated there is ger time
C stated automatically breaking
C stated C was doing some research

CRR-SB asked when it started
CRR-SB asked is it there since C bought

C stated in the beginning of this year
C stated C there was bulletin issued for the VEH
C stated there is service bulletin

✓ CRR-SB asked bulletin number

C stated C have the bulletin number # PC637

C stated DLR stated they cannot do anything with the sensor
C stated C was to accelerate to over write the break
C stated C received the Bulletin for Service reprogram

CRR-SB asked what C is looking

C stated want to know if VEH is safe
C stated C is going to intersection and it will breaking on me
C stated it is safety issue
C stated C want to see if there fix or exchange the VEH
C stated it is safety concern
C state have young daughter
C stated C want to get the VEH
C stated C want to make sure
C stated C want to prefer to trade in the VEH which is safe

CRR-SB advised C case will be documented

C understood

CRR-SB advised C with the case, agent id #7319154 and Name
CRR-SB offered further assistance

C declined

CALL Ended mutually

3479679696 – Ms. Lau

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
	CC-10045652	BRAKES	ANTI-LOCK BRAKE SYSTEM	POOR OR IMPROPER OPERATION	04	10/19/2018	YX	AD	118500	OA

[redacted]

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [19] | Case Categorizations [1] | Forms [0]

Case Detail

Reopen Case | Clone Closed Case

Number of open vehicle campaigns = 1

Account Name	[redacted]	Case Owner	Randy Anderson
Contact Email		Type	CA
Home Phone		Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	11/8/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/19/2018 12:16 PM
Social Media Involvement		Date/Time Closed	11/8/2018 9:05 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 is stating C is having concerns with FEB.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	ROCKLAND NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	1,640	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	10/19/2018
IIR Date		RHR Completed	
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	KNMAT2MV1JF[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22018	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	ROCKLAND NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	10/22/2018
Responsible District	05	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	FYI

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] /IN: KNMAT2MV1JP[redacted]	Root Cause	
Created By	Sebastian Otterstein, 10/19/2018 12:16 PM	Root Cause Code	SCSD
Last Modified By	NNAETL, 12/8/2018 10:22 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	572		
Action Code	NT8H		
What action was taken?	8H Referred Customer to Dealer/Retailer		

Agent Comments

Agent Comments	11/7 C needs to make an appointment.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
11/8/2018 10:57 AM	Charity Trull	Changed **Case Owner** from Brandon Seay to **Randy Anderson**.
11/8/2018 9:05 AM	Brandon Seay	Changed **Status** from Open to **Closed**.
		Closed.
11/7/2018 10:52 AM	Brandon Seay	Changed **Follow Up Date** from 11/7/2018 to **11/8/2018**.
11/5/2018 1:36 PM	Brandon Seay	Changed **Follow Up Date** from 11/5/2018 to **11/7/2018**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Brandon Seay (11/8/2018 9:04 AM) RCAS-BS 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-BS reviewed case with SM-Frank Nolan and PM-Guss Rella. C stated C has an appointment on November, 25th to get part installed. ***STATEMENT OF DECISION*** RCAS-BS advised C Nissan has created a case to document C's concern, and this case will remain in NNA's system.
	Created By: Brandon Seay (11/8/2018 8:59 AM) RCAS-BS made outbound call to C at [redacted] and spoke to C's wife [redacted] who is C. RCAS-BS stated call may be recorded for quality and training purposes. RCAS-BS asked C has C spoke to anyone at the DLR. C stated the DLR finally called C. C stated C has an appointment at the DLR on 11/25. RCAS-BS understood. RCAS-BS asked C does C have RCAS-BS contact info.
✓	C stated yes. RCAS-BS stated if DLR is not able to address C's concern C can call RCAS-BS back. C understood. RCAS-BS asked C does C have any other questions for RCAS-BS. C declined. RCAS-BS thanked C for time. Call ended mutually.
✓	Created By: Brandon Seay (11/8/2018 8:55 AM) RCAS-BS placed outbound call to Rockland Nissan and no one was available to speak with.
✓	Created By: Brandon Seay (11/7/2018 10:52 AM) RCAS-BS attempted to contact C at [redacted] and was advised there is not an extension for C. ********** RCAS-BS is deleting [redacted] from contact list.

✓ Created By: Brandon Seay (11/7/2018 10:51 AM)
RCAS-BS contacted C at [redacted] left VMX including Case number, name, and RCAS-BS contact of 615.725.7143. RCAS-BS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.

✓ Created By: Brandon Seay (11/7/2018 10:47 AM)
RCAS-BS placed outbound call to ROCKLAND NISSAN and SM-Frank and SA-Felix was not available to speak with.

Created By: Brandon Seay (11/5/2018 1:35 PM)
RCAS-BS made outbound call to C at [redacted] and spoke to C's wife [redacted] who is C.
RCAS-BS stated call may be recorded for quality and training purposes.
RCAS-BS asked C has C heard from DLR.

C stated no.

✓ RCAS-BS stated RCAS-BS would contact DLR.

C understood.

RCAS-BS stated RCAS-BS would follow up with C no later than Wednesday, November 7th.

Call ended mutually.

✓ Created By: Brandon Seay (11/5/2018 1:34 PM)
RCAS-BS made outbound call to C at [redacted] and spoke to C's wife [redacted] who is C.

Created By: Brandon Seay (10/31/2018 1:04 PM)
RCAS-BS made outbound call to C at and spoke to C's wife [redacted] who is C.
RCAS-BS stated call may be recorded for quality and training purposes.
RCAS-BS advised C that the component is at the DLR.

C understood.
C asked was the component the same component.

RCAS-BS stated yes but his component doesn't have a fault.

✓ C understood.

RCAS-BS stated RCAS-BS would follow up with C no later than Tuesday, Nov 5th.
RCAS-BS asked C does C have any other questions for RCAS-BS.

C declined.

RCAS-BS thanked C for time.

Call ended mutually.

Created By: Brandon Seay (10/31/2018 10:47 AM)
RCAS-BS received inbound call from SM-Frank Nolan stating 8453586700.

SM-FN stated DLR is replacing the front radar sensor.
✓ SM-FN stated this one doesn't have a fault.

RCAS-BS understood.

Call ended mutually.

Created By: Brandon Seay (10/31/2018 10:25 AM)
RCAS-BS placed outbound call to Rockland Nissan and spoke to PM-Guss Rella.

PM-GR stated the component is at the DLR.

✓ PM-GR stated the part number is 28438 5fa31.

RCAS-BS understood.

Call ended mutually.

Created By: Brandon Seay (10/26/2018 11:04 AM)
RCAS-BS made outbound call to C at [redacted] and spoke to C's wife [redacted] who is C.
RCAS-BS stated call may be recorded for quality and training purposes.
RCAS-BS stated C's part was shipped out on the 25th.

C understood.
C stated is it the same component or a different component.

RCAS-BS stated RCAS-BS will find out.
RCAS-BS stated RCAS-BS would follow up with C no later than Wednesday, October 31st.
✓ RCAS-BS asked C does C have RCAS-BS's contact info.

C stated yes.

RCAS-BS asked C does C have any other questions for RCAS-BS.

C declined.

RCAS-BS thanked C for time.

Call ended mutually.

Created By: Brandon Seay (10/26/2018 10:58 AM)
RCAS-BS placed outbound call to Rockland Nissan and spoke to Parts Counter Person Bruce Bartlett.

✓ Parts Counter Person-BB stated the part is not on back order.
Parts Counter Person-BB stated it shipped on the 25th.

RCAS-BS asked to be transferred to service department and SM was unavailable.

✓ Created By: Brandon Seay (10/23/2018 2:59 PM)
RCAS-BS made outbound call to C at and spoke to C's wife [redacted] who is C.
RCAS-BS VERIFIED C's name, home & email address, current mileage and phone.
RCAS-BS VERIFIED servicing dealer/retailer: ROCKLAND NISSAN
RCAS-BS CHECKED for open recalls/campaigns and found: none
Previous UNRELATED Case(s) Found: none
Previous RELATED Case(s) Found: none
RCAS-BS ADVISED "This call may be recorded for quality and training purposes."
****
RCAS-BS stated RCAS-BS was C's RCAS, case manager, and point of contact.

C stated C went to Rockland Nissan this morning.
C stated DLR put the VEH on the computer.
C stated everyone was pretending nothing is wrong with VEH.
C stated C's VEH came up with bulletin.
C stated DLR stated DLR had to order a new component.
C stated C had a few issues twice.
C stated thankfully C has never had an accident driving.
C stated C's VEH is very sensitive
C stated C would hear a beep beep.
C stated C doesn't know if VEH knew if C was not braking in time.
C stated VEH was warning C by beeping and blue light shot across the dashboard.
C stated while driving home out of nowhere the VEH started dinging.
C stated when C looked down C was going 15mph and it stopped.
C stated the nearest VEH was more that a half a mile ahead of C.

RCAS-BS apologized for the inconvenience C is facing with VEH.

C stated sensor is on back order and may arrive in a few weeks.
C asked was DLR just replacing component or is C getting a new part.
C stated DLR cut of the AEB sysem.
C stated C has the VEH.
C stated DLR said there is a safety bulletin.

RCAS-BS stated RCAS-BS would get information from TECHs at NIS.

C understood.

RCAS-BS provided case and contact number.
RCAS-BS asked C does C have any other questions for RCAS-BS.

C declined.

RCAS-BS thanked C for time.

Call ended mutually.

✓ **Created By: Brandon Seay (10/22/2018 2:25 PM)**
RCAS-BS attempted to contact C at [redacted] and was advised C doesn't have an extension.

✓ **Created By: Brandon Seay (10/22/2018 2:24 PM)**
RCAS-BS contacted C at [redacted] left VMX including Case number, name, and RCAS-BS contact of 615.725.7143. RCAS-BS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.

Created By: Brandon Seay (10/22/2018 8:26 AM)
RCAS-BS placed outbound call to Rockland Nissan and spoke to SM-Frank Nolan.

✓ SM-FN stated there are no open ROs for C.

RCAS-BS understood.

Call ended mutually.

Created By: Sebastian Otterstein (10/19/2018 12:22 PM)
CASE SUMMARY
C contacted Nissan CA requesting assistance with Forward Emergency Braking Improper Operation

CRR-SO informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 10/22/2018 regarding Cs concern

Best Time: up to 10 am and after 1pm Eastern Time
Best Contact: [redacted]

Created By: Sebastian Otterstein (10/19/2018 12:22 PM)
CRR-SO VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-SO VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History
CRR-SO CHECKED for open recalls/campaigns and found: 0
CRR-SO CHECKED for previous UNRELATED Case(s) and found: 0
CRR-SO CHECKED previous RELATED Case(s) and found: 0
CRR-SO NOTED concern is: Forward Emergency Braking Improper Operation

CRR-SO noting wife is phoning in, will be referred to as C
CRR-SO received inbound call from C

C stated C is phoning regarding an incident with Cs VEH 10/18/2018

CRR-SO acknowledged C concern
CRR-SO asked C what happened

C stated C was driving 40 mph on smooth pavement
C stated the Emergency Braking System engaged
C stated C was on safety pavement and the VEH did not stop %100, VEH slowed down to 15 MPH
C stated a couple times C heard something turn on
C stated there were no VEHs around
C stated C is seeing a lot of complaints online about 2018 Rogue

CRR-SO apologized to C for Cs experience

C stated C tried phoning DLR but DLR was too busy

CRR-SO asked C how would C like NNA to assist

C stated there are no campaigns on VEH
C stated C is really considered as C brings and picks up grandchildren from school
C stated C read online C can disengage feature
C stated C really hesitated to get into VEH

CRR-SO asked C what would Cs ideal solution be involving NNA

C stated to have VEH fixed or get rid of VEH

CRR-SO informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 10/22/2018 regarding Cs concern

C understood

CRR-SO offered further assistance

C declined

CRR-SO provided C with case number and agent ID

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	10/19/2018	YX	AV	[redacted]	OA

Forms

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	Gloria Holman
Contact Email		Type	CA
Home Phone		Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	2/7/2019	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/19/2018 2:47 PM
Social Media Involvement	✓	Date/Time Closed	2/13/2019 2:59 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	3		
Description	Consumer Affairs Voluntary Settlement due to 3 repairs and 42 days out of service for warning light on dash will pop up when driving and brakes will be applied		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	GULF COAST NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	Request Checks!!
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	4,506	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	10/23/2018
IIR Date		RHR Completed	1/2/2019
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	5N1AT2MT7JC[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	4
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22518	Beyond PT Warranty Months1	4

Dealer Detail

Case Servicing Dealer	GULF COAST NISSAN	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	10/22/2018
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	$4,307.00	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	
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: VIN: 5N1AT2MT7JC[redacted]	Root Cause	
Created By	Sanjana Bajaj, 10/19/2018 2:47 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 2/13/2019 9:06 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	475		
Action Code	NL9D		
What action was taken?	9D Customer Reimbursement - Settlement		

Agent Comments

Agent Comments

12/21 Call C.
12/19-12/21 Call DLR and DTS for updates.

10/23 Begin RHR. Denied.
FIRST DTS appointment was on 11/8 at 1:00 PM

Agent Next Step

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
2/13/2019 2:59 PM	Kristina Rosas	Changed **Status** from Open to **Closed**.
		Closed.
2/7/2019 3:26 PM	Kristina Rosas	Changed **Description**.
2/6/2019 2:40 PM	Kristina Rosas	Changed **Follow Up Date** from 1/17/2019 to **2/7/2019**.
1/16/2019 7:57 AM	Kristina Rosas	Changed **Follow Up Date** from 1/3/2019 to **1/17/2019**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Kristina Rosas (2/13/2019 2:59 PM) Settlement check delivered to C on 2/12 at 1:05pm, signed for by [redacted]
	Created By: Brian Volk (2/11/2019 2:17 PM) Check sent-FedEx tracking number as notated by DRT agent.
	Created By: Kristina Rosas (2/7/2019 3:45 PM) RC requested check for settlement: CR0406999- $3,400 customer check payable to Michael Quinn Miller Jr. and Tiffany Diann Miller FedEx tracking #[redacted]
	Created By: Kristina Rosas (2/7/2019 3:26 PM) C is looking for NNA to buyback VEH.
	Created By: Kristina Rosas (2/6/2019 2:40 PM) TL received signed Cash Settlement Agreement and attached to case.
	Created By: Gloria Holman (1/30/2019 10:08 AM) RC GH emailed Customer Release Agreement. RC requested Customer, review the document, and if agreed, have notarized, sign, and send entire document back to RC via fax. RC explained upon receipt of Customer's signed acceptance, the check would be delivered within 7 business days via FedEx, and requires an adult signature for delivery.
	Created By: Greg Morley (1/30/2019 9:49 AM) Received Cash Settlement Letter: OK 2 owners per TX Title App: [redacted] $3.4k per ARBs original instruction Vehicle: 2018 Nissan Rogue, VIN: 5N1AT2MT7JC[redacted]
	Created By: Gloria Holman (1/30/2019 8:33 AM) RC GH created settlement agreement and sent to Quality for review.
	Created By: Gloria Holman (1/29/2019 3:45 PM) RC GH received an email from Customer stating she has decided to go with the settlement offer. RC replied to email acknowledging.
	Created By: Gloria Holman (1/29/2019 3:21 PM) RC GH updated replacement figures to reflect prior reimbursement and sent to Quality. New Finance MSRP of new vehicle: $35,675.00 MSRP of old vehicle: $34,565.00 +Usage: $1,113.00 +Upgrade Cost (Waived $1,000.00): $110.00 +Prior Reimbursement: $907.00 +Current Payoff good through 02/08/2019: $43,201.10

Total Customer Participation: $45,331.10
Dealer New Finance
(+) New Vehicle Invoice: $34,450.00
(+) Registration/Title/License Fees: $166.50
(+) Document Fee: $150.00
(+) Sales Tax: $2,153.12
(+) Non Tax Fees: $126.44
(=) Total due Dealer: $37,046.06
(-) Customer responsibility to Dealer: ($45,331.10)
(=) Total Dealer Pays to NNA: $8,285.04

Created By: Greg Morley (1/29/2019 3:16 PM)
QC-GM requested RC review figures.

Created By: Gloria Holman (1/29/2019 1:49 PM)
RC GH completed replacement figures and sent to Quality for review.
New Finance
MSRP of new vehicle: $35,675.00
MSRP of old vehicle: $34,565.00
+Usage: $1,113.00
+Upgrade Cost (Waived $1,000.00) $110.00
+Current Payoff good through 02/08/2019: $43,201.10
Total Customer Participation: $44,424.10
Dealer New Finance
(+) New Vehicle Invoice: $34,450.00
(+) Registration/Title/License Fees: $166.50
(+) Document Fee: $150.00
(+) Sales Tax: $2,153.12
(+) Non Tax Fees: $126.44
(=) Total due Dealer: $37,046.06
(-) Customer responsibility to Dealer: ($44,424.10)
(=) Total Dealer Pays to NNA: $7,378.04

Created By: Nicki Barror (1/29/2019 11:28 AM)
DRTS NB attached factory invoice

Created By: Gloria Holman (1/29/2019 10:49 AM)
RC GH received a voicemail from Mark Holian, regarding settlement offer.
RC returned call, 832-496-8386 and informed Mark, if the Customer chose the settlement option, the vehicle would not be categorized as a lemon vehicle.
Mark stated he understood, and will speak with the Customer as this may be their best option due to over $10k in negative equity.
RC acknowledged, call ended mutually.

Created By: Gloria Holman (1/29/2019 8:54 AM)
RC GH received Mock Bill of Sale from Mark Holian, Executive Manager, Gulf Coast Nissan.
RC requested Replacement Factory Invoice.

Created By: Gloria Holman (1/28/2019 3:36 PM)
RC GH received a voicemail from Mark, Executive Manager, Gulf Coast Nissan asking for a return call.
RC called Mark Holian, 832-496-8386, regarding replacement vehicle.
Mark stated he found a vehicle closer to the MSRP of the Customer's vehicle and asked what was needed on his end.
RC informed Mark, a Mock Bill of Sale is needed listing the selling price of the vehicle at bottom line invoice, including all collateral charges associated with the sale of the vehicle and omitting any aftermarket items.
RC obtained email address: mholian@gulfcoast.net.
RC informed Mark, an email will be sent detailing the information discussed needed on the document.
Mark understood, and thanked RC, call ended mutually.
RC sent email requesting Mock Bill of Sale.

Created By: Gloria Holman (1/25/2019 3:38 PM)
RC GH called Customer, and inquired if an Attorney was retained.
Customer stated she has not retained an Attorney as of yet.
RC requested if Customer retains an Attorney, the case will be closed, and the Customer's Attorney will instruct her further.
RC informed Customer an email was sent to Tim Fowler, Sales Manager, Gulf Coast Nissan regarding incorrect Mock Bill of Sale.
RC stated the selling price of the vehicle is incorrect, and RC informed Tim to correct the figure, and resend the document.
RC forwarded the email sent to Tim, to the Customer.
Customer sated she il go to the Dealership today, and will have Tim send the corrected document by Monday, 01/28/2019.
RC acknowledged, call ended mutually.

Created By: Rick Boccaccio (1/24/2019 4:16 PM)
CASE SUMMARY
C contacted Nissan CA requesting assistance with follow up on the case

CRR-RB is sending an internal message to RC-GH to follow up with C

Created By: Rick Boccaccio (1/24/2019 4:16 PM)
CRR-RB <VERIFIED> Account Info including: C's name, home & email address, phone# & best contact#
CRR-RB CHECKED for open recalls/campaigns and found: 0
CRR-RB CHECKED for previous UNRELATED Case(s) and found: 1
CRR-RB CHECKED previous RELATED Case(s) and found: 0
CRR-RB NOTED concern is: follow up on the case

C stated that C's VEH has been deemed a Lemon and been working with
C stated that when C first purchased the Nissan Rouge that C had purchased
C stated that the credit was not good back then but could get financing
C stated that now 6 months to a year later C has to purchase a whole new VEH and is having a hard time getting financed
C stated that the dealership will not repair as it is deemed a lemon and that C stated that has left RC GH multiple calls and no one will get back to C

CRR-RB spoke with CRR-DR and CRR-DR had stated if C wants to speak to supervisor to escalate the call to a supervisor

C stated that this has been going on since October
C stated that C has waited long enough and that C is done with this whole matter
C stated who RC-GH's supervisor is

CRR-RB stated that is not information that CRR-RB can give out

C understood

CRR-RB was informed by TL-MF that we cannot escalate the case and that it is at the highest that the case is
CRR-RB stated that CRR-RB can send an internal message to get a call back

C stated C has a question for CRR-RB

CRR-RB understood

C stated that if C were to go out and get a lawyer who does C have to speak with

CRR-RB stated if C has the PO Box mailing address

C stated "OHH I have the address"

CRR-RB stated to C that is the address that C sends the letter to

C understood

CRR-RB provided case #[redacted]along with name and id

C understood

CRR-RB stated to C if there is anything else that C needed further assistance with

C declined

Call ended mutually

Created By: Gloria Holman (1/22/2019 8:31 AM)
RC GH emailed Tim Fowler, Sales Manager, Gulf Coast Nissan regarding incorrect Mock Bill of Sale.

RC informed Tim, the selling price of the vehicle must be listed at bottom line invoice in the amount of $43,334.00.
RC requested Tim resend the document once corrected in order for replacement figures to be formulated for him and the Customer to review.

Created By: Michelle Simpson (1/18/2019 2:38 PM)
DRTS-SM obtained/attached the Replacement Factory Invoice.

Created By: Gloria Holman (1/18/2019 1:59 PM)
RC GH received Mock Bill of Sale from Tim Fowler, Sales Manager, Gulf Coast Nissan.
RC requested Replacement Factory Invoice.

Created By: Gloria Holman (1/18/2019 12:45 PM)
RC GH received a voicemail from Customer's husband [redacted] asking how long will the replacement option take.
RC informed Customer, providing the document is correct once received, once replacement figures are completed and approved (1-2 business days), the figures will be emailed to the Customer for review.
Customer was in Dealership with wife, and Lori, Salesperson.
Customer asked why would it take so long.
RC was placed on speaker phone.
RC reiterated, after the figures are completed, the document must be approved by 2 other departments.
Customer (wife) asked what happens if the Dealership decides to sell the vehicle.
RC stated the Dealer is asked to hold the vehicle for the Customer if they are willing to assist.
Lori (Salesperson) stated the vehicle cannot be held until the end of the month.
RC asked if the vehicle has been shown to other Customers, and Lori replied yes.
RC stated if the Dealer is not willing to hold that particular vehicle, to have the Customers select another vehicle the Dealer would hold.
RC stated there is not a guarantee the buyback will be completed by end of the month.
RC explained, once the document is received, replacement figures are completed, and approved by Quality, the Customer still needs to review the figures, agree with the offer, and be approved for refinancing.
RC further explained, upon receipt of the Customer's signed acceptance of the offer, they would be contacted within 10 business days by the 3rd party vendor to further assist in the buyback.
Lori stated she will pray the buyback is completed by the end of month.
RC acknowledged, call ended mutually.

Created By: Gloria Holman (1/18/2019 12:00 PM)
RC GH called Lori, Salesperson, Gulf Coast Nissan, 888-828-7200 regarding Mock Bill of Sale for replacement vehicle.
Lori stated the Customer is in the Dealership, and has selected a vehicle.
Lori stated she had to transfer RC to Tim Fowler, Sales Manager, as he would be the point of contact moving forward.
RC acknowledged, and was transferred.
RC requested a Mock Bill of Sale from Tim for the vehicle the Customer selected.
Tim asked where was the $12k going.
RC asked for clarification.
Tim stated he has a document that states the Customer has a $12k credit.
RC inquired if Tim was reviewing the Customer's repurchase offer.
Tim stated he was not.
Tim stated the document came from NNA and has RC's information on the last page.
RC informed Tim, that document is in fact the repurchase offer the Customer was presented with.
RC stated that amount is what the Customer would owe with that offer.
RC explained, the repurchase offer is completely separate from the replacement offer.
Tim asked would NNA help with financing.
RC informed Tim, financing is completed on Customer's behalf and the Dealership can assist.
Tim stated what if TDECU (Customer's Lender) does not want to refinance for the Customer.
RC informed Tim, that may be the case however; the Customer could choose any Lender to inquire if she would qualify to be refinanced.
RC obtained Tim's email address: tfowler@gulfcoast.net.
RC informed Tim, RC will send an email detailing the information needed on the document in order to formulate replacement figures for review.
Tim understood, call ended mutually.
RC sent an email to Tim requesting a Mock Bill of Sale listing the selling price of the vehicle at bottom line invoice, including all collateral charges associated with the sale of a vehicle, and omitting any aftermarket items.
RC informed Tim, the vehicle information sent must be the vehicle the Customer will replace into.
RC requested Tim call or email with any questions, and provided number, and office hours.

Created By: Gloria Holman (1/17/2019 4:03 PM)
RC GH called and emailed Customer Repurchase Letter.
RC explained, in choosing the repurchase offer, the Customer would owe NNA $12,392.65, and the current loan in the amount of $42,913.26 would be paid in full.
Customer stated she understood, and does not have the funds to pay that amount.
RC acknowledged, and informed Customer, with the replacement option, the Customer would only be responsible for current loan balance, and usage with a comparable vehicle.
Customer stated she is tired of running around.
RC asked Customer what Dealership would she want to select a replacement vehicle, and Customer stated Gulf Coast Nissan.
RC informed Customer, RC will contact Sale personnel regarding a replacement, and will contact the Customer before end of business 01/18/2019 with an update.
Customer understood, and thanked RC, call ended mutually.

Created By: Lakisha Benedict (1/16/2019 10:25 AM)
ARBS-kb reviewed, and approve numbers.

Created By: Greg Morley (1/16/2019 10:09 AM)
Customer Repurchase Offer Letter - TX / Retail / New / Long Method:

Base Price: $33,739.00
Sales Tax: $1,014.94
Dealer Inventory Tax: $79.75
Dealer Doc Fee: $150.00
Inspection Fee: $7.00
License & Title: $199.50
TOTAL: $35,190.19
Less TX Usage Fee: ($1,236.67)
Less Rebates: ($2,500.00)
Less Prior Payment Reimbursement: ($907.00)
Less Lien Payoff (good through 01/23/19): ($42,913.26)
TOTAL DEDUCTIONS: ($47,556.93)
Total Amount DUE FROM Customer: ($12,366.74)

Worksheet notes:

MSRP: 34,565 / PP: 33,739 / Rebate: 2,500
1st Report: 4,506 / Full Miles: 5,679 / Miles at purchase: 342
TX Usage: ([4,506 - 342 = 4,164] / 120k x [33,739 - 2,500 = 31,239]) +
([[5,679 - 4,506 = 1,173] / 120k x 31,239] / 2)
1,083.99 + 152.68 = 1,236.67
Nissan VSC's: None
Check approvals on VIN: $907 - payment reimbursement

QC-GM notes - corrected total deduction on customer letter.

Created By: Greg Morley (1/16/2019 10:09 AM)
Customer Repurchase Offer Letter - TX / Retail / New / Long Method:

Base Price: $33,739.00
Sales Tax: $1,014.94
Dealer Inventory Tax: $79.75
Dealer Doc Fee: $150.00
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License & Title: $199.50
TOTAL: $35,190.19
Less TX Usage Fee: ($1,236.67)
Less Rebates: ($2,500.00)
Less Gap insurance ($900.00)
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([[5,679 - 4,506 = 1,173] / 120k x 31,239] / 2)
1,083.99 + 152.68 = 1,236.67
Nissan VSC's: None
Check approvals on VIN: $907 - payment reimbursement

QC-GM notes - corrected total deduction on customer letter.

Created By: Greg Morley (1/16/2019 10:04 AM)
Customer Repurchase Offer Letter - TX / Retail / New / Long Method:

Base Price: $33,739.00
Sales Tax: $1,014.94
Dealer Inventory Tax: $79.75
Dealer Doc Fee: $150.00
Inspection Fee: $7.00
License & Title: $199.50
TOTAL: $35,190.19
Less TX Usage Fee: ($1,236.67)
Less Rebates: ($2,500.00)
Less Gap insurance ($900.00)
Less Prior Payment Reimbursement: ($907.00)
Less Lien Payoff (good through 01/23/19): ($42,913.26)
TOTAL DEDUCTIONS: ($47,556.93)
Total Amount DUE FROM Customer: ($12,366.74)

Worksheet notes:

MSRP: 34,565 / PP: 33,739 / Rebate: 2,500
1st Report: 4,506 / Full Miles: 5,679 / Miles at purchase: 342
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([[5,679 - 4,506 = 1,173] / 120k x 31,239] / 2)
1,083.99 + 152.68 = 1,236.67
Nissan VSC's: None
Check approvals on VIN: $907 - payment reimbursement

QC-GM notes - added GAP deduction and corrected total deduction on customer letter.

Created By: Kristina Rosas (1/16/2019 7:56 AM)
TL-KR formulated and sent the following repurchase figures for quality review:

Base Price: $33,739.00
Sales Tax: $1,014.94
Dealer Inventory Tax: $79.75
Dealer Doc Fee: $150.00
Inspection Fee: $7.00
License & Title: $199.50
TOTAL: $35,190.19

Less TX Usage Fee: ($1,236.67)
Less Rebates: ($2,500.00)
Less Prior Payment Reimbursement: ($907.00)
Less Lien Payoff (good through 01/23/19): ($42,913.26)
TOTAL DEDUCTIONS: ($42,913.26)

Total Amount DUE FROM Customer: ($12,366.74)

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Worksheet notes:

MSRP: 34,565 / PP: 33,739 / Rebate: 2,500
1st Report: 4,506 / Full Miles: 5,679 / Miles at purchase: 342
TX Usage: ([4,506 - 342 = 4,164] / 120k x [33,739 - 2,500 = 31,239]) +
([[5,679 - 4,506 = 1,173] / 120k x 31,239] / 2)
1,083.99 + 152.68 = 1,236.67
Nissan VSC's: None
Check approvals on VIN: $907 - payment reimbursement

Created By: Gloria Holman (1/16/2019 7:34 AM)
RC GH received complete buyer's order from Mary van Noort, Gulf Coast Nissan, and attached to the case.
RC replied to email confirming receipt.

Created By: Gloria Holman (1/15/2019 3:47 PM)
RC GH called Customer and requested a complete copy of the buyer's order from the Customer's Lender.
Customer stated she will contact her Lender today and obtain the document.
RC thanked Customer, call ended mutually.

Created By: Gloria Holman (1/15/2019 3:41 PM)
RC GH called Golf Coast Nissan, 713-422-6241, and left a voicemail for Mary, Administrative Assistant, requesting a complete copy of the buyer's order.
RC provided number, and office hours.

Created By: Gloria Holman (1/14/2019 3:04 PM)
RC GH called Customer, and informed the finance contract was received from the Dealership, and attached to her case.
RC informed Customer, once repurchase figures are completed, and approved, the document will be emailed to her for review.
Customer thanked RC, and apologized for the calls.
Customer stated it is difficult to speak with anyone or the same person at the Dealership.
RC acknowledged, call ended mutually.

Created By: Gloria Holman (1/14/2019 1:56 PM)
RC GH received finance contract from Gulf Coast Nissan,and attached to the case.

Created By: Gloria Holman (1/14/2019 1:29 PM)
RC GH called Golf Coast Nissan, 8888287200, and requested a finance contract from Ezzert Sam, Finance.
Ezzert stated he will fax the document to RC.
RC acknowledged, and provided phone, and fax numbers.

Created By: Rajiv Maharaj (1/14/2019 10:13 AM)
***** CASE SUMMARY*****

C stated C has still not got a call from RCAS

CRR-RM updating case notes and sending internal email

Created By: Rajiv Maharaj (1/14/2019 10:13 AM)
CRR-RM VERIFIED Account information including: C's name, home & e-mail address, phone number
CRR-RM NOTED concern is:Case Follow-up

C stated C was advised that RCAS called the Finance Dept and when C cheked with Finance Dept, C was told that no call was recieved
C stated the VEH is not working and C needs to get to work
C stated DLR will not give C a loner also
C stated this is going on since Oct and C is losing patience now and getting frustrated
C stated C has left multiple VXM for RCAS and has not got any callback

CRR RM apologised and advised C that RCAS left VXM for finance dept for finance contract

C stated C will go to DLR today and have that sent to NNA CA today

CRR RM advised C case notes are being updated and email is being sent

C stated ok

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

C declined.

CRR-RM provided C with agent ID [redacted] and case number [redacted]

C understood.

Best Contact #[redacted]
Call ended mutually

Created By: Cris Wilmotbrown (1/11/2019 10:22 AM)
********CASE SUMMARY**********

C called into NNA CA about follow up on case

CRR-CW sending email to RC agent

Created By: Cris Wilmotbrown (1/11/2019 10:22 AM)
CRR-CW VERIFIED Account Info including: C's name, email, home address, phone#
CRR-CW VERIFIED VEH Info including: VIN
CRR-CW CHECKED for open recalls/campaigns and found: 0
CRR-CW CHECKED for previous UNRELATED Case(s) and found: 1
CRR-CW CHECKED previous RELATED Case(s) and found: 0
CRR-CW received call from: [redacted]
C called NNA CA regarding: Follow up on case

C called into NNA CA for a follow up on case [redacted]

CRR-CW told C that CRR-CW would have to put C on a brief hold to read through the case notes

C stated that would be fine
C wanted to know what the status was on the status was on the case
C also stated that C has not heard from RC agent for more than a week

CRR-CW assured C that CRR-CW could definitely look into C's concern
CRR-CW advised that the case was still being worked by the RC agent
CRR-CW told C that all the information given will be documented and passed on to RC agent and an email sent advising about this phone call

C understood all the information given

CRR-CW asked C if there was any assistance further required

C stated no

CRR-CW provided C with case number, agent ID

Best# [redacted]
Call ended mutually

Created By: Gloria Holman (1/11/2019 9:57 AM)
RC GH called Golf Coast Nissan, 8888287200, and left a voicemail for Nick, Finance, requesting a copy of the finance contract.
RC provided number, and office hours.

Created By: Gloria Holman (1/9/2019 4:05 PM)
RC GH called Golf Coast Nissan, 8888287200, and left a message for finance department, requesting a finance contract.
RC provided number, and office hours.

Created By: Gloria Holman (1/4/2019 1:37 PM)
RC GH received driver's license of titled owner from Customer and attached to the case.

Created By: Sandra Adjei (1/4/2019 12:08 PM)
CRR-SA OPENED or VERIFIED Account Info including: C's name, home & email address, phone# & best contact:
CRR-SA VERIFIED VEH Info including: VIN#, Current Mileage:
CRR-SA CHECKED for open recalls/campaigns and found: 0
CRR-SA CHECKED for previous UNRELATED Case(s) and found: 0
CRR-SA CHECKED previous RELATED Case(s) and found: 0

CRR-SA NOTED concern is: BUYBACK CONCERN
CRR-SA received an inbound call from C: Tiffany Miller

C provided VIN#: 5N1AT2MT7JC[redacted]
C stated C has been approved for the Buyback program
C stated C is currently @ the DLRSHP shopping for Vehicles
C stated c doesn't know what to do

CRR-SA informed C that the case is above CRR-SA and it is with the highest authority
CRR-SA informed C that an email will be send to RC-GH to contact C

C stated C has RC-GH's number and will contact RC-GH
C understood

CRR-SA ask C if there is anything else CRR-SA can assist C with?

C declined
C appreciated and thanks CRR-SA

CRR-SA provided C with agent ID# [redacted]
Call ended mutually

Created By: Gloria Holman (1/4/2019 10:05 AM)
RC GH received buyer"s order, and remaining payment history from Customer, and attached to the case.
RC emailed Customer, confirming receipt.

Created By: Gloria Holman (1/4/2019 10:00 AM)
RC GH received title application, payoff, and registration from Customer, and attached to the case.
RC called Customer, and confirmed receipt.
Customer stated she was financed with another Lender before TDECU Credit Union.
RC informed Customer, the payment history is needed from that Lender as well as the buyer's order.
Customer stated she will send the remaining documents today.
RC acknowledged, call ended mutually.

Created By: Gloria Holman (1/4/2019 9:41 AM)
RC GH received an email from Customer asking if RC received the payoff information from her Lender.
RC called Customer, and informed no documents have been received from the Customer's Lender.
Customer stated she has the documents, and will send to RC today.
RC acknowledged, call ended mutually.

Created By: Gloria Holman (1/4/2019 8:40 AM)
RC GH received driver's license, and photos from Customer, and attached to the case.
RC replied to email confirming receipt and reminded Customer to send remaining documents:
Copy of Vehicle registration (must be current)
Buyer's Order from the original purchase of the vehicle
Payment History with breakdown of interest and principle
Payoff information with per diem and good through date
Vehicle Title (front & back) or Title Application
RC requested Customer call or email with any questions, and provided number, and office hours.

Created By: Gloria Holman (1/3/2019 2:45 PM)
RC-GH made initial contact with C. RC explained to C that the concerns with their vehicle have been reviewed and the authorization has been received to offer the customer either a repurchase or replacement of their vehicle based on the state lemon law guidelines or if C instead chooses to keep the vehicle, a settlement of $3400 is being offered.

RC clarified for the customer that if they chose a replacement vehicle their responsibility would start with what they currently owe, plus usage/depreciation for miles they put on the vehicle (if applicable under state guidelines), plus any extra options that they do not have on their current vehicle.
RC stated if the customer chooses a vehicle that is a different model or more than one model year different than their current vehicle they would be charged the MSRP difference.

RC further clarified that if original vehicle was purchased used, the original purchase price is used in the upgrade comparison, and the difference between that and the new vehicle's MSRP will be the upgrade charge to C.

RC explained how a repurchase was calculated: down payment, plus payments made, less usage, less negative equity, if any. NNA pays off lien. RC also informed Customer, in choosing the repurchase offer, a VPP Code would be provided where another Nissan/Infiniti vehicle can be purchased at an employee discounted rate.

RC stated that once the requested documentation has been received, an offer would be assembled and sent, and then we would go over the figures to see how C would like to proceed.

RC requested that C provide the current registration and copy of their driver's license, Title if C held, as well as 5 (4 ext 1 int) photos of vehicle; (and Payoff, Payment history + Sales Contract/Bill of Sale if 3rd party).

Customer stated she will begin sending the requested documents today.
Customer stated she is unsure of how she wants to proceed at this time.
RC acknowlekdged, and informed Customer once the documents are received, RC will formualte repurchase figures for the Customer to review.
RC also stated if the Customer is even thinking about a replacement, to go out and select a possible replacement vehicle ASAP.
Customer understood, call ended mutually.

Created By: Michelle Simpson (1/3/2019 11:44 AM)
DRTS-SM obtained/attached the Repurchase Factory Invoice.

Created By: Gloria Holman (1/3/2019 11:36 AM)
RC GH emailed NMAC for payoff information, requested Repurchase Factory Invoice, and emailed Customer Letter of Intent with a descrition of the options.

Created By: Lakisha Benedict (1/3/2019 8:08 AM)
REASON: 3 repairs and 42 days down for WHILE DRIVING A WARNING ON HER DASH WILL POP UP AND BRAKES WILL BE APPLIED,.

LEMON LAW: TX

USAGE: :4,506 miles
((1st report/120000X purchase price)+(full-1st/120000*1/2 purchase price))

RETENTION GOODWILL:
If the customer opts for replacement, NNA will waive up to 10% of the usage as an incentive to retain the customer.

May offer VPP ONLY with acceptance of repurchase offer.
OPTIONS: If c does not want repurchase/replacement NNA will offer $3,400 as cash settlement in lieu of buyback.

Created By: Lakisha Benedict (1/3/2019 8:05 AM)
ARBS-kb note the following RHR summary:

1v warning on dash
——replaced lane departure camera realigned

1v blowing cool or cold air
——removed an replaced compressor to correct concern

3v——warning light is coming on
——no duplication
——replaced front sonar sensor
——RECALIBRATE FRONT RADAR SENSOR DUE TO STAIN CODE PER ENGINEER

ARBS-kb note 42 days down for warrantable repairs.

Created By: Lakisha Benedict (1/3/2019 8:02 AM)
ARBS-kb note the following rhr review:
ARBs-kb note the following STATE: TX
———————

10/8/2018- Mileage:4,506- RO#[redacted]
1. CUSTOMER STATES THAT TWICE WHILE DRIVING A WARNING ON HER DASH WILL POP UP AND BRAKES WILL BE APPLIED, NOTHING WAS IN FRONT OF HER. ONCE WHILE IDLING THE SAME MESSAGE POPPED UP AND THE BRAKES WERE APPLIED EVEN THOUGH SHE WASN'T IN MOTION——VERIFIED CONCERN FOUND CODE FOR C1B03 FOR ABNORMAL TEMP DETECTED, REMOVED AND REPLACED LANE DEPARTURE CAMERA AND REALIGNED TO CORRECT CONCERN.
2. cust states vehicle brakes by itself ck report————verified concern found code c1b03 for abnormal temp detected in lane keeping camera. removed and replaced lane keeping camera and recalibrated to correct concern. time ran on line a and closed mistakenly to customer pay when should have been warranty.

10/19/2018- Mileage:4,697- RO#[redacted] Days down-4
1. CUSTOMER STATES THAT A/C ISN'T BLOWING COOL OR COLD AIR NO MATTER WHAT SHE SETS IT AT ——VERIFIED CONCERN FOUND PRESSURES IN COMPRESSOR TOO HIGH CAUSING COMPRESSOR TO NOT ENGAGE CORRECTLY. REMOVED AND REPLACED COMPRESSOR TO CORRECT CONCERN.

11/2/18- Mileage: 4,911- RO#[redacted] Days down-1
1.CUSTOMER STATES THAT THE SAME RADAR WARNING LIGHT IS COMING ON LIKE THE LAST TIME SHE BROUGHT IT IN, EXCEPT THIS TIME IS HASN'T STARTING AUTO BRAKING AND THE LIGHT COMES AND GOES. SHE CALLED HER INSURANCE TO LET THEM KNOW OP CODE RF6FAA .4 TEST DROVE VEHICLE AND COULD NOT DUPLICATE CONCERN, CONTACTED TECH HOT LINE AND WAS REFEREED TO TSB 18-041 TO REPROGRAM ADIADS MODULE. REPROGRAMMED MODULE TO CORRECT CONCERN.

11/15/2018-Mileage: 5,174- RO#[redacted] Days down-1
1.CUSTOMER STATES THE PRE COLLISION LIGHT KEEPS COMING ON AND FLASHING——Front sonar replacement.

12/10/2018- Mileage:5,679- RO#[redacted] Days down-19
1. CUSTOMER STATES THE PRE COLLISION LIGHT KEEPS COMING ON FLASHING EITHER WHILE SHE'S DRIVING OR WHEN SHE'S PARKED. IT DOES GO AWAY EVENTUALLY BUT IT COMES BACK. RECALIBRATE FRONT RADAR SENSOR DUE TO STAIN CODE PER ENGINEER

Created By: Michelle Simpson (1/2/2019 2:22 PM)
DRTS received the RHR. The RHR was assigned to ARBS Lakisha Benedict for review.

Created By: Makhaila Elder (1/2/2019 2:11 PM)
✓ RCAS-ME received and attached ROs from DLR.
RCAS completed RHR.

✓ **Created By: Makhaila Elder (1/2/2019 9:45 AM)**
RCAS-ME emailed SM-Mike White and WA-Terri Hogan requesting ROs [redacted] and [redacted] to be sent to RCAS as previously discussed with SM. RCAS cc'd RCAS-EH, SRCAS-LG and TL-LH.

Created By: Makhaila Elder (12/31/2018 11:25 AM)
RCAS-ME placed outbound call to SM-Mike White @ 855-975-3592.
RCAS-ME asked if SM can send accounting copy of ROs [redacted] and [redacted]
SM stated SM can send them.
✓ SM asked what email to send to.

RCAS provided SM with RCAS-ME's email.
RCAS thanked SM.

Call ended mutually.

Created By: Janelle Cantrall (12/30/2018 6:19 PM)
Arbs Rec'd Additional RHR Filter Request
ARBS RECOMMENDS ANOTHER RHR

RHR Was prev. Denied (2X's) 10/26/18 AND 11/28/18
C Was Reimbursed ONE Vehicle PYMT - $907.00"
C/s C had to return to the Dealer for another SONAR Repair, and C wants NNA to buyback C Vehicle or C will contact a Lawyer
12-28-18~~RCAS CONFIRMED with Dlr. C has returned to dlr. for another repair

"SM-MW stated one open RO for the sonar recalibration. RO #[redacted]
SM-MW stated VEH was picked up on Wednesday and we are closing that RO today.

1v warning on dash
——replaced lane departure camera realigned
1v blowing cool or cold air
——removed an replaced compressor to correct concern
2v——warning light is coming on
——no duplication
——replaced front sonar sensor
ARBS-kb note 23 days down for warrantable repairs.

CUSTOMER:

[redacted]
Angleton, TX [redacted]

Vehicle:
2018 ROGUE
VIN ~ 5N1AT2MT7JC[redacted]
ISD: 6/7/2018
No Campaigns
No Tech Line Cases
No VSC
No Warranty Cases

DTS - Rafael Mariduena INSPECTION on 11/8/18 @ GULF COAST NISSAN...DTS MET WITH C
RE: 1.Complaint: Forward Emergency Braking malfunction indicator will illuminate and driver has experienced unwanted braking.
Cause: LASER distance sensor and ADAS control unit programming
Correction: Applied Nissan Technical Bulletin 18-41 to correct possible unwanted FEB operation
Status: Complete

CPIA
1) 10-8-18 C/s Veh. Brakes by itself / Repl. Lane Departure Camera @ 4,506 Miles DAYS: 5
2) 10-19-18 C/s AC is not blowing cool or cold iar / Repl. Compressor Assembly @ 4,697 Miles DAYS: 4
3) 11-2-18 C/s Same radar warning light is coming on / Reprogram lasar/radar @ 4,911 Miles DAYS: 5
4) 11-15-18 C/s Pre collision light keeps coming on / Repl. ICC Distance Sensor @ 5,174 Miles DAYS: 15

✓ **Created By: Emily Hansen (12/28/2018 9:05 AM)**
RCAS-EH submitted Filter RHR to ARBS-Janelle Cantrall

Created By: Emily Hansen (12/28/2018 9:04 AM)
RCAS-Emily Hansen made outbound call to C at [redacted]
RCAS-EH VERIFIED C's name, home & email address, concern, phone.
RCAS-EH VERIFIED servicing dealer/retailer: Gulf Coast Nissan
RCAS-EH CHECKED for open recalls/campaigns and found: none
Previous UNRELATED Case(s) Found: 0
Previous RELATED Case(s) Found: 0
RCAS-EH ADVISED "This call may be recorded for quality and training purposes."
RCAS-EH informed the C that RCAS would be the case manager on the case and would look thoroughly into resolving the concern.

RCAS-EH asked if it was a good time.
C confirmed.
RCAS-EH asked about concern.
C stated wants NNA to give C new VEH or trade in VEH for a new one.
C stated VEH keeps messing up.
RCAS-EH asked if VEH is currently at the DLRSHP.
C stated no.
RCAS-EH asked if VEH has been running properly since last repair.
C stated yes for now.
C stated just wanted address to NNA.
RCAS-EH stated would be happy to provide NNA address. C stated already got it from last agent and does not know why agent escalated to RCAS-EH.
RCAS-EH asked what C was seeking from NNA.
✓ C stated for NNA to repurchase or replace VEH.
RCAS-EH stated can run another repurchase or replacement review for C.
RCAS-EH stated this could take up to 10 business days to complete.
C stated okay.

RCAS-EH asked RHR Customer questions.:

Why do you want to return the veh to NNA?: It keeps messing up
Where is the veh currently?: With C.
Where was the veh purchased? Gulf Coast Nissan
Was it purchased new or used?: New
If used, when was the veh purchased? N/A
Where is the veh serviced? Has the veh been taken to multiple Nissan/Infinity dealers? IF YES- document names of dealers/retailers.: ONLY Gulf Coast Nissan

RCAS-EH thanked C for answering the following questions.
RCAS-EH stated will keep C updated every 3 business days.
RCAS-EH asked if C still has RCAS-EH's direct number.
C confirmed.
RCAS-EH set a follow up for 1/3.
RCAS-EH asked if C had any questions.
C stated no and confirmed follow up date.
RCAS-EH thanked C for time.

Call ended mutually.

Created By: Emily Hansen (12/28/2018 8:52 AM)
RCAS-EH made an outbound call to SM-Mike White at 855-975-3592.

RCAS-EH gave C's name and asked if VEH has been in recently or if there are any open RO's.

SM-MW stated one open RO for the sonar recalibration. RO #[redacted]
SM-MW stated VEH was picked up on Wednesday and we are closing that RO today.
RCAS-EH thanked SM-MW.
RCAS-EH asked DLR RHR questions:

How many times has the customer's vehicle been to the dealer/retailer for repairs? : 4 or 5 times
✓ What repairs were performed?: side radar, A/C Compressor, front radar replacement, reprogram front sonar, recalibration of front sonar
Are there currently any OPEN ROs? : Yes, but closing it today.
Is the vehicle currently at the dealership? No
How many days has the vehicle been kept out of service at your dealer for repairs?: About 10 weeks.
Has TECH LINE been involved? Yes
Has a Dealer Technical Specialist (DTS) been involved? Yes

Has the on-site CA Technical Specialist (CATS) been involved? : No

RCAS-EH thanked SM-MW.

Call ended mutually.

Created By: Victoria Greene (12/27/2018 3:19 PM)
****** [CASE SUMMARY] ******

C contacted CRR-VG regarding VEH buyback

Created By: Victoria Greene (12/27/2018 3:19 PM)
CRR-VG VERIFIED Account information including: C's name, home & e-mail address,
Phone number & best contact number
CRR-VG VERIFIED VEH Information including: VIN #, Current Mileage, Warranty & Service History
CRR-VG CHECKED for open recalls/campaigns and found:0
CRR-VG CHECKED for previous UNRELATED Case(s) and found:1
CRR-VG CHECKED previous RELATED Case(s) and found: 1
CRR-VG NOTED concern is: VEH BUYBACK

CRR-VG received inbound call from C

C stated C was wanting to send in every document C has for the VEH to do a buyback
C stated that C was not eligible till the 29th
C stated that C had to take in the VEH 2-3 more times during thr process to have repaired
C stated that C has only had the VEH for 6 months and out of that has only had it a total of 2 weeks while rest has been in shop
C stated that C just wants the VEH to be bought back so C can get another VEH or to be put into another VEH thats not a rouge
C stated that C wants a copy of the entire file on this case

CRR-VG informed C that CRR-VG will document the concern and send a email to agent in charge

C understood
C stated that C wants the address to send in documents and stated that if nothing gets done on the 29th C will have to get a lawyer

CRR-VG provieded C with address
CRR-VG asked C if there was anything else CRR-VG could assist with.

C declined.

CRR-VG provided C with agent ID and case number [redacted]

C understood

Call ended mutually.

Created By: Emily Hansen (12/21/2018 2:34 PM)
RCAS-Emily Hansen is closing Case as no further assistance can be offered at this time.

CASE SUMMARY
C contacted Nissan CA requesting assistance with a VEH concern.
C stated lane departure camera went out while driving.
C stated brake was slammed on by itself and air conditioner went out on C too.
C stated at the DLR and cannot fix concern.
RCAS-EH stated RHR.

RHR DENIED.
RCAS-EH sent out DTS.
DTS repaired VEH by replacing lane departure camera and reprograming VEH.
VEH is back with C and repaired.

C went back to DLRSHP with same concern.
✓ RCAS-EH reached out to DLRSHP and spoke to SM-Mike White.
SM-Mike white stated is going to go ahead and replace front sonar on VEH.
RCAS-Eh requested RHR be reran.
RHR denied.
RCAS-Eh informed C that at this time NNA is not in a position to repurchase or replace VEH.
ARBS suggested one monthly payment reimbursement.
RCAS-EH reviewed with TL-Lesley Howard for a 1 monthly payment reimbursement.
TL-LH approved 1 monthly payment reimbursement.
C called back in with same concern.
RCAs-EH spoke to SM-MW who fixed VEH and recalibrated sensor and confirmed VEH for pick up.

STATEMENT OF DECISION
RCAS-EH stated NNA is not in a position to repurchase or replace VEH.
RCAS-EH offered a 1 monthly VEH payment reimbursement.
RCAS-EH confirmed VEH has been fixed and ready for C to pick up.

C accepted 1 monthly VEH payment reimbursement and was satisfied with this information.

Created By: Emily Hansen (12/21/2018 2:32 PM)
RCAS-EH made outbound call to C at [redacted]
RCAS-EH ADVISED "This call may be recorded for quality and training purposes."

RCAS-EH asked if it was a good time.
C confirmed.
RCAS-EH informed C that RCAS-spoke to SM at the DLRSHP.
RCAS-EH informed C that VEH has been repaired and ready for pick up.
✓ C stated okay.
RCAs-EH advised C pick up VEH from DLRSHP.
C stated what if VEH breaks down again and can't take VEH to DLRSHP because DLRSHP is closed.
RCAS-EH advised C take VEH to DLRSHP as soon as DLRSHPs are open again.
C stated okay and does not know when VEH will be picked up.
RCAS-EH understood and asked if C had any more questions.
C stated no.
RCAs-EH thanked C for time.

Call ended mutually.

Created By: Emily Hansen (12/21/2018 2:26 PM)
RCAS-EH made an outbound call to SM-Mike White at 855-975-3592.

RCAS-EH gave C's name and asked for an update.
✓ SM-MW stated that VEH is running properly and ready to be picked up.
SM-MW stated C refused to pick it up.
RCAS-EH understood and thanked SM-MW.

Call ended mutually.

Created By: Emily Hansen (12/21/2018 2:07 PM)
✓ RCAS-EH made an outbound call to SM-Mike White at 855-975-3592.

RCAs-Eh left a VMX with direct # and requested a call back.

Created By: Emily Hansen (12/18/2018 11:12 AM)
RCAS-EH made outbound call to C at [redacted]
RCAS-EH ADVISED "This call may be recorded for quality and training purposes."

RCAS-EH asked if it was a good time.
C confirmed.
RCAS-Eh informed C that RCAS-spoke to SM at the DLRSHP.
RCAs-EH informed C that the code indicating a stain on radar was pulled.
RCAs-EH informed C that this happens at times to this part.
RCAS-EH stated that sometimes outside influences can attach to radar and obstruct the radar view.
RCAS-EH informed C that stain has been cleaned and radar has been recalibrated.
RCAS-EH informed C that VEH is running properly currently but DLRSHP wants to keep test driving it to guarantee the concern is taken care of.
C understood.
C asked how many miles is the DLRSHP going to put on VEH.
RCAS-EH apologized but is unable to provide that information.
✓ RCAs-EH stated this is something C will need to ask the DLRSHP.
C stated it is not fair that at least 1,000 miles on VEH have been added due to VEH test drives.
RCAS-EH understood the frustration and apologized.
RCAS-EH advised that DLRSHP is doing this to make sure VEH concern does not duplicate.
C stated this time the light is blinking.
C asked why is it blinking.
RCAs-EH advised C that RCAs-EH will ask for more in depth information about blinking concern next time RCAS-EH speaks to DLRSHP.
C thanked RCAs-EH.
RCAS-EH asked if C had any more questions.
C stated not now.
RCAS-EH set a follow up for 12/21.
C confirmed follow up and asked to be called at 2:00 PM.
RCAS-EH confirmed will call at 2:00 PM on 12/21.
RCAS-EH thanked C for time.

Call ended mutually.

✓ **Created By: Emily Hansen (12/18/2018 10:04 AM)**
RCAS-EH made an outbound call to SM-Mike White at 855-975-3592.

RCAS-EH gave C's name and last 8 of VIN.
RCAS-Eh asked for an update on diagnosis process.
SM-MW stated C1A16 code was pulled on VEH.
SM-MW stated that is a code for a radar stain.

SM-MW stated the code has been cleared and DLRSHP recalibrated everything.
SM-MW stated light has not come back on yet.
SM-MW stated VEH is still at DLRSHP and VEH is being test driven periodically to make sure concern does not duplicate.
SM-MW stated DTS stated that basically something is just getting on the camera and causing the light to go on.
SM-MW stated that DTS informed SM-MW that this is just the way these parts are designed.
RCAS-EH thanked SM-MW.

Call ended mutually.

Created By: Emily Hansen (12/18/2018 9:37 AM)
RCAS-EH was cc'd and received an email from DTS-Rafael Mariduena reaching out to SM-Mike White.

Email Stated:

✓ This is the response back from the engineer:
Typically FEB off light flashing is going to end up being a blocked lane camera. I'm not sure if there is frost yet where you are at, but we have seen that cause the flashing FEB off light on our vehicles here. Once the frost goes away and the camera is able to distinguish features, the light doesn't flash anymore and the system operates normally.

With the FEB flashing and then resuming normal operation, this indicates normal operation. Have you been able to duplicate it? Are there any codes stored other than the C1A16 RADAR stain? With the customer's permission can you drive it for an extended period such as home and back?

Created By: Emily Hansen (12/17/2018 1:22 PM)
✓ RCAS-EH made an outbound call to SM-Mike White at 855-975-3592.

RCAS-EH left a VMX with RCAS-EH's name, direct #, C's name, Case #, and requested a call back.

Created By: Emily Hansen (12/17/2018 9:11 AM)
✓ RCAS-EH made an outbound call to SM-Mike White at 855-975-3592.

RCAS-EH left a VMX with RCAS-EH's name, direct #, C's name, Case #, and requested a call back.

Created By: Emily Hansen (12/13/2018 9:01 AM)
RCAS-EH made outbound call to C at [redacted]
RCAS-EH ADVISED "This call may be recorded for quality and training purposes."

RCAS-EH asked if it was a good time.
C confirmed.
RCAS-EH asked about concern.
C stated VEH is back in for same concern.
RCAS-EH asked if VEH was breaking at random.
C stated no.
C stated VEH obstruction light is back on.
RCAS-EH understood and apologized that VEH is having concern again.
C stated this is the 4th time VEH has been in for this concern.
RCAS-EH understood and empathized with C.
RCAS-EH informed C that RCAS-EH reached out to DTS that worked on VEH.
RCAS-EH informed C that DTS and DLR are currently working together to find a recommended repair for VEH concern.
C asked what recommended repair will be and when will it be found.
C stated may not have VEH for Christmas.
RCAS-EH informed C that at this time DLR and DTS are still in the process of finding a recommended repair.
RCAS-EH stated will keep C informed through this process.
RCAs-EH stated when a recommended repair is available RCAs-EH will let C know.
✓ C thanked RCAS-EH.
C stated this process is frustrating.
RCAS-EH understood and empathized with C.
C stated is DLR just going to replace front sonar again because that has not been working.
RCAS-EH understood and stated does not know what recommended repair is.
C understood and stated not RCAS-EH's fault.
C stated appreciates all of RCAS-EH's help.
RCAS-EH stated happy to assist.
RCAS-EH understood that this is a frustrating situation.
RCAS-EH informed C that RCAS-EH, DLR and DTS will be working hard together to find a recommended repair for VEH.
C thanked RCAS-EH.
C asked why RCAS-EH needs to be in process if Technical specialist and DLR are already working together.
RCAS-EH informed C that RCAS-EH is the mediator.
RCAS-EH stated if NNA CA is involved, C and DLR has access to tools that can be used to assist with a recommended repair.
C understood and thanked RCAS-EH.
RCAS-EH stated happy to assist and apologized again for situation.
RCAS-EH asked if C had any more questions.
C thanked RCAS-EH and stated no.
RCAS-EH set a follow up for 12/18.
C confirmed follow up date.
RCAS-EH thanked C for time.

Call ended mutually.

Created By: Emily Hansen (12/13/2018 8:41 AM)
RCAS-Eh made an outbound call to DTS-Rafael Mariduena at 6159819875.

RCAS-EH gave C's name and case number.
RCAS-EH informed DTS-RM that obstruction light is coming on now.
DTS-RM stated aware of concern and in talks with NNA engineers about what next course of action will be.
DTS-RM stated this is a different concern.
DTS-RM stated first concern was that VEH braked at random and that concern looks to be taken care of still.
✓ DTS-RM stated C has video of obstruction light coming on but DLR is unable to duplicate it.
RCAS-EH asked if this is something DTS-RM may need to come back out for.
DTS-RM stated most likely but not yet.
DTS-RM stated that needs a plan of action before an appointment can be set.
RCAS-EH understood and requested DTS-RM email RCAS-EH with updates from the NNA engineer team.
DTS-RM stated will send email updates.
RCAS-EH thanked DTS-RM for time.

Call ended mutually.

Created By: Emily Hansen (12/12/2018 11:22 AM)
✓ RCAS-EH received a VMX from C at [redacted]

C requested a call back.

✓ **Created By: Emily Hansen (12/12/2018 10:04 AM)**
RCAS-EH changed the follow up date to 12/13.

Created By: Steve Jeffrey (12/12/2018 8:58 AM)
CRR-SJ VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-SJ VERIFIED VEH Info including: VIN#, Current Mileage
CRR-SJ CHECKED for open recalls/campaigns and found: NONE
CRR-SJ CHECKED for previous UNRELATED Case(s) and found: NONE
CRR-SJ CHECKED previous RELATED Case(s) and found: NONE
CRR-SJ NOTED concern is: Call back

C stated C's VEH was back in the shop for the same concern
C stated if it's the same concern & C was informed it was 30 days before C can submit a claim
C stated the DLR has reached out to the DTS for the assistance
C stated C hasn't had the VEH on thanksgiving & now Christmas C won't have the VEH
C stated C knows that RCAS doesn't want to reopen the case
C stated C wants to get assistance since C wants to know what C can do now
C stated the DTS doesn't know how to fix the VEH from what the DLR is informing C

CRR-SJ informed C that RCAS will be in contact with C
CRR-SJ asked if C needed further assistance

C declined

CRR-SJ provided C with Case #[redacted]

CRR-SJ offered Agent ID: [redacted]

Best Contact #: [redacted]

Call ended mutually

Created By: Emily Hansen (12/3/2018 4:35 PM)
RCAS-Emily Hansen is closing Case as no further assistance can be offered at this time.

CASE SUMMARY
C contacted Nissan CA requesting assistance with a VEH concern.
C stated lane departure camera went out while driving.
C stated brake was slammed on by itself and air conditioner went out on C too.
C stated at the DLR and cannot fix concern.
RCAS-EH stated RHR.

RHR DENIED.
RCAS-EH sent out DTS.
DTS repaired VEH by replacing lane departure camera and reprograming VEH.
VEH is back with C and repaired.

✓ C went back to DLRSHP with same concern.
RCAS-EH reached out to DLRSHP and spoke to SM-Mike White.
SM-Mike white stated is going to go ahead and replace front sonar on VEH.
RCAS-Eh requested RHR be reran.
RHR denied.
RCAS-Eh informed C that at this time NNA is not in a position to repurchase or replace VEH.
ARBS suggested one monthly payment reimbursement.
RCAS-EH reviewed with TL-Lesley Howard for a 1 monthly payment reimbursement.
TL-LH approved 1 monthly payment reimbursement.

STATEMENT OF DECISION
RCAS-EH stated NNA is not in a position to repurchase or replace VEH.
RCAS-EH offered a 1 monthly VEH payment reimbursement.

C accepted 1 monthly VEH payment reimbursement and was satisfied with this information.

Created By: Emily Hansen (12/3/2018 3:38 PM)
C purchased veh: New
Current mileage: 4,506
✓ OOW- Basic: 0/0 Power train: 0/0
VSC: none
Total customer pay at retailer: $1820.77
Last service visit: 11/29/2018
Previous owns veh: none

✓ **Created By: Emily Hansen (11/29/2018 3:15 PM)**
RCAS-Eh submitted correspondence request for RHR denial letter within warranty.

Created By: Emily Hansen (11/29/2018 3:11 PM)
Details of the reimbursement:

C is eligible for 1 of vehicle payment ONLY.
✓ Payment: $907.00
Total Amount: $907.00
Approved by: TL-Lesley Howard
Mailing Address: [redacted] Angleton, TX [redacted] USA

RCAS-EH is submitting check request.

Created By: Emily Hansen (11/29/2018 3:08 PM)
RCAS-EH made outbound call to C at [redacted]
RCAS-EH ADVISED "This call may be recorded for quality and training purposes."

RCAs-EH asked if it was a good time.
C confirmed.
RCAS advised that there is a decision regarding C's case.
RCAS advised that at this time, NNA is not in the position to assist C with a repurchase or replacement of VEH.
RCAS advised that terms and conditions with all applicable warranties will still be honored.
RCAS advised that C will be getting a denial letter in the mail.
RCAS advised that it contains information for the BBB auto line.
RCAS advised that C will received the letter in the mail in the next 2-4 weeks.
RCAS-EH informed C that NNA is willing to reimburse C for 1 monthly VEH payment.
RCAS-EH asked if C agrees to this.
C asked if it would effect any future cases.
RCAS-EH stated no.
✓ RCAS-EH informed C that all decisions are case by case.
C understood and agreed.
RCAS-EH asked if C could confirm mailing address.
C confirmed mailing address.
RCAS-EH thanked C for information.
RCAS-EH asked what monthly payment is.
C stated $907.00
RCAS-EH thanked C.
RCAS-EH informed C that check may take 2-3 business days to process, then 2-4 weeks to reach you by mail. If you have any concerns before then or the check does not reach you in 5 weeks, you may contact me at my direct #.

C thanked RCAS-EH.
RCAS-EH stated happy to assist.
RCAS-EH asked if C had any more questions.
C stated no.
RCAS-EH thanked C for time.

Call ended mutually.

Created By: Lesley Howard (11/29/2018 10:33 AM)
TL-Lesley Howard approves one month veh payment for customer satisfaction.

Created By: Lakisha Benedict (11/28/2018 3:47 PM)
ARBS notes based upon the RHR provided and a good faith review of C's concerns, NNA is not in a position to offer a repurchase of this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.

ARBS-kb recommends a VSC & 1 monthly payment.

Created By: Lakisha Benedict (11/28/2018 3:46 PM)
ARBS-kb note the following RHR summary:

1v warning on dash
——replaced lane departure camera realigned

1v blowing cool or cold air
——removed an replaced compressor to correct concern

2v——warning light is coming on
——no duplication
——replaced front sonar sensor

ARBS-kb note 23 days down for warrantable repairs.

Created By: Lakisha Benedict (11/28/2018 3:41 PM)
ARBS-kb note the following rhr review:
ARBs-kb note the following STATE: TX

10/8/2018- Mileage:4,506- RO#[redacted]
1. CUSTOMER STATES THAT TWICE WHILE DRIVING A WARNING ON HER DASH WILL POP UP AND BRAKES WILL BE APPLIED, NOTHING WAS IN FRONT OF HER. ONCE WHILE IDLING THE SAME MESSAGE POPPED UP AND THE BRAKES WERE APPLIED EVEN THOUGH SHE WASN'T IN MOTION——VERIFIED CONCERN FOUND CODE FOR C1B03 FOR ABNORMAL TEMP DETECTED, REMOVED AND REPLACED LANE DEPARTURE CAMERA AND REALIGNED TO CORRECT CONCERN.
2. cust states vehicle brakes by itself ck report————verified concern found code c1b03 for abnormal temp detected in lane keeping camera. removed and replaced lane keeping camera and recalibrated to correct concern. time ran on line a and closed mistakenly to customer pay when should have been warranty.

10/19/2018- Mileage:4,697- RO#[redacted] Days down-4
1. CUSTOMER STATES THAT A/C ISN'T BLOWING COOL OR COLD AIR NO MATTER WHAT SHE SETS IT AT ——VERIFIED CONCERN FOUND PRESSURES IN COMPRESSOR TOO HIGH CAUSING COMPRESSOR TO NOT ENGAGE CORRECTLY. REMOVED AND REPLACED COMPRESSOR TO CORRECT CONCERN.

11/2/18- Mileage: 4,911- RO#[redacted] Days down-1
1.CUSTOMER STATES THAT THE SAME RADAR WARNING LIGHT IS COMING ON LIKE THE LAST TIME SHE BROUGHT IT IN, EXCEPT THIS TIME IS HASN'T STARTING AUTO BRAKING AND THE LIGHT COMES AND GOES. SHE CALLED HER INSURANCE TO LET THEM KNOW OP CODE RF6FAA .4 TEST DROVE VEHICLE AND COULD NOT DUPLICATE CONCERN, CONTACTED TECH HOT LINE AND WAS REFEREED TO TSB 18-041 TO REPROGRAM ADIADS MODULE. REPROGRAMMED MODULE TO CORRECT CONCERN.

11/15/2018-Mileage: 5,174- RO#[redacted] Days down-1
1.CUSTOMER STATES THE PRE COLLISION LIGHT KEEPS COMING ON AND FLASHING——Front sonar replacement.

Created By: Emily Hansen (11/28/2018 3:37 PM)
RCAS-EH made outbound call to C at [redacted]
RCAS-EH ADVISED "This call may be recorded for quality and training purposes."

RCAS-EH asked if it was a good time.
C confirmed.
RCAS-EH informed C that RCAS-EH spoke to the DLRSHP and stated VEH was repaired and picked up.
RCAS-EH asked if C could confirm this information.
C confirmed VEH is repaired and back with C.
C stated VEH is running well, but only drove it from the DLRSHP and back.
✓ RCAS-EH stated happy to hear VEH is back with C.
RCAS-EH advised C keep an eye on VEH and let DLRSHP know if anything starts to act up again.
C thanked RCAS-EH.
RCAs-EH informed C that right now there are no updates.
RCAS-EH informed C that VEH is still under repurchase or replacement review.
C understood.
RCAS-Eh set a follow up for 12/3.
C confirmed follow up date.
RCAS-EH thanked C for time.

Call ended mutually.

Created By: Emily Hansen (11/28/2018 3:16 PM)
RCAS-EH made an outbound call to GULF COAST NISSAN at 855-975-3592 and spoke to SM-Mike White.

✓ RCAS-EH gave C's name and asked about repair.
SM-MW stated VEH is repaired and C picked it up today.
RCAS-EH thanked SM-MW for the information.

Call ended mutually.

Created By: Nicki Barror (11/28/2018 11:14 AM)
DRTS received the RHR. The RHR was assigned to ARBS Lakisha Benedict for review

Created By: Emily Hansen (11/23/2018 1:31 PM)
RCAS-EH made outbound call to C at [redacted]
RCAS-EH ADVISED "This call may be recorded for quality and training purposes."

RCAS-EH asked if it was a good time.
C confirmed.
RCAS-EH asked if VEH was back with C and repaired.
C stated no.
C stated has not heard from the DLRSHP.
C stated does not have VEH.
✓ RCAS-EH understood.
RCAS-EH stated will check with the DLRSHP for a repair update.
C thanked RCAS-EH.
RCAS-EH informed C that VEH is still being reviewed for repurchase or replacement.
RCAS-EH asked if C had any questions or extra concerns.
C stated no and thanked RCAS-EH for the update.
RCAS-EH stated happy to assist.
RCAS-EH set a follow up for 11/28.
C confirmed the follow up date.
RCAS-EH thanked C for time.

Call ended mutually.

Created By: Emily Hansen (11/23/2018 1:26 PM)
RCAS-EH made an outbound call to Gulf Coast Nissan at 855-975-3592 and spoke to SA-Josh.

RCAS-EH gave C's name and asked for an update on VEH repair.
✓ SA-Josh stated RO is closed.
SA-Josh stated looks like VEH is repaired and back with C.
RCAS-EH thanked SA-Josh.

Call ended mutually.

Created By: Emily Hansen (11/20/2018 2:46 PM)
RCAS-EH made outbound call to C at [redacted]
RCAS-EH ADVISED "This call may be recorded for quality and training purposes."

RCAS-EH asked if it was a good time.
C confirmed.
RCAS-EH informed C that RCAs-Eh is taking a deeper look into C's concern.
RCAS-EH informed C that this recent time C's VEH has been into the DLRSHP will be added to the previous repurchase or replacement review.

✓ RCAS-EH informed C that this may not change the outcome of VEH's previous review, but it will be looked into a little more thoroughly.

C thanked RCAS-EH.
RCAs-EH stated happy to assist.
RCAS-EH asked if C had any more questions.
C stated no.
RCAS-EH set a follow up for 11/23.
C confirmed follow up date.
RCAS-EH thanked C for time.

Call ended mutually.

✓ **Created By: Haley Tate (11/19/2018 1:45 PM)**
RCAS-HT attached RHR and DBS service history.

✓ **Created By: Haley Tate (11/19/2018 1:44 PM)**
RCAS-HT placed an outbound call to the DLRSHP @ 888-828-7200.
RCAS-HT spoke with SA-Mike.
SA confirmed that collision warning light is under review.

RCAS-HT asked for accounting copies of RO #[redacted]
RCAS-HT requested the warranty copy of open RO.
SA requested RCAS email.
RCAS-HT provided email.
Call ended mutually.

Created By: Janelle Cantrall (11/19/2018 11:04 AM)
Arbs rec'd e-mail from RCAS - EH asking about a RE-Submittal of the RHR due to Veh. is now down at the Dealer.

Arbs Was not prev. Sent FILTER RHR Task but the RHR was denied
Arbs Recommends a Re-submittal of the RHR due to C Concerns are still ongoing and vehicle is not repaired.

ARBS Requested RCAS - EH to set Filter RHR Task for ARBS

Created By: Nicole Wells (11/19/2018 10:40 AM)
SMS- NW documenting C's social media activity via Facebook PM

*****

C: I have already spoke to them. They won't do anything except give me the BBB number whom I have contacted. My next step is getting a lawyer. I'm done playing games with having a car that I can't even drive. I can't even take my car that I'm paying for out of town because it's in the shop. Getting fixed for the same thing for the millionth time. Thanks for nothing again Nissan.

*****

Created By: Nicole Wells (11/19/2018 10:36 AM)
SMS- NW documenting C's social media activity via Facebook Private Message

*****

C: I have already spoken to a Nissan consumer repair specialist. That's where part of my frustration comes in. The name on the vehicle is [redacted] and [redacted] My preferred dealer is gulf coast Nissan. My vin is 5N1AT2MT7JC[redacted]

C: My contact number is [redacted]

SMS: Hi [redacted]

Thank you for confirming the requested information, as it has allowed for us to locate your open case [redacted] with our Consumer Affairs department. We see that a follow-up call is scheduled by no later than close of business tomorrow, Nov. 20. Rest assured this team is in the best position to assist, and we appreciate your patience during this process. If you would like to speak with someone prior to your callback, you may reach by calling the number provided in our previous message. Be sure to reference your VIN or case number for expedited assistance. Our conversation has been documented within the case notes for review.

Sincerely,
Michelle

*****

Created By: Emily Hansen (11/19/2018 10:33 AM)
RCAS-EH emailed ARBS-Janelle Contrall.

RCAS-EH asked if there is any way C's VEH can be rereviewed for repurchase of replacement.

Created By: Emily Hansen (11/19/2018 10:25 AM)
RCAS-EH made outbound call to C at [redacted]
RCAS-EH ADVISED "This call may be recorded for quality and training purposes."

RCAS-EH asked if it was a good time.
C confirmed.
RCAS-EH apologized for missing C's call.
RCAS-EH asked if C had any questions or concerns.
C stated yes.
C stated needs an update from NNA on what NNA is going to do about VEH.
RCAS-EH asked if DLR has reached out to C.
C stated yes.
RCAS-EH informed C if C was aware of recommended repair.
C stated yes.
RCAS-EH asked what C was seeking from NNA CA.
C stated C wants to know what NNA is going to do regarding VEH being back in the shop.
C stated C has a lemon.
C stated C wants NNA to buy VEH back.
RCAS-EH apologized that VEH was back at DLRSHP.
RCAS-EH informed C of recommended repair and stated DLR is in the process of repairing VEH.
C stated C does not want VEH.
RCAS-EH informed C that VEH has previously been denied a repurchase or replacement.
C stated does not care C wants VEH bought back.
RCAS-EH informed C that due to that information, RCAS-EH is unable to review for a repurchase or replacement of VEH.

RCAS-EH referred C to BBB.
C stated no.
C stated wants VEH bought back.
RCAS-EH informed C that if C is unhappy with repurchase or replacement review results, C will need to reach out to the BBB.

C stated what if VEH breaks on C when semi is behind C and kills family.
C stated this VEH is a lemon.
RCAS-EH apologized and stated could only imagine how C feels.
RCAS-EH informed C that there is a recommended repair and advised C reach out to the BBB for further assistance.

C asked for BBB #.
RCAS-EH gave C BBB #.
C asked how many recommended repairs RCAS-EH has on file.
RCAS-EH advised C reach out to DLRSHP in regards of that information.
C stated RCAS-EH does not know.
RCAS-EH advised C reach out to DLRSHP in regards of that information.
RCAS-EH asked if C had any more questions or concerns.
C stated no.
RCAS-EH thanked C for time.

Call ended mutually.

Created By: Nicole Wells (11/19/2018 10:22 AM)
SMS- NW documenting C's social media activity via Facebook

*****

C: It's great how you can sell lemons and just leave me in a car that I can't even drive. Thanks for caring Nissan about mine and my families life's. Thanks for the big screw you and letting me pay for a car that's in the dealership more than me actually having it.

SMS: [redacted]
We regret to learn of your frustration and would like to look into this matter further. When you have a moment, we ask that you reply with your VIN, full name registered to the vehicle, preferred Nissan dealer and best contact number. For immediate support, you may speak to a Specialist in our Consumer Affairs department 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.
Regards,
Michelle

*****

Created By: Emily Hansen (11/19/2018 10:00 AM)
RCAS-EH received a VMX from C at [redacted]
C requested a call back.

Created By: Emily Hansen (11/19/2018 10:00 AM)
RCAS-EH received an email from SM-Mike White stating:

Sm-MW has been in contact with DTS-Rafael Meduina
SM-MW stated VEH needs a new front radar.
SM-MW is ordering the part on Monday.

SM-MW stated C is in a loaner.
SM-MW stated C is as good to go a C can be.

✓ **Created By: Emily Hansen (11/15/2018 2:51 PM)**
RCAS-EH emailed SM-Mike White asking about VEH diagnosis and asking what steps DLRSHP is taking to diagnose VEH.

Created By: Emily Hansen (11/15/2018 9:31 AM)
*** [Added after the case is closed.] ***
RCAS-EH made outbound call to C at [redacted]
RCAS-EH ADVISED "This call may be recorded for quality and training purposes."

RCAS-EH apologized for missing C's previous call.
RCAS-EH asked if it was a good time.
C confirmed.
RCAS-EH asked if C had any questions or concerns.
C stated VEH is back at the DLRSHP for the same concern.
C stated light came back on.
RCAS-EH asked if an official diagnosis has been done.
C stated no.
C stated C just brought it back in.
✓ RCAS-EH apologized for this concern.
C stated what is the next step.
C stated C has been in a rental longer than C has been in current VEH.
RCAS-EH apologized and informed C that RCAS-EH will need to check in with the DLRSHP before RCAS-EH can provide a next step.
RCAS-EH informed C that the DLRSHP will need to provide diagnosis information first.
C understood.
C thanked RCAS-EH for the help.
RCAS-EH stated happy to help C.
RCAS-Eh set a follow up with C for the next 3 business days. 11/20.
C confirmed follow up date.
RCAS-EH asked if C had any more questions.
C stated no.
RCAS-EH thanked C for time.

Call ended mutually.

✓ **Created By: Emily Hansen (11/15/2018 9:23 AM)**
*** [Added after the case is closed.] ***
RCAS-EH received a VMX from C at [redacted]
C requested a call back.

Created By: Emily Hansen (11/9/2018 2:09 PM)
RCAS-Emily Hansen is closing Case as no further assistance can be offered at this time.

CASE SUMMARY
C contacted Nissan CA requesting assistance with a VEH concern.
C stated lane departure camera went out while driving.
C stated brake was slammed on by itself and air conditioner went out on C too.
C stated at the DLR and cannot fix concern.
RCAS-EH stated RHR.
✓
RHR DENIED.
RCAS-EH sent out DTS.
DTS repaired VEH by replacing lane departure camera and reprograming VEH.
VEH is back with C and repaired.

STATEMENT OF DECISION
RCAS-EH sent out DTS and DTS repaired VEH. VEH is back with C.

C was satisfied with this information.

Created By: Emily Hansen (11/9/2018 11:31 AM)
RCAS-EH made an outbound call to C at [redacted]
RCAS-EH ADVISED "This call may be recorded for quality and training purposes."

RCAS-Eh asked how the appointment went.
C stated Specialist was late which was not cool.
C stated I don't know.
RCAS-Eh asked if VEH was repaired and returned to C.
C stated I don't know.
C stated C has VEH.
RCAS-EH asked what specialist talked to C about.
✓ C stated specialist stated VEH needed a reprogram.
C stated specialist worked on VEH.
C stated specialist test drove VEH.
C stated specialist stated it was fixed and good to go after test drive.
RCAS-EH apologized for negative experience.
RCAS-EH informed C that RCAS-EH is happy to hear VEH is repaired and back with C.
RCAS-Eh informed C to reach back out to RCAS-EH if C has anymore NNA VEH concerns.

C thanked RCAS-EH.
RCAS-EH thanked C for time.

Call ended mutually.

Created By: Emily Hansen (11/7/2018 1:20 PM)
RCAS-EH made an outbound call to C at [redacted]
RCAS-EH ADVISED "This call may be recorded for quality and training purposes."

RCAS-EH asked if it was a good time.
C confirmed.
RCAS-EH wanted to remind C of appointment at the DLRSHP tomorrow (11/8) at 1:00 PM.

C thanked RCAS-EH.
✓ RCAS-EH asked if C had any questions.
C asked if C needed to be there.
C stated DLRSHP told C that C didn't have to be there.
RCAS-EH advised C go to appointment so that C can receive all needed information from the specialist.

C understood and thanked RCAS-EH.
RCAS-EH set a follow up with C on 11/9.
C confirmed follow up date.
RCAS-EH thanked C for time.

Call ended mutually.

✓ **Created By: Emily Hansen (11/6/2018 8:31 AM)**
RCAS-EH made an outbound call to C at [redacted]
RCAS-EH ADVISED "This call may be recorded for quality and training purposes."

RCAS-EH informed C that RCAS-EH received a VMX and was returning the call.
C stated yes.
C stated VEH is back at the DLR and asked what RCAS-EH should do about it.
C asked if RCAS-EH could move up the appointment to today instead of 11/8.
RCAS-EH informed C that NNA specialists have a very strict schedule.
RCAS-EH apologized for the concern and informed C that the date is set in stone.
C asked what should C do.
RCAS-EH informed that C should wait for the appointment on 11/8 at 1:00 PM.
RCAS-EH informed C that the specialist should have a recommended repair for VEH.
C asked if this will reopen C's case.
RCAS-EH informed C that the case was never closed.
C stated thought C was denied.
RCAS-EH informed C that the VEH buyback was denied.

RCAS-EH informed C that the case remains open till the VEH has a recommended repair and is fixed and drivable for C.
C understood.
RCAS-EH advised C wait until 11/8 for the specialist to come and look at the VEH.
C understood.
RCAS-EH asked if C had any more questions.
C stated no.
RCAS-EH thanked C for time.

Call ended mutually.

Created By: Emily Hansen (11/6/2018 8:24 AM)
RCAS-EH received a VMX from C at [redacted]

Requesting a call back.

Created By: Emily Hansen (11/1/2018 11:21 AM)
RCAS-EH sent SM-Mike White an email informing SM-MW of the DTS appointment on 11/8 at 1:00 PM.

Created By: Emily Hansen (10/26/2018 4:02 PM)
RCAS-EH sent RHR within warranty Denial Letter to C.

Created By: Emily Hansen (10/26/2018 2:39 PM)
RCAS-Eh made an outbound call to C at [redacted]
RCAS-EH ADVISED "This call may be recorded for quality and training purposes."

RCAS-EH asked if this was a good time.
C confirmed.
RCAS-EH apologized and informed C that NNA is not in a position to offer a repurchase of this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.
C asked what happens if VEH breaks down.
RCAS-EH informed C that NNA has scheduled an appointment with a VEH specialist to look at VEH at the DLRSHP.
RCAS-EH informed C that appointment will be on 11/8 at 1:00 PM at the DLRSHP.
C confirmed and asked if it was at GULF COAST NISSAN.
RCAS-EH confirmed it is at Gulf Coast Nissan.
RCAS-EH set a follow up date for 11/7 to remind C of appointment.
C confirmed follow up.
RCAS-EH thanked C for time.

Call ended mutually.

Created By: Lakisha Benedict (10/26/2018 9:13 AM)
ARBS notes based upon the RHR provided and a good faith review of C's concerns, NNA is not in a position to offer a repurchase of this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.

ARBS recommends agent not close case. ARBS submitting DTS inspection request to assist agent with case.

Created By: Lakisha Benedict (10/26/2018 9:11 AM)
ARBS-kb note the following RHR summary:

1v warning on dash
——replaced lane departure camera realigned

1v blowing cool or cold air
——removed an replaced compressor to correct concern

ARBS-kb note 9 days down for warrantable repairs.

Created By: Lakisha Benedict (10/26/2018 9:01 AM)
ARBS-kb note the following rhr review:
ARBs-kb note the following STATE: TX

———————

10/8/2018- Mileage:4,506- RO#[redacted]
1. CUSTOMER STATES THAT TWICE WHILE DRIVING A WARNING ON HER DASH WILL POP UP AND BRAKES WILL BE APPLIED, NOTHING WAS IN FRONT OF HER. ONCE WHILE IDLING THE SAME MESSAGE POPPED UP AND THE BRAKES WERE APPLIED EVEN THOUGH SHE WASN'T IN MOTION——VERIFIED CONCERN FOUND CODE FOR C1B03 FOR ABNORMAL TEMP DETECTED, REMOVED AND REPLACED LANE DEPARTURE CAMERA AND REALIGNED TO CORRECT CONCERN.
2. cust states vehicle brakes by itself ck report————verified concern found code c1b03 for abnormal temp detected in lane keeping camera. removed and replaced lane keeping camera and recalibrated to correct concern. time ran on line a and closed mistakenly to customer pay when should have been warranty.

10/19/2018- Mileage:4,697- RO#[redacted] Days down-4
1. CUSTOMER STATES THAT A/C ISN'T BLOWING COOL OR COLD AIR NO MATTER WHAT SHE SETS IT AT ——VERIFIED CONCERN FOUND PRESSURES IN COMPRESSOR TOO HIGH CAUSING COMPRESSOR TO NOT ENGAGE CORRECTLY. REMOVED AND REPLACED COMPRESSOR TO CORRECT CONCERN.

Created By: Nicki Barror (10/25/2018 3:11 PM)
DRTS received the RHR. The RHR was assigned to ARBS Lakisha Benedict for review

Created By: Haley Tate (10/25/2018 3:06 PM)
RCAS-HT attached RHR and Service History.

Created By: Haley Tate (10/25/2018 3:05 PM)
RCAS-HT attached RHR and Service History.

Created By: Emily Hansen (10/23/2018 9:03 AM)
RCAS-Emily Hansen made outbound call to C at [redacted]
RCAS-EH VERIFIED C's name, home & email address, concern, phone.
RCAS-EH VERIFIED servicing dealer/retailer: Gulf Coast Nissan
RCAS-EH CHECKED for open recalls/campaigns and found: none
Previous UNRELATED Case(s) Found: 1
Previous RELATED Case(s) Found: 0
RCAS-EH ADVISED "This call may be recorded for quality and training purposes."
RCAS-EH informed the C that RCAS would be the case manager on the case and would look thoroughly into resolving the concern.

RCAS-Eh asked if this was a good time.
C confirmed.
RCAS-EH asked for C to clarify concern.
C stated C is terrified to drive VEH.
C stated VEH is with C.
C stated VEH is repaired and was at Gulf Coast Nissan.
C stated lane departure camera went out while driving.
C stated brake was slammed on by itself and air conditioner went out on C too.
C stated VEH has been repaired but is still scared.
RCAS-EH apologized for concern.
C stated C is afraid to drive VEH with children in it.
C stated C constantly takes long trips and travels with the kids in VEH.
RCAs-EH apologized for concern.
RCAs-EH suggested a buyback review for C's VEH.
RCAS-EH stated this could take up to about 10 business days to complete this review.
RCAS-EH stated if C agrees to this RCAS can begin the process.
C agreed.
RCAS-Eh asked RHR Customer questions to C:

Why do you want to return the veh to NNA?: C is scared it is going to breakdown
Where is the veh currently?: With C
Where was the veh purchased?: Gulf Coast Nissan
Was it purchased new or used?: New
If used, when was the veh purchased:? N/A
Where is the veh serviced? Has the veh been taken to multiple Nissan/Infinity dealers? IF YES- document names of dealers/retailers.: Only Gulf Coast.

RCAS-EH thanked C for answering the following questions.
RCAS-EH asked if C had any more questions.

C stated no.
RCAS-EH gave C direct # and set a follow up for Friday 10/26.
C confirmed follow up.
RCAS-Eh thanked C for time.

Call ended mutually.

Created By: Emily Hansen (10/22/2018 2:00 PM)
RCAS-EH made outbound call to C at [redacted]
✓ RCAS-EH left VMX stating RCAS-EH name, contact #, and C's case #. Requested a call back.

RCAS-EH set a follow up for Tuesday 10/23.

✓ Created By: Emily Hansen (10/22/2018 10:22 AM)
RCAS-EH data net the case.

Created By: Yesenia Batrez (10/20/2018 12:48 PM)
RCAS-YB received email from SM-Mike White advising of the following.

✓ C has been to DLR 2 times.
First repair lane changing camera was replaced for second repair A/C compressor was replaced.
VEH is currently at DLR has been down for 6 days.
Techline and DTS both involved.

Created By: Yesenia Batrez (10/20/2018 9:24 AM)
RCS-YB sent email to SM-M. White requesting answers to following questions:

How many times has the customer's vehicle been to the dealer/retailer for repairs?
✓ What repairs were performed?
Are there currently any OPEN Ros (if so can you attach copy to this email)?
Is the vehicle currently at the dealership?
How many days has the vehicle been kept out of service at your dealer for repairs?
Has TECH LINE been involved?
Has a Dealer Technical Specialist (DTS) been involved?

Created By: Sanjana Bajaj (10/19/2018 2:58 PM)
BEST [redacted]

Created By: Sanjana Bajaj (10/19/2018 2:58 PM)
CASE SUMMARY

C called in for the VEH issue

C stated VEH is brand new and already been to DLR for the AC & CAMERA

CRR-SB transferred case to RCAS

Created By: Sanjana Bajaj (10/19/2018 2:57 PM)
CRR-SB < VERIFIED> Account information including: C's name, home & e-mail address,
phone number & best contact number
CRR-SB VERIFIED VEH Information including: VIN #, Current Mileage, Warranty & Service History
CRR-SB CHECKED for open recalls/campaigns and found: 0
CRR-SB CHECKED for previous UNRELATED Case(s) and found: 0
CRR-SB CHECKED previous RELATED Case(s) and found: 0
CRR-SB NOTED concern is: VEH iSSUE -Trade In / Exchange or refund

CRR-SB received inbound call from C – [redacted]

C stated C want to knew at what point C should tell Nissan VEH is not good
C stated C was driving VEH the lane departure camera was replaced

C stated C Want to see what is the time C should tell Nissan

CRR-SB asked if C paid anything for the repair

C state don't yet
C stated C is not feeling safe as VEH is new this happened in part couple weeks

CRR-SB asked what C want

C stated C got the VEH so C make long trip
C stated C cannot drive this sin locally
C stated C is not sure as the VEH is not
C stated C want to get it exchange or refund

CRR-SB advised C with the case, agent id# [redacted] and names
CRR-SB advised C RCAS agent will be contacting back by the next EOB<10/22>

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]	Safety / Security	Active Safety/Security	Lane Departure Warning (LDW)	27	2/7/2019	KQ	CF	[redacted]	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] Shirley Finchum
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	11/1/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/22/2018 9:57 AM
Social Media Involvement		Date/Time Closed	11/1/2018 1:24 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 is seeking assistance with BO part and RHR due to FEB.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	Nissan
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	1,925	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	KNMAT2MT9JP[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22318	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	AUTONATION NISSAN KENDALL	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	10/27/2018
Responsible District	12	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	C is seeking assistance with BO part and RHR due to FEB.

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	[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	Vehicle Maintenance	Web Email	[redacted]
Created By	w2c Site Guest User, 10/22/2018 9:57 AM	Root Cause	
Last Modified By	NNAETL, 12/8/2018 10:24 PM	Root Cause Code	[redacted]
Case Record Type	CA Closed Case	Root Cause Code (2)	
Days Closed	579	Document ID	[redacted]
Action Code	NT4A		
What action was taken?	4A Customer No Longer Owns Vehicle		

Agent Comments

Agent Comments	RHR & back order part.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
11/1/2018 1:24 PM	Shirley Finchum	Changed **Status** from Open to **Closed**.
		Closed.
10/31/2018 1:27 PM	Shirley Finchum	Changed **Follow Up Date** from 10/31/2018 to **11/1/2018**.
10/27/2018 9:43 AM	Shirley Finchum	Changed **Data Net** from false to **true**.
10/27/2018 9:43 AM	Shirley Finchum	Changed **Follow Up Date** from 10/23/2018 to **10/31/2018**.

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Case Comments

New

Case Comments Help

Public	Comment
	Created By: Shirley Finchum (11/1/2018 1:21 PM) RCAS-SF is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted Nissan CA requesting assistance with BO part and RHR due to FEB. RCAS-SF advised C Nissan has created a Case to document C's concern and this Case will remain in NNA's system. RCAS-SF reviewed Case with C and C traded in VEH for Murano and case 33427416 for new concern. *** STATEMENT OF DECISION *** RCAS-SF advised C the Case has been thoroughly reviewed and documented and Nissan is not in the position to offer assistance at this time as C traded in VEH. RCAS-SF noting C displeased with the outcome.
✓	**Created By: Shirley Finchum (11/1/2018 1:18 PM)** RCAS-SF made outbound call to C at [redacted] RCAS-SF advised that the call is being recorded for training and quality purposes. RCAS-SF advised that RCAS was getting information from DLR on back order part. RCAS-SF advised that RCAS sees that C traded in VEH. RCAS-SF advised that RCAS has to close current case with Rogue as C does not own VEH anymore and RCAS has to work in case with new VEH. C stated that C lost money on trade in. C stated that C was waiting for loaner VEH and was waiting for 12 hours and C thought that maybe Murano didn't have same concern. C stated that C needed a VEH before the 10 day process and C paid good money for VEH. C stated that C upgraded to Murano. C stated that VEH is having like concern with VEH. C stated that C is going back to DLR tomorrow for concern. RCAS-SF advised that RCAS will reach out to DLR tomorrow to get information from DLR about part. C stated that C lost money in trading in VEH. RCAS-SF advised that any money for price of VEH and trade in is with DLR. RCAS-SF advised that NNA does not get in middle of prices. C stated that C is not happy with Nissan. C stated that C wants part available when C goes to DLR tomorrow. C stated that salesman advised that someone had similar concern at DLR and DLR was able to change out part. RCAS-SF advised that RCAS will get in touch with DLR but DLR might have to look at VEH first. C stated that C has been working with GM Armado. RCAS-SF asked when C was going to go to DLR. C stated that C is going to go at 7 am. C stated that C wants to make sure that NNA knows that C is not happy.

RCAS-SF advised that RCAS does understand frustration as C traded in VEH and now has the same concern.
RCAS-SF advised that RCAS will follow up with C around lunch.

C thanked RCAS-SF.
RCAS-SF thanked C for time.
Call ended mutually.

✓ **Created By: Shirley Finchum (11/1/2018 12:57 PM)**
RCAS-SF received VMX from C at 1212 on 11/1 requesting call back [redacted] at work before 3pm.

✓ **Created By: Shirley Finchum (10/31/2018 4:37 PM)**
RCAS-SF made outbound call to C at [redacted]
RCAS-SF left VMX with case number, direct number, follow up on 11/1 and if C calls and leaves VMX to leave best contact time and number to reach C.

✓ **Created By: Shirley Finchum (10/31/2018 1:25 PM)**
RCAS-SF made outbound call to C at [redacted]
RCAS-SF left VMX with case number, direct number, follow up on 11/1 and if C calls and leaves VMX to leave best contact time and number to reach C.

Created By: Selina Margetts (10/30/2018 5:43 PM)
ECRR SM noting case after C's concern on case [redacted] on Murano where C was verified
ECRR SM noting advised C was set for FU CB 10/31/2018
ECRR SM exited case

Created By: Janelle Cantrall (10/30/2018 7:35 AM)
RHR Filter

C Complaint: FEB concerns / parts B/O / veh. is at the dealer

ARBS Does not recommend RHR
Arbs recommends RCAS to work with Dealer in expediting part for FEB
CASE file States C was told part will be available in 2 weeks.
Arbs recommends a Service Credit or ECW for C satisfaction

STATE- FL

Customer:
[redacted]
Miami, FL [redacted]

Vehicle:
2018 ROGUE
VIN ~ KNMAT2MT9JP[redacted]
ISD: 7.20.18
RETAIL

Selling Dealer:
AUTONATION NISSAN KENDALL
17305 S DIXIE HWY
PALMETTO BAY, FL 33157
Dealer Code: 3606

Prev. Cases - 0
Campaigns - 0
Warranty Cases - 0
VSC - 0
DTS - 0
CPIA - 0

✓ **Created By: Shirley Finchum (10/27/2018 10:05 AM)**
RCAS-SF emailed service manager Brandon Barrows asking RHR questions and BO part information.

Created By: Shirley Finchum (10/27/2018 9:51 AM)
RCAS-SF received inbound call from inbound CRR-Monifa Clarke.
RCAS-SF VERIFIED C's name, home & email address, concern, phone#, mileage
RCAS-SF VERIFIED address: [redacted] Miami, FL [redacted]
RCAS-SF CHECKED for open recalls/campaigns and found: [redacted]
Previous UNRELATED Case(s) Found: none
Previous RELATED Case(s) found: none
RCAS-SF ADVISED "This call may be recorded for quality and training purposes."

C stated that VEH has 1925 miles.
C stated that VEH failed 4 tests for radar module collision system.
C stated that VEH did an abrupt stop.
C stated that part will be in DLR in two weeks.
C stated that C doesn't want wife to drive VEH as VEH is unsafe and will abrupt.
C stated that VEH stops at a full stop.
C stated that C doesn't want to drive VEH home.
C stated that C doesn't want to risk life.
C stated that C wants to upgrade to Murano.
C stated that DLR doesn't have courtesy VEH.

RCAS-SF apologized that VEH has stopped abruptly on C.
RCAS-SF confirmed that VEH is at Autonation Nissan Kendall.
RCAS-SF advised that RCAS will call DLR about part and try to get part expedited.
RCAS-SF advised that C did state that C doesn't want to drive VEH and wants to have Murano.
RCAS-SF advised that RCAS can review to see if VEH is eligible for repurchase or replacement.

✓ C stated that C talked to Armado and is GM.

RCAS-SF asked RHR questions:
Why do you want to return the vehicle to Nissan North America? C doesn't want to have rear end collision due to FEB.
Where is the vehicle currently? DLR
Where was the vehicle purchased? AUTONATION NISSAN KENDALL
Was it purchased new or used? New
If used, when was the vehicle purchased?
Where is the vehicle serviced?
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers? AUTONATION NISSAN KENDALL

RCAS-SF advised that review can take up to 10 business days and RCAS will follow up every 3 business days.
RCAS-SF advised that next follow up is 10/31.
RCAS-SF advised that RCAS will email contact information to C if C needs assistance before follow up.

C stated that best contact number during day is office number [redacted]

RCAS-SF confirmed that [redacted] is C's cell.
RCAS-SF advised that if DLR does not have a loaner then C can get rental and RCAS will review for reimbursement.

C stated that C wants that in writing.

RCAS-SF advised that RCAS can not send in writing but will have it documented in case.

C thanked RCAS-SF.
RCAS-SF thanked C for time.
Call ended mutually.

Created By: Shirley Finchum (10/27/2018 9:43 AM)
First Name: [redacted]
Last Name: [redacted]
Email Address: [redacted]
Twitter Name: -
Street Address: [redacted]

City: Miami
State: FL
Zip: [redacted]
Phone Number: [redacted]
Is Nissan Owner: null
VIN: KNMAT2MT9JP[redacted]
Dealer Name: AUTONATION NISSAN KENDALL
Dealer State: -
Subject: Vehicle Maintenance
Comments: ON 22 OCT 2018 , THE FORWARD COLLISION AVOIDANCE (FCA) BRAKING SYSTEM INADVERTENTLY ACTIVATED RESULTING THE BRAKES BEING ABRUPTLY APPLIED WHILE DRIVING FORWARD ON A NEIGHBORHOOD THOROUGHFARE AT 40 MPH AND NOTHING IN FRONT OF ME.. THE SYSTEM GENERATED A FALSE WARNING . I HAVE DRIVEN 1850 MILES.

Created By: Monifa Clarke (10/27/2018 9:26 AM)
*** [Added after the case is closed.] ***
Case summary

C advised CRR-MC of concerns, stated doesnt feed safe,

CRR-MC transfered to Shirley RCAS who further assisted

Created By: Monifa Clarke (10/27/2018 9:23 AM)
*** [Added after the case is closed.] ***
CRR-MC VERIFIED Account Info including: C's name, home & email address, phone
CRR-MC VERIFIED VEH Info including: VIN#, Current Mileage,
CRR-MC CHECKED for open recalls/campaigns and found: 0
CRR-MC CHECKED for previous UNRELATED Case(s) and found: 0
CRR-MC CHECKED previous RELATED Case(s) and found: 0
CRR-MC NOTED concern is: Case update

C stated that VEH is at the DLRSHIP, parts wont be available until nov 10/2018
C stated would like a Courtesy VEH, the DLRSHIP doesnt have a courtesy VEH
C stated that doesnt feel safe
C stated would like to drop VEH at DLRSHIP
C stated that would like Nissan to take back the car, get the amount of money that C has alreadcy paid for it back C stated would like the murano without the braking system in the VEH

C stated that is at AutonationNissan of Kendal
mileage is appro 1925

C Understood and Accepted

CRR-MC advised C will be transfering to RCAS for further assistance

CRR-MC provided C with Employee Id#[redacted]
Call ended mutually

Best Contact #[redacted]

Created By: Amanda Clark (10/22/2018 1:41 PM)
ECRR-AC made outbound call to C at [redacted] reached VMX
ECRR-AC left message with agent ID and case number
ECRR-AC advsied C ECRR following up to see if C had been to DLR to address concern
ECRR-AC advised C to contact CA if C had been to DLR
ECRR-AC advised ECRR will email, provided CA number

ECRR-AC emailed C requesting confirmation of diagnostic

ECRR-AC closing case

Created By: w2c Site Guest User (10/22/2018 9:57 AM)
First Name: [redacted]
Last Name: [redacted]
Email Address: [redacted]
Twitter Name: -
Street Address: [redacted]
City: Miami
State: FL
Zip: [redacted]
Phone Number: [redacted]
Is Nissan Owner: null
VIN: KNMAT2MT9JP[redacted]
Dealer Name: AUTONATION NISSAN KENDALL
Dealer State: -
Subject: Vehicle Maintenance
Comments: ON 22 OCT 2018 , THE FORWARD COLLISION AVOIDANCE (FCA) BRAKING SYSTEM INADVERTENTLY ACTIVATED RESULTING THE BRAKES BEING ABRUPTLY APPLIED WHILE DRIVING FORWARD ON A NEIGHBORHOOD THOROUGHFARE AT 40 MPH AND NOTHING IN FRONT OF ME.. THE SYSTEM GENERATED A FALSE WARNING . I HAVE DRIVEN 1850 MILES.

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	10/22/2018	YX	AV	[redacted]	OA
		INTERIOR ELECTRICAL	FORWARD EMERGENCY BRAKING (FEB)	PARTS AVAILABILITY (BACKORDER)	QA	11/1/2018	YP	AV		OA

Forms

Forms Help

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [10] | Case Categorizations [2] | Forms [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Kaelynn Ferguson
Contact Email		Type	CA
Home Phone		Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	10/29/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/23/2018 8:27 PM
Social Media Involvement		Date/Time Closed	10/29/2018 1:24 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	FEB concerns with VEH.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	THOROUGHBRED NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	100	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	KNMAT2MT8JP[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22118	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	THOROUGHBRED NISSAN	Data Net	✓
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	10/24/2018
Responsible District	05	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	
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] PHONE: VIN: KNMAT2MT8JP[redacted]	Root Cause	
Created By	Betty Tilahun, 10/23/2018 8:27 PM	Root Cause Code	SCLT
Last Modified By	NNAETL, 12/8/2018 10:28 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	582		
Action Code	NT1A		
What action was taken?	1A Repaired – Under Warranty		

Agent Comments

Agent Comments	VEH was repaired
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
10/29/2018 1:24 PM	Kaelynn Ferguson	Changed **Status** from Open to **Closed**.
		Closed.
10/29/2018 1:22 PM	Kaelynn Ferguson	Changed **Description**.
10/24/2018 6:25 PM	Cameron Kessler	Changed **Follow Up Date** from 10/24/2018 to **10/29/2018**.
10/24/2018 6:13 PM	Cameron Kessler	Changed **Data Net** from false to **true**.

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Case Comments

New

Case Comments Help

Public	Comment
	Created By: Kaelynn Ferguson (10/29/2018 1:21 PM) RCAS-KF is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with FEB sensor. CAS-KF reviewed with SA-Tony Goodman. ***STATEMENT OF DECISION*** C stated that VEH was repaired. RCAS advised if C has further concerns, to contact RCAS. C was satisfied.
✓	**Created By: Kaelynn Ferguson (10/29/2018 1:20 PM)** RCAS sent contact and case # email.
✓	**Created By: Kaelynn Ferguson (10/29/2018 1:18 PM)** RCAS-KF made outbound call to C at [redacted] RCAS-KF ADVISED "This call may be recorded for quality and training purposes." RCAS is calling to see if VEH was repaired and working properly at this time. C stated that C picked up VEH last Thursday and VEH is running great now. RCAs stated that was great. RCAS stated that SA-Tony hasn't heard from C so assumed everything was okay. C stated yes. RCAS stated if C has further concerns, to contact Tony and RCAS. C requested email with case info. RCAS stated that RCAS will do so with RCAS #. C thanked RCAS and wished RCAS good day. RCAS wished C good day. Call ended mutually.
✓	**Created By: Kaelynn Ferguson (10/29/2018 12:54 PM)** RCAS-KF received inbound call from SA-Tony Goodman at 5206186500. SA stated VEH had concerns with braking on own. SA stated crash sensor light was always coming on. SA stated VEH had bad distance sensor. SA stated that SA took sensor off another VEH to put in C's. SA stated that C has VEH back and hasn't heard anything since. SA stated SA delivered VEH back to C on Thursday 10/25/18. RCAs stated that sensor was delivered to DLR. SA checked. SA stated that is correct. SA stated that part was just on backorder with no ETA, so just took sensor off another VEH. RCAS thanked SA and will call C to verify everything is working properly. RCAS stated that RCAS will reach out to SA if C needs anything else. RCAS thanked SA for call.

✓ **Created By: Kaelynn Ferguson (10/29/2018 12:05 PM)**
RCAS received email from NNA PC stating part was delivered on 10/26 via FedEx [redacted]

✓ **Created By: Kaelynn Ferguson (10/29/2018 11:49 AM)**
RCAS-KF emailed NNA PC for ETA.

✓ **Created By: Kaelynn Ferguson (10/29/2018 11:47 AM)**
RCAS-KF placed outbound call to Thoroughbred Nissan.
RCAS spoke to SA-James.
RCAS asked if VEH was repaired.
SA-James stated C is working with SA-Tony.
SA stated that VEH repair is still in process and part is SOP.
RCAS requested part #.
SA stated 28438-5FA3A.
SA offered to transfer RCAS to SA-Tony VMX.
RCAS left VMX requesting call back.

Created By: Cameron Kessler (10/24/2018 6:25 PM)
RCAS-Cameron Kessler placed outbound call to C @[redacted]

RCAS-CK ADVISED "This call may be recorded for quality and training purposes."
RCAS-CK CHECKED for open recalls/campaigns and found: None
Previous UNRELATED Case(s) Found: None
Previous RELATED Case(s) Found: None

RCAS-CK VERIFIED C's name, home & email address.
Best contact number:[redacted]

RCAS-CK asked for current mileage: 100
RCAS-CK stated RCAS is calling on behalf of C's case manager, RCAS-Kaelynn Ferguson.
RCAS-CK verified C has a concern where VEH brakes on its own.

C stated there is something wrong with the VEH.
C stated VEH has been at DLR since Friday.
✓ C stated there is a problem with a sensor.
C stated DLR ordered a part but DLR does not know when part will come.

RCAS-CK apologized for concern.
RCAS-CK asked if DLR advised C is part is on back order.

C stated C does not know.
C stated DLR advised DLR will take a part from another VEH to repair C's VEH.
C stated DLR is doing that tomorrow.

RCAS-CK understood and asked how C is seeking assistance from NNA.

C stated C just bought VEH so C wants VEH fixed and returned to C.

RCAS-CK understood and stated RCAS will have RCAS-KF reach out to C on Monday, 10/29/18 to see if VEH was repaired.

C understood.

Call ended mutually.

✓ **Created By: Betty Tilahun (10/23/2018 8:40 PM) | Last Modified By: Cameron Kessler (10/24/2018 6:11 PM)**
*****CASE SUMMARY*****
CRR-BT forwarding case to RCAS for complaint

Created By: Betty Tilahun (10/23/2018 8:40 PM) | Last Modified By: Cameron Kessler (10/24/2018 6:11 PM)
CRR-BT OPENED Account information including: C's name, home & e-mail address, phone number & best contact number
CRR-BT VERIFIED VEH Information including: VIN #, Current Mileage
CRR-BT CHECKED for open recalls/campaigns and found: none
CRR-BT CHECKED for previous UNRELATED Case(s) and found: none
CRR-BT CHECKED previous RELATED Case(s) and found: none
CRR-BT NOTED concern is: Complaint

CRR-BT received inbound call from C
VEH owner's husband [redacted] called in and is referred to as C

C stated C purchased a 2018 Rogue on October 11th from THOROUGHBRED NISSAN
C stated that the VEH would brake on its own
C stated that C took the VEH back to the DLRSH
C stated that C was given a loaner VEH and was informed it's the sensor that needs to be repaired
C stated that the DLRSH stated that it's a common concern
C sated that C does not want the DLRHS anymore and wants to return it

✓ CRR-BT created an account for C
CRR-BT created a case for C

CRR-BT informed C that the concern has been documented

C understood and appreciated the assistance

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

C declined

CRR-BT informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 10/24/2018 regarding C's concern

C understood

CRR-BT provided C with agent ID [redacted] and case number [redacted]
CRR-BT 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]	INTERIOR ELECTRICAL	FORWARD EMERGENCY BRAKING (FEB)	POOR OR IMPROPER OPERATION	26	10/29/2018	YX	AV	[redacted]	OA
		INTERIOR ELECTRICAL	FORWARD EMERGENCY BRAKING (FEB)	PREMATURE WEAR/FAILURE	26	10/29/2018	WA	AV		OA

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [41] | Case Categorizations [2] | Forms [0]

Case Detail

Reopen Case | Clone Closed Case

Number of open vehicle campaigns = 1

Account Name	[redacted]	Case Owner	Jessica Wegrzyn
Contact Email		Type	CA
Home Phone		Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	12/14/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/24/2018 12:13 PM
Social Media Involvement		Date/Time Closed	12/12/2018 3:19 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count			
Description	Consumer Affairs Voluntary Repurchase due to 4 visits and 5 days out of service vehicle will brake on its own while driving		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	2,428	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	10/24/2018
IIR Date		RHR Completed	10/31/2018
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	KNMAT2MT5JP[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22318	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	$33,964.68	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] PHONE: [redacted] VIN: KNMAT2MT5JP[redacted]	Root Cause	
Created By	Nancy Gomez, 10/24/2018 12:13 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 9/18/2019 9:33 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	538		
Action Code	NT5F		
What action was taken?	5F Voluntary NNA Trade/Repurchase - NNA Inventory - 1 veh		

Agent Comments

Agent Comments	RHR under review
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
12/12/2018 3:19 PM	Jessica Wegrzyn	Changed **Status** from Open to **Closed**.
		Closed.
12/11/2018 9:26 AM	Jessica Wegrzyn	Changed **Follow Up Date** from 12/11/2018 to **12/14/2018**.
		Changed **Description**.
12/6/2018 2:24 PM	Jessica Wegrzyn	Changed **Follow Up Date** from 12/6/2018 to **12/11/2018**.

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Case Comments

New

Case Comments Help

Public	Comment
	Created By: German Reaño (1/14/2019 1:03 PM) *** [Added after the case is closed.] *** SPARCAS-GR sent an courtesy email to ARBS-JW about C's request
	Created By: German Reaño (1/14/2019 1:00 PM) *** [Added after the case is closed.] *** SPARCAS-GR received inbound call from C's spouse [redacted] SPARCAS-GR VERIFIED C name, home address and phone# (caller ID). C STATED that C surrendered the VEH to Morley on January 7 and C got a check but on Friday C contacted the bank Citizen and C was informed that C still has to pay the amount that is due on January 20 as the bank has not received any payment from Nissan. SPARCAS-GR informed C that if C pays that amount to the bank and then the bank received the pay off of the VEH the bank should reimburse C any overpayment and C indicated that C does not have the money to pay for two VEHs at the same time. SPARCAS-GR informed C that it is likely that payoff check is in on its way as a check it might take around 30 days in reaching the payee. C REQUESTED to inform ARBS about this issue as C is unable to speak directly to ARBS due to language barrier. SPARCAS-GR provided C with agent name and ID. Call ended mutually.
	Created By: Nancy Gomez (1/7/2019 11:48 AM) *** [Added after the case is closed.] *** SPARCAS-NG sent an courtesy email to ARBS-JW about C's request
	Created By: Nancy Gomez (1/7/2019 11:46 AM) *** [Added after the case is closed.] *** SPARCAS-NG received an inbound call from C, [redacted] SPARCAS-NG- verified C's name, home & email address, phone# Best number to be contacted [redacted] C stated that was advised going to the Dealer to return the 2018 Nissan Rogue C stated that C lost the documents that were requested to bring to the DLR C asked if could be possible that ARBS-JW send the documents again because C is worried that DLR could ask for this SPARCAS-NG explained that will send an email to ARBS-JW about C's request C understood and thanked Call ended mutually
	Created By: Jessica Wegrzyn (12/12/2018 3:19 PM) ARBS notes: checks received, ARBS closing case

Created By: Jessica Wegrzyn (12/12/2018 3:19 PM)
ARBS notes:

received check#: [redacted]

transmitted to Morley for surrender, Morley case: [redacted]

FedEx: [redacted]

Created By: Jessica Wegrzyn (12/11/2018 9:28 AM)
ARBS submitted check in the amount of $3,622.38 payable to customer

ARBS submitted check in the amount of $30,342.30 payable to [redacted]

ARBS requested VPP

Created By: Jessica Wegrzyn (12/11/2018 9:18 AM)
ARBS notes:

Repurchase Letter:

Additional Payments Paid: $5,001.30
Less Add-On Accessories: ($995.00)
Less usage fee at 1,522 miles: ($383.92)
Refund to Customer: $3,622.38
Lien Payoff good to (12/13/18): $30,201.36

Payoff: Citizens One
ACCT: [redacted]
$30,342.30 good through 1/11/18
Per diem: $4.86

Usage: CA
1st report/120,000 X Purchase Price
1,522/120,000*$30,270 = $383.92

Registration expires: 1/28/2019
[redacted]

Created By: Jessica Wegrzyn (12/11/2018 9:01 AM)
ARBS notes:

received signed agreement; attached to case

Created By: Jessica Wegrzyn (12/6/2018 2:24 PM)
ARBS notes:

placed call to LL, connected to Agent Sergio - 8973

call placed to customer at [redacted]

call connected to customer wife

ARBS advised calling to follow up and confirm repurchase offer received

customer stated how was it sent through FedEx

ARBS agreed

customer stated has not picked up yet, but will go pick up later today

ARBS understands and advised would follow up in a few days then

customer agreed

ARBS thanked customer for time

call ended mutually

Created By: Jessica Wegrzyn (12/5/2018 9:45 AM)
ARBS notes:

confirmed repurchase offer received 12/4/18 @9:43a.m. signed for by [redacted]

Created By: Jessica Wegrzyn (12/3/2018 12:17 PM)
ARBS notes:

setting follow up out an extra couple days to allow time for FEDEX to be received

Created By: Jessica Wegrzyn (12/3/2018 12:15 PM)
ARBS notes:

mailed customer repurchase offer via FedEx: [redacted]

Created By: Jessica Wegrzyn (12/3/2018 12:12 PM)
ARBS notes:

emailed customer with repurchase offer; attached to case

Additional Payments Paid: $5,001.30
Less Add-On Accessories: ($995.00)
Less usage fee at 1,522 miles: ($383.92)
Refund to Customer: $3,622.38
Lien Payoff good to (12/13/18): $30,201.36

Created By: Jessica Wegrzyn (12/3/2018 12:10 PM)
ARBS notes:

placed call to Citizens One Bank

call connected to Rep, ARBS requested vehicle payoff

Payoff: Citizens One
ACCT: [redacted]

$30,201.36 good through 12/13/18
Per diem: $4.86

PH: [redacted]

Overnight Address:
[redacted]
Johnston, RI [redacted]

Created By: Jessica Wegrzyn (11/30/2018 10:31 AM)
ARBS notes:

Usage: CA
1st report/120,000 X Purchase Price
1,522/120,000*$30,270 = $383.92

Created By: Jessica Wegrzyn (11/30/2018 10:25 AM)
ARBS notes:

received sales documents from customer; attached to case

Created By: Jessica Wegrzyn (11/28/2018 4:48 PM)
ARBS notes:

placed call to LL, connected to Agent Domingo- 9700

call placed to customer at [redacted]

call connected to customer wife, now referred to as customer

ARBS advised was calling to follow up regarding case, still haven't received remaining documents

customer stated sent them already and should be receiving soon by Thurs.

ARBS understood and advised customer would follow up once received

customer agreed

ARBS thanked customer for time

call ended mutually

Created By: Jessica Wegrzyn (11/19/2018 11:57 AM)
ARBS notes:

placed call to LL, connected to Agent - 11797

call placed to customer at [redacted]

call connected to customer wife, now referred to as customer

ARBS advised was calling to follow up with case, ARBS advised received statement and lien release customer sent

ARBS advised wanted to follow up on add. docs requested

customer asked if received letter sent Wed.

ARBS requested if customer sent 2nd letter

customer stated no just one

ARBS advised received, still need sales contract, registration, full payment history from lien holder and photos (4 exterior & 1 interior)

customer asked if could fax

ARBS advised could fax documents, but photos would either need to be sent via email or through mail

customer understood and advised will send

ARBS advised customer office would be closed Thurs. & Fri. due to holiday and follow up would be next week

customer agreed and advised would have documents over by end of next week then

ARBS agreed and thanked customer for time

call ended mutually

Created By: Jessica Wegrzyn (11/16/2018 4:03 PM)
ARBS notes:

received lien release and account statement by mail from customer

ARBS scanned and attached to case

Created By: Jessica Wegrzyn (11/13/2018 2:10 PM)
ARBS notes:

placed call to LL, connected to Agent - Cynthia - 11097

call placed to customer at [redacted]

call connected

ARBS advised calling to confirm customer received letter of intent

customer agreed

ARBS requested if customer had any questions regarding letter or documents requested ARBS could assist with

customer stated just want to replace vehicle

ARBS understood and advised in order to find out if financial institute has process in place for SOC or replacement, ARBS will need requested documents from customer

customer understood and advised will work on getting those then

ARBS agreed and advised of follow up Fri.

customer agreed

ARBS thanked customer for time

call ended mutually

Created By: Jessica Wegrzyn (11/7/2018 11:21 AM)
ARBS notes:

placed call to LL, connected to Agent - Camilla - 11113

call placed to customer at [redacted]

call connected to voicemail box that was not set up

Created By: Jessica Wegrzyn (11/7/2018 11:04 AM)
ARBS notes:

letter delivered 11/6/18 @ 11:25a.m. signed for by C. Reyes

Created By: Jessica Wegrzyn (11/2/2018 12:09 PM)
ARBS notes:

sent customer letter of intent to repurchase, replace or $4k cash settlement via FedEx: [redacted]

Created By: Jessica Wegrzyn (11/2/2018 12:04 PM)
ARBS notes:

placed call to LL, connected to Agent - 11854

call placed to customer at [redacted]

call connected

ARBS advised customer calling to follow up regarding case and customer request for vehicle repurchase

customer agreed

ARBS advised after review Nissan would be in a position to offer to repurchase or replace the vehicle

ARBS requested if customer was financed through Nissan or 3rd party

customer asked what meant by 3rd party

ARBS asked if customer made payments to Nissan or someone else

customer stated makes payment to bank

ARBS advised customer would send letter of intent with list of documents will need along with lien release

ARBS requested if customer would prefer email or mail

customer stated mail

ARBS confirmed address

ARBS advised would send today and customer should receive Monday or Tuesday

customer agreed

ARBS thanked customer for time

call ended mutually

Created By: Jessica Wegrzyn (11/2/2018 10:23 AM)
ARBS notes:

NNA offering to buyback vehicle due to 4 visits and 5 days out of service vehicle will brake on its own while driving (FEB)

Mileage: 1,522

Created By: Jessica Wegrzyn (11/2/2018 10:16 AM)
ARBS notes:

5 days out of service

- 4 visits, 4 repairs vehicle will brake on its own while driving (FEB)
1st visit: unable to duplicate @1,522
2nd visit: unable to duplicate @2,105
3rd visit: unable to get FEB to operate, under investigation by engineering @2,733
4th visit: replaced distance sensor and perform laser alignment @6,129

ARBS notes:

TechLine: No

DTS: Tim Zingerman – 5/8/18
1.Complaint: C stated the brakes applied by themselves with no cars in front.
• Cause: Unknown
• Correction: None at this time
• Status: Complete

DTS: Tim Zingerman – 8/6/18
1.Complaint: FEB brakes with nothing in front.
• Cause: Updated laser sensor
• Correction: Applied NTB18-041a to resolve issue. Replaced front laser sensor/Control Unit and aimed sensor.
• Status: Complete

Previous case:
[redacted] CA- 8/8/18: DTS inspection provided
[redacted] CA- 5/8/18: Buyback request- denied

Open campaigns: None

VSC: None

Vehicles owned:
2016 Sentra
2017 Altima
2018 Rogue- Retail: CA

Created By: Jessica Wegrzyn (11/1/2018 4:50 PM)
ARBS notes:

Customer: [redacted]
Mileage: 6,129
ISD: 1/27/18
Purchased: CA

3/31/18 @1,522 RO#: [redacted] days down: 1
Concern:
1. brakes on its own while driving
Action:
1. Recommended service. Road test vehicle on local and freeway the blinds port working normal and unable to duplicate the problem at this time.

4/11/18 @2,105 RO#: [redacted] days down: 2
Concern:
1. Vehicle interim will brake by itself without stepping on brake pedal.
Action:
1. Performed system diagnosis, no DTC's stored, test drove vehicle, unable to duplicate costumer concern

5/8/18 @2,733 RO#: [redacted] days down: 1
Concern:
1. car applies brakes on its on
Action:
1. DTS and SA-Jeanette drove with customer and were unable to get the feb, to oprate . Either normally or abnormally. customer states the issuse happened last on laurel canyon blvd(stright part) customer asked to have feature turned to defult 'off' until more is known. issue is under investigation by engineering .

8/6/18 @6,129 RO#: [redacted] days down: 1
Concern:
1. car brakes on its own dts here to check
Action:
1. Replace distance sensor and perform laser alignment , test drove vehicle found okay at this time.

Created By: Cynthia Gomez (10/31/2018 4:29 PM)
SPARCAS CG sent email to SPARCAS NG about C's call.

Created By: Cynthia Gomez (10/31/2018 4:29 PM)
*** Case Summary***

C contacted Nissan CA about Case follow up

Created By: Cynthia Gomez (10/31/2018 4:28 PM)
SPARCAS CG received a call from [redacted] asking to speak to SPARCAS NG
SPARCAS CG asked for case number and verified name, address and phone number

C is owner's wife.

SPARCAS CG informed C SPARCAS NG is in another call now
SPARCAS CG informed C that SPARCAS NG called C on Oct 30th 2018 but could not leave a message as the mailbox have not been set up
SPARCAS CG informed C that SPARCAS CG has been working in C's CASE and it is now waiting for ARBS to provide a resolution.
SPARCAS CG informed C that SPARCAS NG has programmed to contact C back on Fri November 2nd 2018

C agreed and thanked the assistance.

SPARCAS CG provided C with case#, name, agent ID
SPARCAS CG branded the call

Call ended mutually

Created By: Nancy Gomez (10/31/2018 1:25 PM)
SPARCAS-NG received an email from SM-LS informing:

Car is NOT in the shop at this time.

Created By: Nicki Barror (10/31/2018 10:17 AM)
DRTS received the RHR. The RHR was assigned to ARBS Jessica Wegrzyn for review

Created By: Nancy Gomez (10/31/2018 10:10 AM)
SPARCAS-NG submitted the RHR for review

Created By: Nancy Gomez (10/31/2018 10:09 AM)
SPARCAS-NG made an outbound call to DLR and talked with SA-Ace at Service Dept.
SPARCAS-NG asked if the VEH is at DLR or has any open R)

SA-Ace stated that the VIN# doesn't have any open RO
SA-Ace stated that the VEH is not at the DLR

SPARCAS-NG thanked for the info

Call ended mutually

Created By: Nancy Gomez (10/30/2018 10:17 AM)
SPARCAS-NG made an outbound call to DLR and talked with SA-David
SPARCAS-NG asked if the VEH is at DLR or has any open RO
SPARCAS-NG ended the call after been waiting for a long period of time

Created By: Nancy Gomez (10/30/2018 10:14 AM)
SPARCAS-NG made an outbound call to C[redacted]
SPARCAS-NG couldn't leave a VMX because C doesn't have the mailbox set up

Created By: Nancy Gomez (10/30/2018 9:37 AM)
SPARCAS-NG sent an email to SM-Lance asking if the VEH has any open RO or the VEH is at DLR with c.c. to FOM-kevin.fitzsimons@nissan-usa.com

Created By: Adis Leyva (10/29/2018 5:10 PM)
SPASRCAS-AL changing follow up for tomorrow 10/30 as Case's manager is done for the day.

Created By: Nancy Gomez (10/26/2018 6:56 PM)
SPARCAS-NG sent an email to SM-Lance asking if the VEH has any open RO or the VEH is at DLR

Created By: Nancy Gomez (10/24/2018 12:24 PM)
SPARCAS-NG received an inbound call from C"s wife,[redacted]
SPARCAS-NG- verified C's name, home & email address, phone#
SPARCAS-NG- Checked for open recalls/campaigns and found: 0
SPARCAS-NG- Checked for previous UNRELATED Case(s) and found: 1
SPARCAS-NG- Checked previous RELATED Case(s) and found: 1

Best number of contact[redacted]

C stated that is having concerns with the VEH
C stated that has taken the VEH many times to the DLR and DLR turned off the computer and turn on the computer
C stated that the VEH is braking by itself and now the VEH did that on the highway
C stated that doesn't want to return the VEH wants a replacement because the VEH has a manufacture defect

SPARCAS-NG apologized for C's experience
SPARCAS-NG did the following questions:

• Why do you want to replace the vehicle to Nissan North America? C stated that has a manufacture defect and C is afraid of having an accident. C stated that the VEH brakes by itself suddenly and when the VEH has to brake doesn't break.
• Where is the vehicle currently? Home
• Are you currently in a rental vehicle? No, C is using the VEH because is the only VEH that C has
• Where was the vehicle purchased? Nissan of Downtown LA
• Was the vehicle purchased new or used? New, C stated that bought a VEH with high technology and emergency brakes.
• Where is the vehicle serviced? Nissan of Downtown LA

SPARCAS-NG explained that will work on C's case and it is going to take 10 BD
SPARCAS-NG informed C that the decision is based on VEH's number of repairs, days down and State's laws
SPARCAS-NG offered C a follow up call in 3 BD

C understood and thanked

SPARCAS-NG provided C's case, agent name and ID
SPARCAS-NG branded the call

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	10/26/2018	YX	AD	[redacted]	OA
		INTERIOR ELECTRICAL	FORWARD EMERGENCY BRAKING (FEB)	MULTIPLE REPAIR ATTEMPTS	26	12/11/2018	YE	AV		OA

Forms

Forms Help

No records to display

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [31] | Case Categorizations [1] | Forms [0]

Case Detail

Reopen Case | Clone Closed Case

Number of open vehicle campaigns = 2

Account Name	[redacted]	Case Owner	Randy Anderson
Contact Email		Type	CA
Home Phone		Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	12/18/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/24/2018 2:09 PM
Social Media Involvement		Date/Time Closed	12/17/2018 3:35 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	1		
Description	RHR under review		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	RON BOUCHARD'S NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	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	10/25/2018
IIR Date		RHR Completed	11/8/2018
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	KNMAT2MV2JF[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22218	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	RON BOUCHARD'S NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	10/25/2018
Responsible District	10	Dealer Instructions	Parts Dept. Review
Shared With		Requested Dealer Action	Please review and advise

Bluetooth

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

Related Items

Approved Check Requests	$282.88	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: KNMAT2MV2JP[redacted]	Root Cause	
Created By	Iain Hadden, 10/24/2018 2:09 PM	Root Cause Code	SCFA
Last Modified By	NNAETL, 12/31/2018 9:04 PM	Root Cause Code (2)	SCRR
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	533		
Action Code	NT2B		
What action was taken?	2B Customer Offered Partial Reimbursement		

Agent Comments

Agent Comments	C needs to send in PO 3rd contact attempt
Agent Next Step	Customer

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
12/27/2018 11:09 AM	Charity Trull	Changed **Case Owner** from Sean Marshall to **Randy Anderson**.
12/17/2018 3:35 PM	Sean Marshall	Changed **Status** from Open to **Closed**.
		Closed.
12/17/2018 11:37 AM	Sean Marshall	Changed **Follow Up Date** from 12/17/2018 to **12/18/2018**.
12/14/2018 9:12 AM	Sean Marshall	Changed **Follow Up Date** from 12/4/2018 to **12/17/2018**.

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Case Comments

New

Case Comments Help

Public	Comment
	Created By: Sean Marshall (12/17/2018 3:35 PM) RCAS-SM is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with a multiple repair attempts. RCAS-SM submitted an RHR which was denied. RCAS-SM offered C reimbursement of one monthly payment. ***STATEMENT OF DECISION*** RCAS-SM submitted check request for one monthly payment C was satisfied with this information
	Created By: Sean Marshall (12/17/2018 3:24 PM) ****GW TEMPLATE**** C purchased veh: New Current mileage: 100 OOW- Basic: 0 Power train: 0 VSC: N/A Total customer pay at retailer: $0 Last service visit: 11/5/18 Previous owns veh: 0
✓	**Created By: Sean Marshall (12/17/2018 11:35 AM)** ****GOODWILL REIMBURSEMENT**** The following are the details of the reimbursement: C is eligible for # 1 months VEH payment reimbursement only. Monthly Payment: $282.88 Total Amount: $282.88 Approved by: [redacted] Mailing Address verified: [redacted] Lebanon CT [redacted] USA RCAS-SM SUBMITTING CHECK REQUEST
✓	**Created By: Sean Marshall (12/17/2018 11:35 AM)** RCAS-SM made outbound call to C at [redacted] RCAS-SM left a VMX stating name, case number, contact info, set follow up, and requested a call back.
✓	**Created By: Sean Marshall (11/26/2018 1:52 PM)** RCAS-SM is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with a repurchase review

C felt unsafe in VEH and wanted it replaced

STATEMENT OF DECISION
RCAS-SM advised C NNA was not in a position to repurchase and offered to reimburse 1 month payment.

RCAS-SM could not reach C to ask for PO

Created By: Sean Marshall (11/26/2018 10:59 AM)
RCAS-SM is closing Case as no further assistance can be offered at this time.

CASE SUMMARY
C contacted Nissan CA requesting assistance with a multiple repair attempts.
✓ RCAS-SM submitted an RHR which was denied.
RCAS-SM offered C reimbursement of one monthly payment

STATEMENT OF DECISION
RCAS-SM was unable to contact C for PO.

C was satisfied with this information

Created By: Sean Marshall (11/26/2018 10:57 AM)
✓ RCAS-SM made outbound call to C at [redacted]
RCAS-SM left a VMX stating name, case number, contact info, set a follow up, and requested a call back.

Created By: Sean Marshall (11/23/2018 11:02 AM)
✓ RCAS-SM made outbound call to C at [redacted]
RCAS-SM left a VMX stating name, case number, contact info, set a follow up, and requested a call back.

Created By: Sean Marshall (11/20/2018 1:49 PM)
✓ RCAS-SM made outbound call to C at [redacted]
RCAS-SM left a VMX stating name, case number, contact info, set a follow up, and requested a call back.

Created By: Sean Marshall (11/15/2018 3:54 PM)
✓ RCAS-SM received email from NMAC stating C's monthly payment is $282.88

Created By: Sean Marshall (11/15/2018 3:53 PM)
✓ RCAS-SM sent email to C requesting documentation

Created By: Sean Marshall (11/15/2018 3:33 PM)
RCAS-SM made outbound call to C at [redacted]
RCAS-SM ADVISED "This call may be recorded for quality and training purposes."

RCAS-SM stated that NNA is not in a position to repurchase the VEH at this time.
C stated ok.
RCAS-SM offered to cover one lease payment.
C stated C would accept.
C expressed disappointment with the way NNA is not offering any compensation for the compromised safety of C and C's fiancé.
C asked how much Nissan makes money off of each VEH.
RCAS-SM stated that RCAS-SM is unsure.
C asked how much Nissan would lose by C not buying VEHs and recommending other brands to friends.
C asked how hard it would be for Nissan to offer compensation for C to save all this potentially lost money.
C stated that C has hundreds of people a year who ask C for car buying advice.
✓ C stated C no longer believes in the Nissan brand.
C stated that C's mother advised C to go through the normal channels to deal with this situation before taking other methods.
C stated C is now stuck with an unsafe VEH which C is unable to trade in without substantial financial loss.

RCAS-SM stated that NNAs final offer is a one month payment.
C asked if there was any further C could go with it.
RCAS-SM stated that NNA CA had provided all the information available.
C understood.
RCAS-SM stated if C wanted to accept NNAs offer of one monthly payment C would need to send in POO.
C stated ok.

RCAS-SM asked if C had any further questions or concerns.
C declined.
RCAS-SM thanked C for time.
Call ended mutually.

✓ **Created By: Sean Marshall (11/15/2018 3:08 PM)**
RCAS-SM emailed NMAC requesting the amount of C's monthly payment

✓ **Created By: Adrienne Jones (11/15/2018 3:08 PM)**
TL-AJ reviewed case with RCAS-SM. TL approves reimbursement for one monthly payment for C's inconvenience with repairs so early in the life of the vehicle.

Created By: Robert Peterson (11/14/2018 7:49 AM)
ARBS-RP notes ARBS-JC did not recommend this RHR, because concern resolved in only one repair attempt, not unreasonable number of business days down.
ARBS-RP concurs with ARBS-JC.

ARBS-RP notes based on a comprehensive review: NNA is not in a position to repurchase/replace the vehicle at this time, as the vehicle has not been subjected to an unreasonable number of repair attempts for any warrantable concern.

NNA will continue to honor the terms and conditions of the New Vehicle Limited Warranty.

Created By: Robert Peterson (11/14/2018 7:47 AM)
ARBS-RP reviewing case and notes the following service visits:

10/22/2018 @ 681 Miles, RO: [redacted] - Days Down: 13 @ DLR- 3268 - RON BOUCHARD'S NISSAN
CONCERN:
1. CUSTOMER STATES: WHEN DRIVING AT HIGHWAY SPEEDS THE FORWARD BRAKING SYSTEM WARNING FLASHED AND ALMOST BROUGHT THE VEHICLE TO A STOP.
ACTION:
1. REMOVED AND REPLACED FRONT DISTANCE SENSOR AND REPROGRAMMED CONTROL UNITS.

Created By: Sean Marshall (11/12/2018 3:06 PM)
RCAS-SM made outbound call to C at [redacted]
RCAS-SM ADVISED "This call may be recorded for quality and training purposes."

RCAS-SM advised that C's case was still under review for possible repurchase.
C confirmed.
RCAS-SM stated that C and RCAS-SM can discuss further options once the review process has been completed.
✓ C understood.
RCAS-SM set a follow up for EOB 11/15.
C confirmed.

RCAS-SM asked if C had any further questions or concerns.
C declined.
RCAS-SM thanked C for time.
Call ended mutually.

✓ **Created By: Sean Marshall (11/8/2018 4:05 PM)**
RCAS-SM made outbound call to C at [redacted]
RCAS-SM ADVISED "This call may be recorded for quality and training purposes."

RCAS-SM advised C that NNA was not in a position to review for repurchase.
C stated that the VEH is repaired.
C stated that according to C's research there is a sealant around the sensor that is causing the problem and NNA has yet to be resolved.
C stated that when the VEH was purchased the sealant must have been melted after a long summer of sitting in the lot.
C stated that C is a Nissan employee and filled out a survey stating that C would recommend the VEH to friends and family and C feels like that was a lie.
C stated that NNA policy is not to reinvent the wheel but to make small improvement.
C stated C works for NNA because NNA is so focused on safety.
C stated C knows that VEHs have problems but C does not feel C's VEH has not been resolved.
C stated that the employee is the most important part of the company.
C stated that NNA does not care about the safety of C's consumers.
C stated that NNA reimbursing for one month's payment is a joke.
C asked what RCAS-SM suggested C should do.
C stated that this will not end here if NNA does not up NNAs offer.

RCAS-SM stated that RCAS-SM will review options and contact C.
RCAS-SM set a follow up for 11/12.
C confirmed.
C stated that if NNA offers to make C a little happier C will accept it and go away.
RCAS-SM confirmed that RCAS-SM would review options.

RCAS-SM asked if C had any further questions or concerns.
C declined.
RCAS-SM thanked C for time.
Call ended mutually.

Created By: Nicki Barror (11/8/2018 3:44 PM)
DRTS received the RHR. The RHR was assigned to ARBS Rob Peterson for review

Created By: Sean Marshall (11/8/2018 3:31 PM)
RCAS-SM placed outbound call to Ron Bouchard's Nissan at 9783451800.
RCAS-SM asked to speak with SM-Michael Metcalf.
✓ RCAS-SM asked for a copy of C's open RO.
SM-MM asked for a fax number.
RCAS-SM provided RCAS-JW fax number.
SM-MM confirmed.
Call ended mutually.

Created By: Janelle Cantrall (11/8/2018 3:27 PM)
RHR Filter

ARBS Does NOT Recommend an RHR
Veh. has been repaired and C only has ONE VISIT
Arbs Recommends C to return to dealer if C has any Future Concerns.

STATE - MA

2018 ROGUE
ISD: 10.4.18
NMAC LEASE

One visit and one repair for Dist. Sensor Radar @ 687 Miles 11.5.18
Dealer: RON BOUCHARD'S NISSAN (MA)

NO Prev. Cases
NO Tech Line Cases
NO Campaigns
NO Warranty Cases
NO VSC
NO DTS

Created By: Sean Marshall (11/2/2018 1:56 PM)
RCAS-SM made outbound call to C at [redacted]
RCAS-SM ADVISED "This call may be recorded for quality and training purposes."
RCAS-SM advised C that C's case was still under review for repurchase.
C understood.
✓ RCAS-SM set a follow up for EOB 11/7.
C confirmed.
RCAS-SM asked if C had any further questions or concerns.
C declined.
RCAS-SM thanked C for time.
Call ended mutually.

Created By: Tranisha Woods-Sweatt (10/31/2018 8:03 AM)
RCAS-TW received an email from the SM stating:

✓ How many times has the customer's vehicle been to the dealer/retailer for repairs? This is the first time
What repairs were performed? The part just arrived this morning, the forward emergency brake sensor will be replaced.
Are there currently any OPEN ROs? Yes, RO #[redacted]
Is the vehicle currently at the dealership? yes
How many days has the vehicle been kept out of service at your dealer for repairs? 10
Has TECH LINE been involved? no
Has a Dealer Technical Specialist (DTS) been involved? no

✓ **Created By: Tranisha Woods-Sweatt (10/30/2018 4:23 PM)**
RCAS-TW resent an email to the SM requesting the open RO and the RHR questions.

Created By: Tranisha Woods-Sweatt (10/30/2018 3:11 PM)
✓ RCAS-TW made outbound call to DLR at RON BOUCHARD'S NISSAN.
RCAS-TW asked to speak with SM-Michael Metcalf.
RCAS-TW had to leave a VMX.

Created By: Sean Marshall (10/30/2018 2:17 PM)
RCAS-SM made outbound call to C at [redacted]
RCAS-SM ADVISED "This call may be recorded for quality and training purposes."
RCAS-SM advised C that C's case was still under review for possible repurchase.
C asked how long the process would take.
RCAS-SM stated that it can take up to 10 business days.
C asked if RCAS-SM had found out if NNA could cover 6 lease payments until C determined VEH was safe or unsafe.
✓ RCAS-SM stated that unfortunately that solution was outside of NNA's parameters.
C understood.
RCAS-SM set a follow up for EOB 11/2.
C understood.
RCAS-SM asked if C had any further questions or concerns.
C declined.
RCAS-SM thanked C for time.
Call ended mutually.

Created By: Tranisha Woods-Sweatt (10/30/2018 10:46 AM)
RCAS-TW made outbound call to DLR at RON BOUCHARD'S NISSAN
✓ RCAS-TW asked to speak with SM-Michael Metcalf
RCAS-TW had to leave a VMX and sent an email to the SM requesting the open RO.

RCAS-TW asked the SM the RHR questions as well.

✓ **Created By: Sean Marshall (10/25/2018 4:15 PM)**
RCAS-SM made outbound call to C at [redacted]
RCAS-SM VERIFIED C's name, home & email address, concern, phone.
RCAS-SM VERIFIED mileage and VEH maintenance location: 700
RCAS-SM CHECKED for open recalls/campaigns and found: 0
Previous UNRELATED Case(s) Found: 0
Previous RELATED Case(s) Found: 0
RCAS-SM ADVISED "This call may be recorded for quality and training purposes."
RCAS-SM advised C that RCAS-SM spoke
C stated that C doesn't feel safe in this VEH.
C stated that C loves Nissan but this incident has shaken C's confidence with the VEH.
C stated it depends on what C's wife wants before determining whether C wants repair or repurchase.
RCAS-SM set follow up for EOB 10/30.
C agreed but stated that C would like to still review for repurchase.
C stated C would like to discuss a third option.
RCAS-SM asked what.
C stated that C needs time to trust the VEH again.
C stated C would like to drive the VEH for 6 months without payment to decide whether VEH is safe or not.
C stated if the VEH performed normally for 6 months C would pay the rest of the lease payments.
RCAS-SM stated that C would review and get back to C with an answer on 10/30.
C stated that C appreciated that.
Why do you want to return the veh to NNA: C no longer feels safe in this VEH and doesn't want C's wife driving it. C states that the VEH almost cost C's life.
Where is the veh currently: at DLRSHP

Where was the veh purchased: Ron Buchards Nissan
Was it purchased new or used: New
If used, when was the veh purchased:
Where is the veh serviced: Ron Buchards Nissan
Has the veh been taken to multiple Nissan/Infinity dealers: None
RCAS-SM asked if C had any further questions or concerns.
C asked if the DLRSHP would put C in loaner.
RCAS-SM advised that loaners are provided at the DLRs discretion, but normally when a VEH is being repaired under warranty a loaner is provided.
C understood and thanked RCAS-SM for listening.
RCAS-SM thanked C for time.
Call ended mutually.

Created By: Sean Marshall (10/25/2018 11:52 AM)
RCAS-SM placed outbound call to Ron Bouchard's Nissan at 9783451800.
RCAS-SM asked to speak with SM-Michael Metcalf.
RCAS-SM proceeded to fill out backordered parts information.
Part Name: Front distance sensor
Part Number: 28438-5EA3A
Order Number: [redacted]
Dealer Name and Code (where parts were ordered): Ron Bouchard's Nissan 3268
Region Code: 26
Location of the vehicle (business name, phone number, and contact person): Ron Bouchard's Nissan, 9783451800, Michael Metcalf
Can the vehicle be driven? If not, why?: inoperable due to sensor failure
The date the vehicle became inoperable (if applicable): 10/22.
Is the part needed due to a warrantable failure: Yes
RCAS-SM was advised that the part was due to ship today 10/25.
RCAS-SM thanked SM-MM for time.
Call ended mutually.

Created By: Iain Hadden (10/24/2018 2:15 PM)
****CASE SUMMARY****
C is seeking assistance with VEH that has defect with collision sensor system; C wants NNA to waive VEH payments until VEH is operational with arrived parts and C also wants NNA to cover cost of non NNA loaner VEH as C doesn't trust any NNA VEH that is equipped with this defective collision detection system
CUSTOMER: [redacted]
Best contact# [redacted]
VIN: KNMAT2MV2JP[redacted]
mileage- 700 miles
Ron Bouchard's Nissan
case pending decision from RCAS

Created By: Iain Hadden (10/24/2018 2:14 PM)
CRR-I.H <OPENED or VERIFIED> Account Info including: C's name, home address, & best contact#
CRR-I.H VERIFIED VEH Info including: VIN#, mileage & warranty
CRR-I.H CHECKED for open recalls/campaigns and found: 0
CRR-I.H CHECKED for previous UNRELATED Case(s) and found: 0
CRR-I.H CHECKED previous RELATED Case(s) and found: 0
CRR-I.H NOTED concern is: seeking assistance with VEH that has defect with collision sensor system; C wants NNA to waive VEH payments until VEH is operational with arrived parts and C also wants NNA to cover cost of non NNA loaner VEH as C doesn't trust any NNA VEH that is equipped with this defective collision detection system

****
C called in stating that C was driving along highway with no traffic around and C's collision detection system engaged causing C to almost swerve off road as VEH brakes were engaged for no reason
C took VEH to DLR and they said part that needs to be replaced is on national back order and is not currently available
C finds VEH to be incredibly unsafe and C left VEH at DLR
C wants NNA to waive VEH payments until such time as parts rive and VEH is fully operational
C also wants NNA to cover cost of non NNA loaner VEH as C doesn't trust any NNA VEH that is equipped with this faulty collision detection system
C is seeking assistance with VEH that has defect with collision sensor system; C wants NNA to waive VEH payments until VEH is operational with arrived parts and C also wants NNA to cover cost of non NNA loaner VEH as C doesn't trust any NNA VEH that is equipped with this defective collision detection system

CRR-IH advised C that case will be sent to RCAS for review
CRR-IH advised C that RCAS will contact C by end of next business day
CRR-IH asked C if any further assistance may be provided
C declined
CRR-IH provided C with case# [redacted]
Best contact# [redacted]
Call ended mutually
CRR-IH sending case to RCAS for review

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]	INSTRUMENTATION	WARNING CHIME/BUZZER	MULTIPLE REPAIR ATTEMPTS	11	11/26/2018	YE	AT	[redacted]	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] Anna Sharp
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	11/5/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/25/2018 8:50 AM
Social Media Involvement		Date/Time Closed	11/5/2018 10:41 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Franklin	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Customer requesting RHR due to braking concerns and radio concerns.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	ANTWERPEN NISSAN
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	4,485	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	10/25/2018
IIR Date		RHR Completed	10/26/2018
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN8AT2MV2JW[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22418	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	ANTWERPEN NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	03	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		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: JN8AT2MV2JW[redacted]	Root Cause	
Created By	Steve Jeffrey, 10/25/2018 8:50 AM	Root Cause Code	SCSH
Last Modified By	NNAETL, 12/8/2018 10:29 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	575		
Action Code	NT1A		
What action was taken?	1A Repaired – Under Warranty		

Agent Comments

Agent Comments	Get update on diagnosis/repair status from DLR
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
11/5/2018 10:41 AM	Anna Sharp	Changed **Status** from Open to **Closed**.
		Closed.
10/30/2018 10:40 AM	Anna Sharp	Changed **Follow Up Date** from 10/30/2018 to **11/5/2018**.
10/30/2018 10:39 AM	Anna Sharp	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: JN8AT2MV2JW[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: JN8AT2MV2JW**[redacted]
10/26/2018 12:34 PM	Nicki Barror	Changed **DRT Support Status** from Pending to **DRT Assigned**.

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Case Comments

New

Case Comments Help

Public	Comment
	Created By: Anna Sharp (11/5/2018 10:38 AM) RCAS-AS is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with braking concerns and radio concerns. RCAS-AS reviewed case with SM-Les Ashburn. SM stated DTS-Ken Hyatt advised DLR of a TSB to resolve braking concerns. SM advised DLR performed the TSB and the braking concerns were resolved. SM advised C's phone is not compatible with the VEH's Bluetooth. ARBS-Robert Peterson denied the RHR. RCAS-AS advised C that NNA not in a position to replace or repurchase the VEH. C was displeased with the decision and advised C is not driving the VEH. ***STATEMENT OF DECISION*** RCAS-AS closing case due to RHR was denied and no further repairs are needed at this time.
✓	**Created By: Anna Sharp (11/5/2018 [redacted])** RCAS-AS made outbound call to C @[redacted] RCAS-AS ADVISED "This call may be recorded for quality and training purposes." RCAS-AS inquired if C has picked the VEH up from the DLR yet? C stated C picked the VEH up on 11/2. RCAS-AS asked how the VEH is doing. C stated C is not driving the VEH because C does not trust the VEH. RCAS-AS apologized that C does not trust the VEH, but RCAS-AS understands that the DLR made repairs to the brakes per a bulletin and test drove the VEH to confirm that the concern is no longer present. C stated C brought the VEH in several times for the braking concerns and the DLR told C that the VEH was operating as designed and that C is crazy. CD stated the DLR did not say that but they made C feel crazy and stupid. C stated suddenly after C called NNA CA, the DTS came out and found a fix for the problem. C stated C does not believe the VEH was really fixed. C stated if there was a fix out there, why did the DLR act like there was not a fix? C stated why did the DLR have to tell C that C did not know what C was talking about? C stated if C drives the VEH and the brakes concern happens again, C is going to get killed. C stated C is stuck in C house. C stated C does not have the money to buy a new VEH. RCAS-AS advised RCAS is not sure, but it may be that the TSB was not released until recently. RCAS-AS advised if C has questions about the repairs that were done to the VEH, RCAS-AS can request SM-Les to reach out to C and have a conversation.

C stated the DLR barely put any miles on the VEH like 40 miles
C stated the DLR is so incompetent.
RCAS-AS apologized that C has had a negative experience with the DLR.

RACS-AS advised NNA has reached a decision on the RHR.
RCAS-AS advised at this time NNA has reviewed thoroughly and unfortunately Nissan is not in a position to replace or repurchase C vehicle.

RCAS-AS advised will be sending denial letter which includes BBB auto line phone number.
RCAS-AS advised RCAS also has BBB auto line number if C wants it now.

C stated why bother.
C stated NNA does not care.

RCAS-AS apologized that this is not the decision C was hoping for.
RCAS-AS advised the decision is not based on caring, it is based on the state limitations for whether a VEH is eligible for replacement or repurchase.

C told RCAS to stop apologizing.
C stated RCAS does not care.
C stated give C the BBB number.
RCAS-AS provided BBB auto line phone number: 1-800-955-5100.

RCAS-AS asked if there are any other questions RCAS can answer for C in regards to the decision.
C asked how can C get assurance that the VEH is fixed and is not going to kill C.
RCAS-AS advised the DLR is in the best position to advise C on the work done to C's VEH, since the DLR was who inspected and worked on the VEH.
RCAS-AS advised RCAS can request the SM reach out to C.
C stated C does not trust the DLR, the DLR are crooks.

C disconnected call.

Created By: Robert Peterson (11/5/2018 7:45 AM)
ARBS-RP notes based on a comprehensive review: NNA is not in a position to repurchase/replace the vehicle at this time, as the vehicle has not been subjected to an unreasonable number of repair attempts for any warrantable concern.

NNA will continue to honor the terms and conditions of the New Vehicle Limited Warranty.

✓ **Created By: Anna Sharp (11/2/2018 12:36 PM)**
RCAS-AS received copy of most recent RO [redacted] and attached to case.

Created By: Robert Peterson (11/1/2018 11:29 AM)
ARBS-RP notes, regarding bluetooth concern: 4 visits, 1 AV unit reprogram, but concern appears to be caused by C's incompatible mobile device - not a defect in materials or workmanship of the vehicle.

Regarding Forward Emergency Braking concern, ARBS-RP only notes 1 mention of FEB improper operation in the RO's, and appears to be resolved per application of TSB per DTS's advice.

ARBS-RP recommends --if no further warrantable concerns can be concerned-- release Veh to C and close RO.

Created By: Robert Peterson (11/1/2018 11:22 AM)
ARBS-RP reviewing case and notes the following service visits:

9/14/18 @ 3,514 Miles, RO: [redacted] Days Down: 1 @ DLR- 3807 - ANTWERPEN NISSAN, INC.
CONCERN:
1. C/s radio is acting oddly.. Will not turn off. Will turn back on bluetooth not acting properly
2. LOF
ACTION:
1. Upon inspection technician found radio and bluetooth working as designed
2. Completed "works special" maintenance as per coupon

10/2/18 @ 4,027 Miles, RO: [redacted] Days Down: 1 @ DLR- 3807 - ANTWERPEN NISSAN, INC.
CONCERN:
1. C/s radio will not turn off at times, menu selection will not work and now has black screen
ACTION:
1. Will contact will Nissan resolves problem *vehicle did not stay

10/12/18 @ 4,485 Miles, RO [redacted] Days Down: 4 @ DLR- 3807 - ANTWERPEN NISSAN, INC.
CONCERN:
1. C/s radio not working proper
2. C/s vehicle shaking when accelerating at times after slowing and/or stopping
ACTION:
1. Technician performed script download and software update
2. Test drove and scanned vehicle found no codes stored presently and could not duplicate concern

10/23/18 @ 4,485 Miles, RO: [redacted] Days Down: 1 @ DLR- 3807 - ANTWERPEN NISSAN, INC.
CONCERN:
1. C/s radio still acting up after reprogramming. When happens can't answer incoming calls, or make any outgoing. When happens, screen won't respond to any commands. Has to pull over cut car off and open door to shut down
ACTION:
1. Phone not on compatible list.

10/29/18 @ 4,740 Miles, RO [redacted] Days Down: 4 @ DLR- 3807 - ANTWERPEN NISSAN, INC.
CONCERN:
1. C/s vehicle on a couple of occasions will shake and brake for no reason; read attached descriptions
2. C/s voice activation not working and radio screen blanking out at times
ACTION:
1. Reprogram Laser/Radar Control Unit & reprogram ICC/ADAS Control Unit
2. Phone not on compatible list

Created By: Danielle Bragg (11/1/2018 10:51 AM)
QA-DB calling ANTWERPEN NISSAN at 10:40 a.m. cst
QA spoke with SM-Les Ashburn and requested update on veh status.

SM stated veh is at DLR currently.
SM stated the veh came in with a complaint of intermittent braking concerns which were resolved with application of TSB update, per recommendation of DTS-Ken Hyatt.
SM advised C was pleased, but then complained of radio concerns.
✓ SM stated C advised the voice activation does not work intermittently and screen blacks out. SM advised consulted DTS, but no recommendations were available and DLR cannot duplicate concern.
SM advised C's phone is not compatible with Bluetooth, but is unsure if issue is related to voice activation as concern cannot be replicated.
QA understood and inquired when veh returned this visit.
SM advised veh came in 10/29 and C was provided a loaner. SM said tech tested veh this morning but concern did not occur so SM does not know next steps.
QA inquired if C considered releasing veh to C if no duplication occurred and DTS had no recommendations.
SM advised requested C pick up veh, but C was adamant that testing continue.
QA recommended SM document these details on RO. QA requested copy of RO be faxed to RCAS.
SM stated will do so once RO is closed.
Call was ended mutually.

✓ **Created By: Anna Sharp (10/30/2018 10:39 AM)**
RCAS-AS made call to C at [redacted]
RCAS-AS ADVISED "This call may be recorded for quality and training purposes."

RCAS-AS advised C's RHR is still under review.

RCAS-AS inquired about C's visit to the DLR on 10/29.
C stated the DLR gave C a loaner VEH.
C stated the SD called C this morning and told C that the regional specialist will talk to SD and take a look at the VEH.
C stated SD was made aware of a few TSBs by this person and was looking into it.
C stated the SD drove the VEH 30 miles yesterday and the VEH did not do the brakes thing.

RCAS-AS asked if it was SM-Les who called C.
C stated yes.
RCAS-AS advised RCAS is glad to hear the DLR is working on resolving the concerns for C.
RCAS-AS advised RCAS will follow up with the DLR about the VEH.

RCAS-AS advised RCAS will be OOO on 10/31 so RCAS will follow up in 3 business days.
RCAS-AS advised follow up 11/5.
C agreed.

RCAS-AS made sure C has RCAS-AS number.
C stated yes.

Call ended mutually.

Created By: Nicki Barror (10/26/2018 12:33 PM)
DRTS received the RHR. The RHR was assigned to ARBS Rob Peterson for review

✓ **Created By: Anna Sharp (10/26/2018 11:15 AM)**
RCAS-AS submitted RHR

Created By: Anna Sharp (10/26/2018 11:09 AM)
****PART 2******

C stated C is aware of the Maryland Lemon Law

Why do you want to return the veh to NNA?
C feels unsafe in the VEH
Where is the veh currently?
with C
Where was the veh purchased?
Antwerpen Nissan
Was it purchased new or used?
New
If used, when was the veh purchased?
Where is the veh serviced? Has the veh been taken to multiple Nissan/Infinity dealers? IF YES- document names of dealers/retailers.
Only Antwerpen Nissan

C stated C had a 2010 Rogue which C loved and that is why C bought another Rogue

RCAS-AS advised will follow up with C 10/30
✓ RCAS-AS asked fir C best contact.
C stated this is C best contact and RCAS can contact C at this number at 10/30.

C asked if the DLR will give C a loaner?
RCAS-AS advised that is DLR discretion and recommended C ask the DLR.

RCAS-AS provided contact and case number.

C stated for the Maryland Lemon Law does C need to send a letter?
RCAS-AS advised by this conversation, RCAS and C have already begun the process to review C eligibility for replacement or repurchase.
RCAS-AS advised no need to send a letter.
C asked if C gives up C rights under the law if C does not send letter.
RCAS-AS advised RCAS is not versed in C state laws, but RCAS will let C know if RCAS needs a letter from C.
C stated if C does need to send a letter, where does C send it?
RCAS-AS advised RCAS cannot speak for the state of Maryland.
RCAS-AS advised if C wants to send a letter to NNA CA, RCAS can provide address.
C agreed.
RCAS-AS provided NNA CA address.

RCAS-AS thanked C for time.

Call ended mutually.

Created By: Anna Sharp (10/26/2018 11:06 AM)
****PART 1******
RCAS-AS made call to C at [redacted]
RCAS-AS VERIFIED C's name, home & make model ,email, concern, phone.
RCAS-AS VERIFIED servicing dealer/retailer: ANTWERPEN NISSAN
RCAS-AS CHECKED for open recalls/campaigns and found: 0
Previous UNRELATED Case(s) Found: 0
Previous RELATED Case(s) Found: 0
RCAS-AS ADVISED "This call may be recorded for quality and training purposes."

RCAS-AS advised is case agent and POC who will review case and tell how NNA may assist.

RCAS-AS advised SM-Les advised RCAS that C phone not compatible with the Bluetooth system.
RCAS-AS advised SM-Les stated DLR has been unable to duplicate the concerns with the braking, and therefore unable to suggest repairs.

C stated C knows.
C stated the radio problem is just an annoyance.
C stated the braking problem is safety issue
RCAS-AS inquired about the specifics of the 2 braking concern instances.
C stated C stated from a stop sign, within 20 feet the VEH ground to a halt and was shaking and making a loud noise
C stated the other time C was coming off a ramp on a highway going maybe 50 mph and C was hitting brakes to slow down and suddenly the VEH started shaking and making the loud noise
C stated the VEH was stopping and C did not know why

RCAS-AS apologized for C frightening experiences.

C stated the DLR does not write the braking concerns on the invoices when C brings the VEH in
C stated the DLR had the VEH in on 10/23 and C gave the DLR a written summary of the problems but the invoice did not list these concerns
✓
C stated C is not fighting the radio concerns too much right now
C stated C is most concerned about the brakes
C stated C is worried that it will happen and someone will run into the back of C

C stated the DLR has run diagnostics and told C that the VEH is working perfectly fine
C stated C is scared that the VEH will kill C or kill someone else

RCAS stated so sorry C feels that way
C stated the DLR does not know how to fix the VEH

RCAS-AS advised RCAS would recommend C return the VEH to the DLR since the DLR will need to duplicate the concerns.
RCAS-AS asked if C has left the VEH with the DLR for a few days?
C stated yes C left the VEH for 3 days and had a loaner VEH

RCAS-AS advised since C has said C does not feel safe in the VEH, RCAS would like to offer an RHR.
C asked how long will it take.
RCAS-AS stated that RCAS-AS will follow up with C every three business days to inform C of process and that the process can take up to ten business days.
C stated yes do the RHR.

C stated what is C supposed to do in the mean time?
RCAS-AS advised RCAS would recommend C taking the VEH back to the DLR
C stated C guesses C could but C would need a loaner VEH
C stated C has driven 4400 miles so far
C stated the concern has happened twice in 3 weeks
C stated C is not doing anything to make it happen

C stated C will take the VEH in 10/29 and the DLR can keep it until NNA wants to pay C for it.

✓ **Created By: Anna Sharp (10/26/2018 7:40 AM)**
RCAS-AS made call to Antwerpen Nissan.
RCAS-AS spoke to SM-Les Ashburn

RCAS-AS inquired about C's braking and radio concerns.

SM stated C has a cell phone that's not compatible with the Bluetooth system.
SM stated C stated C has an issue that C states C was not told that C phone not compatible when C bought the VEH.

SM stated the braking concerns is that when C has taken off at low speeds, feels like the VEH is vibrating
SM stated C stated this has only happened 2 times
SM stated SM has driven the VEH 4-5 times and tested the system

RCAS-AS asked if SM has driven with C in the VEH?
SM stated Yes

SM stated step one is to verify the concern and DLR has not been able to do this
SM state the shop foreman has driven the VEH on numerous occasions, and SM has driven on numerous occasions

SM stated when C came in on 10/23, SM test drove the VEH again and test drove in numerous situations

SM stated C emailed SM and stated there are people online that are having similar situations to C's
SM stated told C that in C's particular case the DLR has been unable to verify the concern and if DLR could then they could suggest repair

SM stated SM asked C if C could be accidentally hitting the button for hold button (like if you're on an incline) or electronic emergency brake and C stated no

SM stated 10/12 visit was to reprogram of the navigation system
SM stated DLR did the update to the VEH to eliminate this as a possibility

SM stated on 10/23 DLR found the phone compatibility concern and DLR gave C a print out that stated C's phone was not compatible with the system

SM stated C asked if C has to get rid of the VEH and SM told C that C should just get rid of C phone
SM stated C stated C thinks C is eligible for the Lemon Law
SM stated SM told C that SM is not an attorney but SM did tell C that DLR has not been able to perform any repairs to the VEH

How many times has the customer's vehicle been to the dealer/retailer for repairs?
no repairs, one update to the navigation system and some maintenance
What repairs were performed?
no repairs
Are there currently any OPEN ROs?
no
Is the vehicle currently at the dealership?
no
How many days has the vehicle been kept out of service at your dealer for repairs?
0
Has a Dealer Technical Specialist (DTS) been involved?
No
TECH LINE?
Yes for the radio concerns

RCAS-AS Asked if the VEH was down 10 days per RO [redacted]
SM stated no the VEH was not down, the ticket just stayed open until the warranty administrator had time to close it

RCAS-AS requested [redacted] accounting copy be faxed to RCAS.
SM stated willl do.

Created By: James Mcallister (10/25/2018 10:00 AM)
**** SUMMARY ****
C called in to add a new best contact# since C will be in the hospital

CRR-JM added best contact# to case# [redacted]

Created By: James Mcallister (10/25/2018 9:58 AM)
CRR-JM VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-JM NOTED concern is: New best contact# for RCAS:

C called in to add a new best contact# because C will be in the hospital, and not at home.

CRR-JM documented new best contact#

C thanked CRR-JM

CRR-JM asked if there as anything else CRR-JM could assist with

C declined

New Best Contact#:
[redacted]

Created By: Steve Jeffrey (10/25/2018 9:04 AM)
****Case Summary****
C wants NNA to give a refund for the VEH due to the braking system going off on its own

Created By: Steve Jeffrey (10/25/2018 9:01 AM)
CRR-SJ VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-SJ VERIFIED VEH Info including: VIN#, Current Mileage
CRR-SJ CHECKED for open recalls/campaigns and found: NONE
CRR-SJ CHECKED for previous UNRELATED Case(s) and found: NONE
CRR-SJ CHECKED previous RELATED Case(s) and found: NONE
CRR-SJ NOTED concern is: RHR due to braking system

C stated C has been having a concern with the VEH braking for no reason
C stated the DLR is unable to diagnose the concern
C stated the VEH will cause a collision
C stated the DLR informed C to speak to NNA to get assistance for the concern
C stated the concern is intermittent
C stated the VEH is also having a radio concern but it isn't a health & safety concern
C stated C has been bringing the VEH up for quite some time
C stated the DLR kept the VEH over the weekend & returned the VEH back on the 15th
C stated the DLR wasn't able to find any concern for the radio or braking
C stated C took the VEH back & did more testing

CRR-SJ asked C what would C like NNA to do to assist

C stated C would like NNA to assist with a repurchase of the VEH
C stated C is scared due to the braking system going off on its own while C is driving

CRR-SJ informed C that RCAS will be in contact with C
CRR-SJ asked if C needed further assistance

C declined

CRR-SJ provided C with Case #: [redacted]
CRR-SJ offered Agent ID: [redacted]

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]	AUDIO/VIDEO/NAVI	Bluetooth	POOR OR IMPROPER OPERATION	QA	11/5/2018	YX	AA	[redacted]	OA
		AUDIO/VIDEO/NAVI	NAVI/GPS SYSTEM	POOR OR IMPROPER OPERATION	11	11/5/2018	YX	AA		OA
		BRAKES	GEN. BRAKE COMPONENT (S)	POOR OR IMPROPER OPERATION	03	11/5/2018	YX	AD		OA
		NSN DEALER SERVICE DEPT.	SERVICE PERSONNEL (NISSAN)	CRITICISM	QC	11/5/2018	ZH	BF		OC

Forms Forms Help

No records to display

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Case [redacted]

Show Feed

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

Case Detail

Reopen Case | Clone Closed Case

Number of open vehicle campaigns = 1

Account Name	[redacted]	Case Owner	[redacted] Cameron Kessler
Contact Email	[redacted]	Type	CA Email Nissan
Home Phone	[redacted]	Case Origin	Web
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	10/30/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/28/2018 1:20 AM
Social Media Involvement		Date/Time Closed	10/30/2018 3:58 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	1		

Description:
First Name: [redacted]
Last Name:
Email Address: [redacted]
Twitter Name: -
Street Address: [redacted]
City: Los Angeles
State: CA
Zip: [redacted]
Phone Number: [redacted]
Is Nissan Owner: null
VIN: -
Dealer Name: -
Dealer State: -
Subject: Vehicle Maintenance
Comments: I got a new 2018 Rogue SL a month ago. I have experienced the activation of automatic emergency breaking for no reason TWICE already. Lots of drivers of 2018 Rogue claims the same issue. Thus, I am assuming Nissan already is aware of the issue. Please advise how you would resolve this malfunction.

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	C has not had to maintain VEH yet
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	1,200	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	JN8AT2MT6JW[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22518	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	CARSON NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
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		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	Vehicle Maintenance	Web Email	[redacted]
Created By	w2c Site Guest User, 10/28/2018 1:20 AM	Root Cause	
Last Modified By	NNAETL, 12/7/2018 9:52 PM	Root Cause Code	[redacted]
Case Record Type	CA Closed Case	Root Cause Code (2)	
Days Closed	581	Document ID	[redacted]
Action Code	NT8F		
What action was taken?	8F Provided Vehicle Information		

Agent Comments

Agent Comments	
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
10/30/2018 3:58 PM	Cameron Kessler	Changed **Status** from Open to **Closed**.
		Closed.
10/29/2018 3:15 PM	Adam Van Panhuis	Changed **Escalated By ID** to [redacted]
		Changed **Case Owner** from Adam Van Panhuis to **Cameron Kessler**.
10/29/2018 3:04 PM	Adam Van Panhuis	Changed **Case Owner** from Amanda Clark to **Adam Van Panhuis**.

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Case Comments

New

Case Comments Help

Public	Comment
	Created By: Cameron Kessler (10/30/2018 3:57 PM) RCAS-Cameron Kessler is closing case as no further assistance can be offered at this time. ********** CASE SUMMARY ********** C contacted NNA CA requesting assistance with AEB engaging randomly for no reason. RCAS-CK reviewed case with CATS-Jeff who advised if concern is not due to limitations of the system, such as rain or other similar limitations, then concern is under engineering review at this time so there is no current fix. ********** STATEMENT OF DECISION ********** RCAS-CK advised C at this time NNA is working on updating the front distance sensor. RCAS-CK stated assuming that C's concern is related to the concern being looked at, there is no current fix for this concern. RCAS-CK once there is an update, DLRs would be notified. C understood and accepted information.
✓	Created By: Cameron Kessler (10/30/2018 3:56 PM) RCAS-Cameron Kessler placed outbound call to C @ [redacted] RCAS-CK ADVISED "This call may be recorded for quality and training purposes." RCAS-CK CHECKED for open recalls/campaigns and found: None Previous UNRELATED Case(s) Found: None Previous RELATED Case(s) Found: None RCAS-CK VERIFIED C's name, home & email address. Best contact number: [redacted] RCAS-CK asked for current mileage: 1,200 RCAS-CK stated RCAS-CK is C's Regional Specialist for this case and will be C's point of contact. RCAS-CK verified C is having a concern with the AEB system activating for no reason. C stated yes.

C stated concern has happened twice within the first month of owning the VEH.
C stated DLR was no help.
C stated that is why C sent email to NNA CA.

RCAS-CK apologized for concern.
RCAS-CK asked if both incidents happened in the same spot.

C stated no, C was C was driving about 22 mph with no VEHs in front of C on a straight road.
C stated it was not raining.
C stated C saw online that many other people are having this concern.

RCAS-CK understood.
RCAS-CK stated at this time NNA is working on updating the front distance sensor.
RCAS-CK stated assuming that C's concern is related to the concern being looked at, there is no current fix for this concern.
RCAS-CK once there is an update, DLRs would be notified.
RCAS-CK stated when C takes VEH to DLR for maintenance, C can ask DLR if any updates have been released.

C asked when the update should be released.

RCAS-CK stated there is not currently a timeline.
RCAS-CK stated it will depend on how long it will take to find a solution that resolves concern.

C understood.

Call ended mutually.

Created By: Cameron Kessler (10/30/2018 3:42 PM)
✓ ********** RCAS-Cameron Kessler reviewed case with CATS-Jeff who advised if concern is not due to limitations of the system, such as rain or other similar limitations, then concern is under engineering review at this time so there is no current fix **********

Created By: Cameron Kessler (10/29/2018 6:17 PM)
✓ ********** RCAS-Cameron Kessler unable to Datanet **********

"Not able to share with Dealer because Dealer is not enabled in Dealer Portal."

Created By: Adam Van Panhuis (10/29/2018 3:15 PM) | Last Modified By: Cameron Kessler (10/29/2018 6:16 PM)
✓ ****** [CASE SUMMARY] ******

CRR-AV sending case to RCAS for complaint against the dealership service department.

Customer called Nissan CA for dealer not helping with vehicle concerns.

Created By: Adam Van Panhuis (10/29/2018 3:14 PM) | Last Modified By: Cameron Kessler (10/29/2018 6:16 PM)
CRR-AV <VERIFIED> Account information including: C's name, home & email address
phone number & best contact number
CRR-AV VERIFIED VEH Information including: Current Mileage
CRR-AV CHECKED for previous UNRELATED Case(s) and found: 0
CRR-AV CHECKED previous RELATED Case(s) and found: 0
CRR-AV NOTED concern is: dealer not helping with vehicle concerns

CRR-AV received inbound call from C

C stated C was called & was returning call

CRR-AV advised C was having concerns with VEH
CRR-AV inquired if VEH has been to DLR

C stated C has taken VEH to DLR but they are unwilling to address VEH concerns

CRR-AV inquired who C spoke to at DLR

✓ C stated C was speaking with a SA & a SLSP at DLR
C stated C got no help from them

CRR-AV advised C CRR-AV advised C can issue a DLR complaint due to lack of response from DLR
CRR-AV advised C can also take VEH to any DLR for repairs as they own the VEH

C stated C would like to proceed with DLR complaint first

CRR-AV informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 10/30/2018 regarding C's concern.

C understood

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

C declined.

CRR-AV provided C with agent ID [redacted] and case number
Best Contact #: [redacted]

Call ended mutually.

Created By: Amanda Clark (10/29/2018 11:32 AM) | Last Modified By: Cameron Kessler (10/29/2018 6:16 PM)
ECRR-AC made outbound call to C at [redacted] reached VMX
ECRR-AC left message with agent ID and case number
✓ ECRR-AC advised C ECRR was following up to see if C had been to DLR
ECRR-AC advised C to call CA if DLR unable to assist
ECRR-AC provided CA number and advised of previous email C can reply to

ECRR-AC closing case

Created By: Amanda Clark (10/29/2018 8:43 AM) | Last Modified By: Cameron Kessler (10/29/2018 6:16 PM)
✓ ECRR-AC notes unable to call C due to time zone difference
ECRR-AC emailed C to advise DLR is best
ECRR-AC notes ECRR will follow up by phone if C does not answer before time to call becomes more appropriate

Created By: w2c Site Guest User (10/28/2018 1:20 AM) | Last Modified By: Cameron Kessler (10/29/2018 6:16 PM)
First Name: [redacted]
Last Name: [redacted]
Email Address: [redacted]
Twitter Name: -
Street Address: [redacted]
City: Los Angeles
State: CA
✓ Zip: [redacted]
Phone Number: [redacted]
Is Nissan Owner: null
VIN: -
Dealer Name: -
Dealer State: -
Subject: Vehicle Maintenance
Comments: I got a new 2018 Rogue SL a month ago. I have experienced the activation of automatic emergency breaking for no reason TWICE already. Lots of drivers of 2018 Rogue claims the same issue. Thus, I am assuming Nissan already is aware of the issue. Please advise how you would resolve this malfunction.

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	10/29/2018	YX	AV	[redacted]	OA

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [24] | Case Categorizations [2] | Forms [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	Courtney Crockett
Contact Email		Type	CA
Home Phone		Case Origin	Phone
Letter Sent Date		Executive Referral	✓
Letter Received Date		Exec-Received-Date	10/29/2018
Follow Up Date	11/19/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/29/2018 7:55 AM
Social Media Involvement		Date/Time Closed	11/19/2018 7:54 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	Review: Customer is requesting assistance with Automatic emergency braking concern. Action: Refer customer to dealer for bulletin completion. Resolution: Referred customer to dealer for bulletin completion and offered one day of rental reimbursement if needed. Customer verified vehicle was repaired.
Case Reopen Count	1		
Description	Executive Referral Customer emailed Specialist Senior Communications-Steve Yaeger Customer requested assistance with Automatic emergency braking concerns.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	LEGEND NISSAN
# Vehicles Owned	1	Previous Repair Date	10/9/2018
Vehicle Purchased	New	Previous Repair Location	LEGEND NISSAN
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	4,515	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	KNMAT2MV9JP[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22218	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	LEGEND NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	10/29/2018
Responsible District	07	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		Home Phone	
LS Response Time		Work Phone	
		Mobile Phone	
		Email	
		Alternate Email	

Verbatims

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

DTS Inspection

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

System Information

Subject	CUSTOMER: [redacted] PHONE: VIN: KNMAT2MV9JP[redacted]	Root Cause	
Created By	Courtney Crockett, 10/29/2018 7:55 AM	Root Cause Code	[redacted]
Last Modified By	NNAETL, 12/7/2018 9:52 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	561		
Action Code	NT1A		
What action was taken?	1A Repaired – Under Warranty		

Agent Comments

Agent Comments	Executive Referral Reimburse for rental
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
11/19/2018 7:54 AM	Courtney Crockett	Changed **Status** from Open to **Closed**.
		Closed.
11/16/2018 11:41 AM	Courtney Crockett	Changed **Follow Up Date** from 11/16/2018 to **11/19/2018**.
11/14/2018 4:01 PM	Courtney Crockett	Changed **Follow Up Date** from 11/14/2018 to **11/16/2018**.
11/9/2018 1:26 PM	Courtney Crockett	Changed **Follow Up Date** from 11/12/2018 to **11/14/2018**.

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Case Comments

New

Case Comments Help

Public	Comment
	Created By: Courtney Crockett (11/19/2018 7:53 AM) EXEC-Courtney Crockett is closing the Case as no further assistance can be offered at this time. ***** CASE SUMMARY ***** Customer contacted NNA CA requesting assistance with AEB concerns as VEH was stopping on the train tracks. EXEC referred C to DLR to have related TSB completed for malfunctioning AEB. C advised the DLR could not get C in for another 2 weeks as the DLR did not have any loaner VEH's available.
✓	EXEC reviewed case with SM-Vincent Gianni. SM stated SM spoke with C and advised C came come in any day to have TSB completed. SM stated SM advised C the service takes about 2 hours, and C advised C would rather wait 2 weeks for a loaner to become available. EXEC offered reimbursement for one day of rental if needed so C could have TSB for AEB completed sooner. *** STATEMENT OF DECISION *** EXEC received VMX from C stating the DLR repaired the concern. C stated C has driven over several train tracks and the VEH did not stop. C thanked EXEC for assistance.
✓	**Created By: Courtney Crockett (11/19/2018 7:17 AM)** EXEC-CC received VMX from C on Sat 11/17/2018 12:50 PM stating C picked the VEH up. C thanked EXEC for assistance. C stated the DLR repaired the concern. C stated C has driven over several train tracks and the VEH did not stop. C advised EXEC to call C at [redacted] EXEC needs to speak with C further.
✓	**Created By: Courtney Crockett (11/16/2018 11:41 AM)** EXEC-CC placed outbound call to C at [redacted] EXEC left VMX inquiring if C needs further assistance with a rental VEH? EXEC requested a call back. EXEC provided direct contact number , business hours, and follow up date of 11/19.
✓	**Created By: Courtney Crockett (11/14/2018 4:00 PM)** EXEC-CC placed outbound call to C at [redacted] EXEC stated this is Courtney calling from Nissan Executive office. EXEC inquired if C had a moment to speak? C stated yes.

EXEC inquired if C has had the opportunity to take C's VEH in to have repairs completed?
C stated C is waiting for the DLR to call C back to advise if the DRL will have a loaner available.
C stated the DLR advised the DLR would call by Thursday.
EXEC understood and stated EXEC would follow up on Friday.
EXEC reminded C EXEC can reimburse for one day of rental if needed.
C understood.
EXEC stated EXEC will follow up on 11/16 and thanked C for time.
Call ended mutually.

Created By: Courtney Crockett (11/9/2018 12:31 PM)
EXEC-CC placed outbound call to C at [redacted]
EXEC-CC stated this is Courtney calling from Nissan Executive office.
EXEC inquired if C had a moment to speak?
C stated yes.

✓ EXEC stated EXEC is returning C's VMX regarding request for a rental.
EXEC stated if the DLR does not have a loaner available when C takes the VEH in to have the bulletin completed EXEC will reimburse C for one day of rental.
EXEC stated C would have to pay for the rental and once receipts are sent to EXEC C will be reimbursed.
C understood and stated C will call the DLR.
EXEC advised C to call once C takes the VEH in so C can be reimbursed.
C agreed.
Call ended mutually.

Created By: Courtney Crockett (11/9/2018 8:11 AM)
✓ *** [Added after the case is closed.] ***
EXEC-CC received VMX from C on Thu 11/8/2018 12:41 PM requesting a call back.
C stated C would like to discuss the next steps in getting a rental so C can take the VEH into the DLR.

Created By: Courtney Crockett (11/5/2018 8:58 AM)
EXEC-Courtney Crockett is closing the Case as no further assistance can be offered at this time.

***** CASE SUMMARY *****
Customer contacted NNA CA requesting assistance with Automatic Emergency Braking concerns.
Specialist Senior Communications-Steve Yaeger advised there is a TSB software fix for this concern and suggested customer be referred to the DLR.
EXEC-CC referred C to DLR, but C was upset the DLR did not have an appointment available for another 2 weeks.

✓ EXEC-CC reviewed case with SM-Vincent Gianni .
SM-Vincent Gianni stated SM offered C to come in any day or time to install the updated FEB sensor and explained it would only take about two hours.
SM stated C advised C would rather wait for a loaner and was fine with waiting two weeks for the loaner.
EXEC offered reimbursement for one day of rental if C wishes to have the bulletin completed prior to the DLR having a loaner available.
C advised C's schedule is busy and C is uncertain when C would be able to take the VEH to the DLR.

*** STATEMENT OF DECISION ***
EXEC offered reimbursement for one day of rental if needed while bulletin is completed on VEH for AEB concerns.
EXEC advised the customer to contact EXEC once the VEH is taken to the DLR if further assistance is needed.

Created By: Courtney Crockett (11/2/2018 5:48 PM)
EXEC-CC placed outbound call to C at [redacted]
EXEC stated this is Courtney calling from Nissan Executive office.
EXEC inquired if C had a moment to speak?
C stated yes.

✓ C stated C has to bring the VEH in to the DLR, but the DLR will not have a loaner available for another 2 weeks.
C inquired what happens if the bulletin does not address C's concern.
EXEC stated EXEC can reimburse C for one day of rental while the bulletin is being completed on C's VEH.
EXEC stated if the bulletin does not resolve C's braking concerns the DLR would have to perform additional diagnosis.
C understood.
EXEC inquired when C would be able to take the VEH in.
C stated C is not sure as next week will be a busy week.
C stated C will call when C can go in.
EXEC agreed and wished C a good weekend.
Call ended mutually.

✓ **Created By: Courtney Crockett (11/2/2018 4:38 PM)**
EXEC-CC received VMX from C on Fri 11/2/2018 4:03 PM requesting a callback at [redacted]

✓ **Created By: Courtney Crockett (11/2/2018 4:37 PM)**
EXEC received VMX from C on Fri 11/2/2018 1:42 PM requesting a call back at [redacted]

Created By: Courtney Crockett (11/2/2018 1:42 PM)
EXEC-CC sent contact attempt email to C:

11/2/2018

Case # [redacted]

VIN #KNMAT2MV9JP[redacted]

Dear [redacted]

✓

Thank you for taking the time to contact Nissan North America and allowing us the opportunity to be of assistance.

A review of our system shows that the Executive Specialist attempted to contact you on 10/30/18, 10/31/18, and 11/02/18. Please provide us with your best contact number, and a preferred contact time if desired, so we can continue to assist you.

Case # [redacted] has been updated to document this request. Please feel free to contact us directly at 615-725-7665 with any questions or comments.

Sincerely,

_____
Courtney
Executive Specialist
Nissan North America, Inc.

Created By: Courtney Crockett (11/2/2018 1:40 PM)
EXEC-CC placed outbound call to C at [redacted]
✓ EXEC left VMX stating SM advised C was contacted regarding C's request for an earlier appointment.
EXEC requested a call back with any further questions C may have.
EXEC provided case number and contact number.

Created By: Courtney Crockett (10/31/2018 10:32 AM)
EXEC-CC placed outbound call to C at [redacted]
✓ EXEC left VMX stating SM advised C was contacted regarding C's request for an earlier appointment.
EXEC requested a call back with any further questions C may have.
EXEC provided case number, contact number, and follow up date 11/2/18.

✓ **Created By: Service Manager (10/30/2018 8:36 AM)**
I SPOKE WITH THIS CUSTOMER 10/29 OFFERED THE CUSTOMER TO COME IN ANY DAY OR TIME TO INSTALL THE UPDATED FEB SENSOR AND EXPLAINED IT WOULD ONLY TAKE ABOUT 2HRS CUSTOMER SAID THEY WOULD RATHER WAIT FOR A LOANER AND WAS OK WAITING 2 WEEKS FOR THE LOANER I REPLIED IF ANYTHING CHANGES SHE IS MORE THEN WELCOME TO COME IN

Created By: Courtney Crockett (10/30/2018 8:02 AM)
EXEC-CC placed outbound call to C at [redacted]
✓ EXEC left VMX stating EXEC spoke with SM-Vincent Gianni at Legend Nissan.
EXEC stated SM advised SM would be contacting C for an earlier appointment date.
EXEC requested a call back to confirm if SM contacted C.
EXEC provided case number, contact number, business hours, and follow up date of 10/31.

✓

Created By: Courtney Crockett (10/29/2018 2:41 PM)
EXEC-CC placed outbound call to LEGEND NISSAN and requested to speak with SM.
EXEC transferred to SM-Vincent Gianni.
EXEC advised SM C has a 2018 Rogue with FEB concerns.
EXEC stated C is upset the DLR cannot get C in for 2 weeks to complete bulletin.
SM requested last 6 of C's VIN.
EXEC provided last 6 of C's VIN.
SM stated the repair takes about 2 hours.
SM stated SM can get C in today or tomorrow, but C would have to wait while VEH is serviced as there would not be a loaner available.
SM stated SM can contact C.
EXEC requested SM contact C and thanked SM.
Call ended mutually.

Created By: Courtney Crockett (10/29/2018 2:32 PM)
EXEC-CC placed outbound call to C at [redacted]
EXEC stated this is Courtney calling from Nissan Executive office.
EXEC asked if now is a good time to speak with C?
C stated yes.

EXEC verified C's name, address, email, concern, phone #
EXEC requested C provided VIN again as VIN provided in email is incorrect.
C provided VIN KNMAT2MV9JP[redacted]

EXEC checked for open recalls /campaigns and found: n/a

Previous UNRELATED cases found: n/a
Previous RELATED cases found: n/a

C inquired if EXEC received C's email regarding braking concerns?
C inquired if this concern is specific to C's VEH or does corporate have documentation of other VEHs?
✓ EXEC stated there are no recalls on the VEH.
EXEC stated EXEC is unable to discuss the details of other cases or VEHs.
EXEC stated EXEC does suggest C go to the DLR so DLR can inspect VEH.
EXEC advised C there is a TSB that pertains to C's concern.
C stated C called the DLR and the DLR cannot get C in for another 2 weeks.
C stated C has to avoid train tracks.
EXEC understood and suggested C try another local DLR to see if there is a sooner availability.
C stated C wants to escalate case.
EXEC stated EXEC is trying best to further assist C.
C stated EXEC should have said this case is priority and has been escalated.
C stated EXEC should have said if C cannot get into a service center immediately to call EXEC back.
EXEC stated EXEC can call the DLR, but cannot guarantee an earlier appointment will be available.
EXEC stated CA is unable to change DLR availability or schedule.
C stated C does not feel EXEC is treating this as a priority.
EXEC apologized C feels that way.
EXEC reiterated EXEC will contact DLR to see if an earlier appointment is availability.
C agreed.
Call ended mutually

✓ Created By: Courtney Crockett (10/29/2018 2:03 PM) | Last Modified By: Courtney Crockett (10/29/2018 2:33 PM)
EXEC-CC received VMX from C on Mon 10/29/2018 2:00 PM requesting a call back at [redacted]

✓ Created By: Courtney Crockett (10/29/2018 1:49 PM)
EXEC-CC placed outbound call to C at [redacted]
EXEC left VMX with case number, contact number, business hours, and follow up date of 10/30/18.
EXEC requested a call back to further discuss concerns.

Created By: Courtney Crockett (10/29/2018 1:37 PM)
EXEC-CC notating email from C:

From: [redacted]
Sent: Mon Oct 29 18:31:56 GMT 2018
To: nissanconsumeraffairs@my-nissan-usa.com
Subject: Re: Your inquiry to Nissan [ref:_00DA09j8L._5000G1dfAzs:ref]

Thank you for your response.

VIN- KNMAT2 MV9JP[redacted]
Mileage : 4515
Dealer: Legend Nissan

✓ The vehicle's automatic emergency braking system has caused my car to stop on train tracks . It also stops the car on the road if it senses metal plates on the road in front of me. (Please see a full description of my issue in the first email I sent to you)

I understand from the dealer that a Recall has been issued to correct this fault in the safety shield. Is this correct?

Thanks and regards,

[redacted]
Hicksville, NY [redacted]

✓ Created By: Courtney Crockett (10/29/2018 8:14 AM)
EXEC-CC notating email sent to C requesting additional information:

10/29/2018

Case #[redacted]

Dear [redacted]

Thank you for contacting Nissan North America regarding your concern with your automatic emergency braking. We apologize for any inconvenience this situation may have caused you.

So that we may expedite your inquiry and provide you the best service, please send us the following additional information:

* The Vehicle Identification Number (VIN) for your vehicle (if not displayed above
* The current mileage on your vehicle
* The authorized Nissan Dealer you are working with (if any)
* A brief description of your request

* Your current mailing address
* Your day and evening phone numbers

You may send this information to us in writing or you are welcome to call us at 615-725-7665. Once we receive the requested information, we will promptly review your Case for individual handling.

Case# [redacted] has been created to document this request. Please reference this Case number when you write or call.

We look forward to hearing from you soon. Your satisfaction is important to us!

Sincerely,

Nissan

_____
Courtney
Executive Specialist
Nissan North America, Inc.

✓ **Created By: Courtney Crockett (10/29/2018 8:00 AM)**
EXEC-CC notating forwarded email from Specialist Senior Communications-Steve Yaeger to TL-Elizabeth Bly stating there is a TSB software fix for this concern.
Specialist Senior Communications-Steve Yaeger requested CA get C into the DLR.

Created By: Courtney Crockett (10/29/2018 7:57 AM)
EXEC-CC notating customer email:

From: [redacted]
Date: October 28, 2018 at 20:19:25 CDT
To: steve.yaeger@nissan-usa.com
Subject: 2018 Nissan Rogue with Automatic emergency braking
Dear Mr. Yaeger:

Two months ago, I leased a 2018 Nissan Rogue and I am extremely pleased with the automobile with the exception of one problem- the AEB has stopped my vehicle on train tracks at least 5 times. It has also stopped the vehicle in front of metal or steel plates on the road during my commute.

✓ After reading the manual and viewing online demos of the safety feature, I now understand that it is intended to slow down or eventually stop the vehicle to prevent or minimize rear end collisions with an automobile in front of me. However, I need to understand why the car is coming to a complete stop on train tracks. In addition, slowing down the vehicle when approaching metal plates on the road could cause a rear end collision with the car behind me if they happen to be following too closely. These are both very dangerous situations that I am certain were not fully vetted when designing the safety features.

After the first incident on the train tracks, I telephoned the Legend Nissan Service department, and was told that I should disable the AEB safety device prior to each trip in the car.

I decided to write to you today so that we can discuss these issues I am having and determine together if disabling the feature prior to each trip is indeed the only option I have.

Thank you very much for your time. I look forward to your response.

Sincerely,

[redacted]

✓ **Created By: Courtney Crockett (10/29/2018 7:56 AM)**
EXEC-CC received Mon 10/29/2018 7:42 AM

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	11/5/2018	YX	AD	[redacted]	OA
		BRAKES	INTELLIGENT BRAKE ASSIST (IBA)	REQUEST FOR RENTAL ASSISTANCE	QA	11/5/2018	WH	AD		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	Randy Anderson
Contact Email		Type	CA
Home Phone		Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	11/27/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/29/2018 11:14 AM
Social Media Involvement		Date/Time Closed	11/26/2018 7:53 AM
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 FEB concerns		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	Harte
# Vehicles Owned	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	200	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	11/13/2018
IIR Date		RHR Completed	11/15/2018
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	KNMAT2MV7JP[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22218	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	HARTE NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	10/30/2018
Responsible District	09	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	Please review and advise.

Bluetooth

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

Related Items

Approved Check Requests	$75.95	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	
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: KNMAT2MV7JP[redacted]	Root Cause	
Created By	Chris Bielawski, 10/29/2018 11:14 AM	Root Cause Code	SCIR
Last Modified By	NNAETL, 12/10/2018 9:25 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	554		
Action Code	NT1A		
What action was taken?	1A Repaired – Under Warranty		

Agent Comments

Agent Comments	check sent
Agent Next Step	Customer

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
11/26/2018 1:35 PM	Charity Trull	Changed **Case Owner** from Evangeline Higgins to **Randy Anderson**.
11/26/2018 7:53 AM	Evangeline Higgins	Changed **Status** from Open to **Closed**.
		Closed.
11/23/2018 11:52 AM	Dezerick Frazier	Changed **Case Owner** from Dezerick Frazier to **Evangeline Higgins**.
11/23/2018 11:51 AM	Dezerick Frazier	Changed **Follow Up Date** from 11/23/2018 to **11/27/2018**.

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Case Comments

New

Case Comments Help

Public	Comment
	Created By: Evangeline Higgins (11/26/2018 7:52 AM) RCAS-EH is closing the case as no further assistance can be given at this time. ********** C contacted NNA for assistance with FEB concerns and wanting the VEH repurchased. C was upset with NNA not offering a repurchase, and was accepting of the $75.95 reimbursement for 7 days loss of use at the DLR. ********** RCAS-EH advised C that the check will be processed and take 2-4 weeks to get to C, and for C to call if has any further concerns. ********** RCAS-EH advised with SRCAS-Lori Wells on this case
	Created By: Dezerick Frazier (11/23/2018 11:51 AM) RCAS-DF submitting check request RCAS-TW verified account mailing address as follows: [redacted] Vernon Rockville, CT [redacted] USA Details of the reimbursement: C is eligible for a portion of 1 month vehicle payment(s) ONLY. Payment: $75.95 Total Amount: $75.95 Approved by:SRCAS-Lori Wells Mailing Address: [redacted] Vernon Rockville, CT [redacted] USA
	Created By: Dezerick Frazier (11/23/2018 11:47 AM) Customer purchased vehicle new Current mileage: 200 OOW Basic 0 months/0 miles, Powertrain 0 months/0 miles VSC: no Total customer pay at dealer/retailer: $87.36 Last service visit: 11/10/18 Previous owned veh: 2016 Altima Related Repairs: no Primary Failed Part: ICCAS reprogram and replaced distance senor sensor Warranty Rates- Parts: / Labor: covered under warranty Dealer Participation: reviewed
✓	**Created By: Tranisha Woods-Sweatt (11/21/2018 1:08 PM)** RCAS-TW made outbound call to C at [redacted] RCAS-TW ADVISED "This call may be recorded for quality and training purposes." RCAS-TW stated RCAS-TW is assisting RCAS-Evan.

RCAS-TW stated NNA is in the position to reimburse $75.95 for 7 days loss of use.

RCAS-TW stated the check takes 2-3 business days to process and 2-4 weeks for C to get it in the mail.

RCAS-TW advised C to call if C does not get the check on week 5.

C understood.

C asked how did RCAS-TW get the $75.95.

RCAS-TW stated RCAS-TW knows the monthly payment and has calculated the amount accordingly.

C understood.

RCAS-TW confirmed that C has RCAS-EH's number and advised C to call if C does not get the check.

C understood.

RCAS-TW asked if C had any questions.

C declined.

RCAS-TW thanked the C for the C's time.

Call ended mutually.

✓ **Created By: Evangeline Higgins (11/20/2018 9:23 AM) | Last Modified By: Evangeline Higgins (11/20/2018 9:23 AM)**
RCAS-EH reviewed with SRCAS-Lori Wells who approved of compensating C for loss of use of 7 days at $75.95

✓ **Created By: Evangeline Higgins (11/20/2018 9:22 AM)**
RCAS-EH placed outbound call to C at [redacted]
RCAS-EH left VMX with C case number and direct line number.
RCAS-EH stated will follow up on 11/21.

Created By: Evangeline Higgins (11/20/2018 9:21 AM)
RCAS-EH noting received the following email:

✓ Hello Evan,

The monthly payment amount is $ 325.48.

Thank you,

Carla Day | Credit Bureau Management | Nissan Group of North America | Phone: +1 214-596-5222| Fax: +1 972-607-8720

✓ **Created By: Evangeline Higgins (11/19/2018 7:22 AM)**
RCAS-EH sent an email to NMAC requesting monthly payment amount.

Created By: Evangeline Higgins (11/16/2018 9:02 AM)
RCAS-EH placed outbound call to C at [redacted]
RCAS-EH advised "this call is recorded for quality and training purposes."

RCAS-EH asked if C has VEH back.

C stated yes, picked up on Wednesday evening.

RCAS-EH asked if everything

C stated yes.

RCAS-EH advised that SRCAS did look into C's request for repurchase and at this time NNA is not in the position to assist with replacement or repurchase.
RCAS-EH advised However, NNA will continue to honor the terms and conditions of all applicable warranties.
RCAS-EH advised that will also be receiving a denial letter via mail.
(If within warranty)
RCAS-EH advised that if C is not satisfied C has the right to the Better Business Bureau.
RCAS-EH advised that a denial letter will also be sent providing the BBB information.
BBB Auto line #: 1-800-955-5100

C stated okay.
C asked if what the concern happens again.

RCAS-EH advised if happens again C needs to take it back to the DLR and an RHR can be re-reviewed.

C stated needs a credit for loss of use.

✓ RCAS-EH asked how many days the C lost use.

C stated the first time was 1 day, and the second time was 5 days.

RCAS-EH advised is reviewing.

C stated should be credited for all of the time the VEH has been down.
C stated has been 7 days.

RCAS-EH advised can review, but cannot just grant the compensation.

C stated feels like this is not fair anymore.
C stated still hasn't put son in the VEH as C doesn't feel
C stated RCAS-EH sent to wrong people.

RCAS-EH advised C wanted a credit up front and RCAS-EH sent TO NMAC regarding that.

C stated RCAS can't do job right.
C stated RCAS continued to belittle RCAS-EH ability.

RCAS-EH advised am not going to argue with C.
RCAS-EH stated will review and go from there.

C stated okay and asked for a call back by 11/20.

RCAS-EH stated will call once has an update.
RCAS-EH thanked.

Call ended mutually.

Created By: Zachary Case (11/15/2018 2:28 PM)
ARBS notes based on a good faith review, NNA is not in a position to offer a repurchase or replacement of this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.

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

Created By: Zachary Case (11/15/2018 2:27 PM)
ARBS ZC notes the following:

2 days out of service.

State: CT
Mileage: 816
Inservice: 10/20/18

1 repair related to collision/blind spot warning light on.
1. Replaced sensor and ICCAS reprogram 2. CND

NO ADDITIONAL CASES FOUND

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

Created By: Zachary Case (11/15/2018 2:25 PM)
ARBS ZC notes the following:

10/29/2018 @ 334 miles... RO #[redacted].. 2 days down
Issue:
1. C/s collision light came on and vehicle stopped with no obstruction. Action:
1. Replaced distance sensor and performed iccas reprogram.

11/10/2018 @ 816 miles...RO #[redacted].. 5 days down
Issue:
1. C/s the collision light came on in a parking garage, and blind spot warning goes off in the rain.
Action:
1. Could not duplicate, advised customer on normal vehicle operation.

Created By: Nicki Barror (11/15/2018 2:13 PM)
DRTS received the RHR. The RHR was assigned to ARBS Zach Case for review

Created By: Tranisha Woods-Sweatt (11/15/2018 2:09 PM)
RCAS-TW received a fax with the open RO attached.

✓

RCAS-TW attached the open RO and submitted the RHR.

Created By: Tranisha Woods-Sweatt (11/15/2018 1:58 PM)
RCAS-TW called the DLR at HARTE NISSAN.
RCAS-TW spoke with the Service Advisor Jamel Greenlee.

RCAS-TW asked for the accounting copy of the most recent RO.

SA stated the RO is still open.

RCAS-TW understood.
RCAS-TW asked SA to send a copy of the open RO then.

✓

SA asked for the fax number.

RCAS-TW provided the fax number.

SA stated SA will send the RO.

RCAS-TW thanked SA.

Call ended mutually.

Created By: Tranisha Woods-Sweatt (11/15/2018 11:30 AM)
RCAS-TW called the DLR at HARTE NISSAN.
RCAS-TW spoke with the Service Advisor Ian Elwell.

SA stated C is requesting a RHR.

RCAS-TW asked for a copy of the open RO.

SA stated the RO is closed now.

✓

SA stated C picked the VEH up.

RCAS-TW asked for the accounting copy since the RO is closed.

RCAS-TW provided the fax number.

SA stated SA will send the RO.

RCAS-TW thanked SA.
Call ended mutually.

Created By: Evangeline Higgins (11/15/2018 9:06 AM)
RCAS-EH noting spoke with GM-Damen Polance.

GM-DP asked what C was seeking

RCAS-EH advised NNA is conducting an RHR, but nothing of monetary compensation can be given at this time.

✓

GM-DP understood and thanked.

RCAS-EH thanked.

Call ended mutually.

✓ **Created By: Evangeline Higgins (11/13/2018 4:29 PM)**
RCAS-EH received inbound call from C at: [redacted]
RCAS-EH advised "this call is recorded for quality and training purposes."

C stated the sensor started beeping and braking on C again.
C stated happened 3-4 times on one day.
C stated thought maybe C just didn't see anything.
C stated decided to call the DLR.
C stated feels the VEH is not reliable.
C stated has had for only a month.
C stated doesn't feel comfortable driving son.

RCAS-EH can conduct and RHR review to see if NNA is in the position to repurchase or replace the VEH.

Why do you want to return the vehicle to Nissan North America?the VEH is not reliable, and ever since the problem happened the SA advised the VEH brakes if there is debris.
Where is the vehicle currently? Harte
Are you in a rental? yes
Where was the vehicle purchased? Harte
Was it purchased new or used? new
Where is the vehicle serviced? Harte
Has the vehicle been taken to multiple Nissan dealers? No
Was a rental or loaner provided during repairs? yes
Who is the primary driver of the vehicle? Yes

RCAS-EH advised this review can take an average of 10 business days to conduct

RCAS-EH stated will call C every 3 business days

RCAS-EH advised if NNA is in the position to repurchase or replace Cs VEH, another department will contact C to discuss the details, in the event NNA is not in the position to, RCAS will advise C and verify with the DLR that the VEH is in working order.

RCAS-EH advised of following up by the end of business day 00/00 with any further updates.

C stated DLR gave a Versa and feels should be given an equivalent VEH.
C stated is frustrated.
C this is the second rental from DLR.

RCAS-EH stated will go ahead and

C asked what about the payment on the VEH.

RCAS-EH advised cannot review for reimbursement

C stated got VEH 10/20/2018.
C stated feels is not fair for C to pay for the VEH when has a lower quality VEH.
C reiterated.

RCAS-EH stated cannot say for C to not pay for C's VEH

C understood.

RCAS-EH advised for C to speak with NMAC and provided direct line number.

C stated just doesn't think should pay for VEH.
C stated doesn't feel safe.

RCAS-EH stated will follow up on 11/16.

C asked when RCAS-EH can be reached.

RCAS-EH stated am in the office from 8-5 Monday through Friday.
RCAS-EH asked what is a good time.

C stated cannot have VEH, is not safe.
C stated son will be 2 in December.
C reiterated.
C asked if can just talk to the person that decides the repurchase.
C stated Uncle co-signed the VEH and has never had troubles.
C stated this is the second VEH, drives a rental every day.
C stated the VEH is not safe, and not repairable.
C asked if C gets in a wreck is NNA responsible.

RCAS-EH stated that is why NNA will conduct a RHR

C stated the DLR advised is a known concerns.

RCAS-EH stated will follow up on 11/16 with more information.

C asked for RCAS-EH to call between 11/12:30

RCAS-Eh agreed and thanked.

C thanked.

Call ended mutually.

Created By: Evangeline Higgins (11/13/2018 2:09 PM)
✓ RCAS-EH placed outbound call to C at: [redacted]
RCAS-EH left VMX with C case number and direct line number.
RCAS-EH stated will follow up on 11/14

Created By: Evangeline Higgins (11/12/2018 3:46 PM)
*** [Added after the case is closed.] ***
✓ RCAS-EH placed outbound call to C at: [redacted]
RCAS-EH left VMX with C case number and direct line number.
RCAS-EH stated will follow up on 11/13.

Created By: Evangeline Higgins (11/12/2018 2:30 PM)
*** [Added after the case is closed.] ***
RCAS-EH placed outbound call to Harte Nissan at 860-549-2800.
RCAS-EH spoke with SA-Ian Ewell

SA-IE stated came in on 10/31 with collision warning concerns.
✓ SA-IE stated DLR verified concerns, replaced distance sensor per TSB.
SA-IE stated the C came back in on 11/10 stating that a different technician was assigned to it.
SA-IE stated there is a new re-calibration that has to be performed, and should be done tomorrow or Wednesday

RCAS-EH thanked.

Call ended mutually.

Created By: Evangeline Higgins (11/12/2018 2:29 PM)
✓ *** [Added after the case is closed.] ***
RCAS-EH noting received VMX from C on 11/10 at 9:19 am and on 11/12 at 10:13 am requesting a callback stating the VEH had to be taken back to the DLR for FEB concerns again.

Created By: Evangeline Higgins (10/31/2018 2:21 PM)
RCAS-EH is closing the case as no further assistance can be given at this time.
****

C contacted NNA for assistance with IN WARRANTY assistance for FEB sensor concerns.

✓ C was thankful for NNA clarifying warranty information and seeing the repairs through.

****
RCAS-EH advised C to cl if had any further concerns.

****
RCAS-EH advised with SA-Jamel Greenlee on this case .

✓ **Created By: Evangeline Higgins (10/31/2018 2:20 PM)**
RCAS-EH noting sent C "Contact and Case Information" email.

✓ **Created By: Evangeline Higgins (10/31/2018 2:19 PM)**
RCAS-EH placed outbound call to C at: [redacted]
RCAS-EH verified name, mailing address, and email.
RCAS-EH checked for open campaigns and found:0
RCAS-EH checked for open RELATED cases and found:0
RCAS-EH checked for open UNRELATED cases and found:0

RCAS-EH advised "this call is recorded for quality and training purposes."

RCAS-EH introduced self as C's case manager regarding VEH.

RCAS-EH asked how long the concerns have been going on

C stated started on 10/28.

RCAS-EH asked what DLR the C took the VEH to.

C stated Harte Nissan

RCAS-EH asked what the DLR stated.

C stated DLR did diagnostic check.
C stated DLR replaced sensor.

RCAS-EH asked if concern has happened again.

C stated the VEH is fine so far.
C stated hopes everything is fixed as is driving C's child around.

RCAS-EH advised if C has any further concerns to take VEH back to DLR and give RCAS-EH a call.

RCAS-EH advised will be sending C an email with direct line number.

C stated is worried about the concern.
C asked what options are is happens again.
C stated asked finance manager what happens if C doesn't want the VEH anymore.
C stated SM advised is a known problem.
C stated had thoughts about changing to another model.
C stated wants to worry about safety first.
C stated was on the highway when happened and there was no one around.
C stated was told dust can get on sensor.

RCAS-EH advised can review for repurchase if something else were to happen and the review is based on state lemon laws.

C stated so does have options if something is wrong with the VEH.

RCAS-EH stated absolutely.

C stated great, that is all C wanted to know.

RCAS-EH understood and stated for C to call if needs anything in the future.
RCAS-EH thanked.

Call ended mutually.

Created By: Evangeline Higgins (10/30/2018 3:05 PM)
✓ RCAS-EH placed outbound call to C at [redacted]
RCAS-EH noting WAS INFORMED OF WRONG NUMBER.

Created By: Evangeline Higgins (10/30/2018 3:04 PM)
✓ RCAS-EH placed outbound call to C at [redacted]
RCAS-EH noting unable to leave VMX due to VMX being full.

Created By: Evangeline Higgins (10/30/2018 11:08 AM)
RCAS-EH placed outbound call to Harte Nissan at 860-549-2800.
RCAS-EH spoke with SA-Jamel Greenlee

SA-JG stated VEH was brought in on 10/29.
SA-JG stated performing a TSB on the distance sensor.
✓ SA-JG stated Ian is the adviser, but is off today.

RCAS-EH thanked.
Call ended mutually.

RCAS-EH noting DataNet successful

Created By: Chris Bielawski (10/29/2018 11:29 AM)
****** [CASE SUMMARY] ******

C Concern: Front Radar Sensor Safety

CRR-CB sending case to RCAS for follow up

Created By: Chris Bielawski (10/29/2018 11:28 AM)
CRR-CB <VERIFIED> Account Info including: C's name,
home & email address, phone# & best contact#
CRR-CB VERIFIED Veh Info including: VIN#, Current Mileage
CRR-CB CHECKED for open recalls/campaigns and found:0
CRR-CB CHECKED for previous UNRELATED Case(s) and found:0
CRR-CB CHECKED previous RELATED Case(s) and found:0
CRR-CB NOTED concern is:Front Radar Sensor

CRR-CB Called in Front Radar Sensor going off randomly

C stated C was driving yesterday with 2 year old child in VEH
C stated C VEH just started braking when nothing not in front
C stated the indicator light for sensor went off with nothing to obstruct the view
C stated C is very concerned for safety of C and C child
C stated C is at Harte Nissan now getting it looked at
C stated C had Altima before and felt safer
C stated the SA advised there are bstill bugs in the VEH and Nissan is working on it
C stated doesn't feel safe in VEH and wants to know what C options are

CRR-CB informed C it will be reviewed
CRR-CB advised C CRR-CB will forward case to an RCAS agent
CRR-CB Informed C RCAs will get back to C by EOB day Tuesday 10/30/2018

C accepted

CRR-CB provided Case#,ID [redacted] Name
CRR-CB offered Further assistance

C declined

Call ended mutually

Best Contact #: [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	MOVING OBJECT DETECTION (MOD)	POOR OR IMPROPER OPERATION	28	10/29/2018	YX	AV	[redacted]	OA
		INTERIOR ELECTRICAL	FORWARD EMERGENCY BRAKING (FEB)	POOR OR IMPROPER OPERATION	26	10/31/2018	YX	AV		OA

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Marshall Thurman
Contact Email		Type	CA
Home Phone		Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	11/2/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/30/2018 2:54 PM
Social Media Involvement		Date/Time Closed	11/1/2018 4:27 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	C seeking repurchase.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	ORANGE COAST NISSAN
# Vehicles Owned	1	Previous Repair Date	10/22/2018
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	7,000	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	0	RHR Started	
IIR Date		RHR Completed	
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN1BJ1CP2JW[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE SPORT	Beyond PT Warranty Miles1	0
Model Code	27518	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	NISSAN OF COSTA MESA	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	08	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	
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: JN1BJ1CP2JW[redacted]	Root Cause	
Created By	Shu Chen, 10/30/2018 2:54 PM	Root Cause Code	[redacted]
Last Modified By	NNAETL, 12/7/2018 9:54 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	579		
Action Code	NT1A		
What action was taken?	1A Repaired – Under Warranty		

Agent Comments

Agent Comments	No RHR Needed. Ensure repair completion with DLR. Offer 1 month VEH pay reimbursement. 2nd call to C.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
11/1/2018 4:27 PM	Marshall Thurman	Changed **Status** from Open to **Closed**.
		Closed.
11/1/2018 3:59 PM	Marshall Thurman	Changed **Follow Up Date** from 11/1/2018 to **11/2/2018**.
10/31/2018 4:55 PM	Darrius Allen	Deleted 10/30/2018 in **RHR Started**.
10/31/2018 4:50 PM	Darrius Allen	Changed **Follow Up Date** from 10/31/2018 to **11/1/2018**.

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Case Comments

New

Case Comments Help

Public **Comment**

Created By: Marshall Thurman (11/1/2018 4:20 PM)
RCAS-MT is closing Case as no further assistance can be offered at this time.

****CASE SUMMARY****
C contacted Nissan CA in regards to sensor concern and RHR.

ARBS reviewed case.
No RHR.

✓ RCAS-MT spoke with SA-Jamie Maisano.

SA-JM stated sensors were replaced and throttle body was repaired.
SA-JM stated C's main concern was with the appearance of the loaner.

RCAS-MT informed C, NNA is not in position to review for repurchase of veh.

********STATEMENT OF DECISION**********
RCAS-MT advised C NNA is not in position to review for repurchase.

Created By: Marshall Thurman (11/1/2018 4:16 PM)
RCAS-Marshall Thurman (MT) made outbound call to C at [redacted]
RCAS-MT VERIFIED C's name, home & email address, concern, phone.
RCAS-MT CHECKED for open recalls/campaigns and found: 0
Previous UNRELATED Case(s) Found: 0
Previous RELATED Case(s) Found: 0
RCAS-MT ADVISED "This call may be recorded for quality and training purposes."

RCAS-MT stated understanding of concern with sensor and request for repurchase.
RCAS-MT apologized for the inconvenience.
C Thanked RCAS-MT for apologizing.
C stated whole situation has been a headache.
C stated to proceed with reason for call.

RCAS-MT stated after a thorough review, NNA is not in position to review for the repurchase of veh.

C asked if RCAS-MT is telling C that NNA did not commit fraud.

RCAS-MT stated yes.

C asked so there is nothing left to discuss.

RCAS-MT stated yes.

C thanked RCAS-MT.

C disconnected call.

Created By: Marshall Thurman (11/1/2018 3:59 PM)
*********PRIOR TO INBOUND CALL FROM SERVICE MANAGER*********

RCAS-MT made outbound call to C at [redacted]
RCAS-MT left VMX stating RCAS-MT name, contact #, and C's case #. Requested a call back.

Created By: Andrew Allen (11/1/2018 3:58 PM)
****** [CASE SUMMARY] ******

CRR-AA is leaving case open for RCAS follow up.

Created By: Andrew Allen (11/1/2018 3:58 PM)
CRR-AA < VERIFIED> Account information including: C's name, home & e-mail address,
phone number & best contact number
CRR-AA CHECKED for open recalls/campaigns and found: none
CRR-AA CHECKED for previous UNRELATED Case(s) and found: 3
CRR-AA CHECKED previous RELATED Case(s) and found: none
CRR-AA NOTED concern is: Follow up to case.

CRR-AA received inbound call from C

C stated C is calling concerning a disconnected call.
C provided case number.

CRR-AA verified C's account and case number

C stated C was called on 11/1/2018 but accidentally hung up on RCAS-MT
C stated C would like to know if C can contact RCAS-MT

CRR-AA informed C that CRR-AA can transfer C to RCAS-MT to speak with agent or leave a voicemail if RCAS-MT is unavailable for transfer.
CRR-AA informed C that C is still scheduled for follow up on 11/1/2018

C understood.
C stated C would like the direct line to RCAS-MT

CRR-AA advised c that CRR-AA cannot provide information but CRR-AA can transfer C to RCAS-MT
CRR-AA informed c that CRR-AA will email RCAS-MT of C's call.

C understood.

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

C declined.

CRR-AA transferred C to RCAS-MT to leave voicemail.
CRR-AA provided C with agent ID [redacted]
CRR-AA noting C's best contact number is [redacted]

Call ended mutually

Created By: Marshall Thurman (11/1/2018 3:58 PM)
RCAS-MT received inbound call from SM.
RCAS-MT transferred to SA-Jamie Maisano

SA-JM stated repair was completed.
SA-JM stated check engine light was on.
SA-JM stated sensors were replaced.
SA-JM stated light came on for internal failure of throttle body assembly.

SA-JM stated main complaint was the loaner veh not being good looking.
SA-JM switched out veh once.
SA-JM stated C came back and did not like the veh.
SA-JM stated could not assist with a new loaner.
SA-JM stated C was rude.

RCAS-MT stated C also had a bluetooth concern

SA-JM stated bluetooth was normal.

RCAS-MT thanked SA-JM.

Call ended mutually.

Created By: Marshall Thurman (11/1/2018 3:34 PM)
RCAS-Marshall Thurman (MT) made outbound call to C at [redacted]
RCAS-MT greeted C.

✓ C requested callback in 3 minutes.

RCAS-MT agreed.

Call ended mutually.

Created By: Marshall Thurman (11/1/2018 12:49 PM)
RCAS-MT placed outbound call to DLRSHP ORANGE COAST NISSAN @ 7144444220.
RCAS-MT requested call back from service manager.

Created By: Darrius Allen (10/31/2018 5:10 PM)
✓ RCAS-DA placed outbound call to C @ [redacted]
RCAS-DA left VMX stating call is to inform RCAS-DA is calling on behalf of Cs case manager RCAS-Marshall Thurman whom will be reviewing Cs case, case #, call back date, best time to contact C, and contact # [redacted]

Created By: Darrius Allen (10/31/2018 5:00 PM)
✓ RCAS-DA placed outbound call to DLR Orange Coast Nissan @ 714-592-3366.
RCAS-DA unable to complete call as RCAS on hold for nearly 4 minutes.

Created By: Darrius Allen (10/31/2018 4:51 PM)
✓ RCAS-DA unable to Datanet, "This Case can not be shared with the Dealer because the Dealer is not Enabled for the Dealer Portal. Please Datanet the Case."

Created By: Amanda Johnson (10/30/2018 4:52 PM)
In Service Date 4/7/2018
APR sale in CA
NGP VSC through 4/9/2024 or 100,000 miles

**

CPIA:
only entry is prior to vehicle purchase

**

DBS:

10/12/18 - 7 days @ 15,102 miles
SES light - repl MAF sensor
iKey inop - repl defective ikey assy

8/30/18 - 1 day @ 12,095 miles
maintenance

2/21/18 - PDI

**

1 repair for SES light
1 repair for ikey inoperable

complaints:
FEB, bluetooth
veh is at dlr

C stated DLRSHP committed fraud by selling C faulty VEH
C stated C has e-mail from DLRSHP stating that C would be getting free service for the rest of C's contract on VEH as proof that DLRSHP has done some wrong doing
C stated DLRSHP provided C with rental VEH but states it is damaging C's image because the car is ugly
C stated C is a photographer and will publicly humiliate Nissan through social media if nothing is done

tableau is down; however, open RO could not exceed 30 days due to most recent RO closed on 10/18

no RHR at this time
ARBS recommends working with dlr to ensure veh is repaired
once veh has been repaired, ARBS will take over case and cut check for one month payment reimbursement
RCAS, please obtain reg and proof of payment if c accepts, then transfer to ARBS

Created By: Marshall Thurman (10/30/2018 4:25 PM)
RCAS-MT unable to DATANET.

This Case can not be shared with the Dealer because the Dealer is not Enabled for the Dealer Portal. Please Datanet the Case.

Created By: Shu Chen (10/30/2018 3:21 PM)
****** [CASE SUMMARY] ******

C Concern: Buy Back/Lemon Law

CRR-SC sending case to RCAS for follow up

Created By: Shu Chen (10/30/2018 3:20 PM) | Last Modified By: Darrius Allen (10/31/2018 4:48 PM)
CRR-SC VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-SC VERIFIED VEH Info including: VIN#, Current Mileage
CRR-SC CHECKED for open recalls/campaigns and found:0
CRR-SC CHECKED for previous UNRELATED Case(s) and found:0
CRR-SC CHECKED previous RELATED Case(s) and found:0
CRR-SC NOTED concern is: Buy Back VEH

C stated C alarm sensors go off every time C drove under a bridge
C stated VEH would brake on it's own
C stated C was forced to drive slowly under bridges with VEH to prevent sensors and braking from happening
C stated C's VEH is currently at Orange County Nissan
C stated C also has problems with Bluetooth Connection
C stated Bluetooth connection would be slow and the audio would not match the video causing audio to be 1-2 seconds behind
C stated DLRSHP is currently trying to repair the VEH
C stated C has back problems and was intially interested in buying VEH because of the color and that it had heating
C stated DLRSHP committed fraud by selling C faulty VEH
C stated C has e-mail from DLRSHP stating that C would be getting free service for the rest of C's contract on VEH as proof that DLRSHP has done some wrong doing
C stated DLRSHP provided C with rental VEH but states it is damaging C's image because the car is ugly
C stated C is a photographer and will publicly humiliate Nissan through social media if nothing is done
C states C is frustrated with Nissan
C stated C had spoke with 3 attorney's about possible outcomes

✓ CRR-SC asked if C had retained an attorney

C declined

CRR-SC asked C if C is willing to work with Nissan towards a resolution

C agreed
C stated C wants Nissan to buy VEH back, provide full refunds or provide C with a completely new Nissan Rogue Sport 2018

CRR-SC informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 10/31/2018 regarding the C concern

C stated if resolution is not found C will file a lawsuit against Nissan

CRR-SC asked if C needed further assistance

C declined further assistance

CRR-SC provided C with Case #[redacted] Agent #[redacted]

C understood and appreciated the assistance

Call ended mutually

Best contact: #[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]	NSN DEALER SERVICE DEPT.	VEHICLE MAINTENANCE (NISSAN)	POOR SERVICE EXPERIENCE	QC	10/30/2018	YY	BF	[redacted]	OC
		BRAKES	INTELLIGENT BRAKE ASSIST (IBA)	POOR OR IMPROPER OPERATION	26	11/1/2018	YX	AD		OA
		POWERTRAIN	GEN. POWERTRAIN COMPONENT	PREMATURE WEAR/FAILURE	10	11/1/2018	WA	BG		OA

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

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	12/28/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/31/2018 11:18 AM
Social Media Involvement		Date/Time Closed	12/28/2018 8:43 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 Repurchase due to 3 visits and 36 days down for vehicle slowing down on its own while driving/Forward Emergency Brake activating intermittently.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	PREMIER NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	28,599	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	11/21/2018
IIR Date		RHR Completed	11/27/2018
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN8AT2MT5JW[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22518	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	PREMIER NISSAN	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	03	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	$40,057.87	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	
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: JN8AT2MT5JW[redacted]	Root Cause	
Created By	Maria Cumpa, 10/31/2018 11:18 AM	Root Cause Code	SCSH
Last Modified By	NNAETL, 9/18/2019 9:33 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	522		
Action Code	NT5F		
What action was taken?	5F Voluntary NNA Trade/Repurchase - NNA Inventory - 1 veh		

Agent Comments

Agent Comments	Thursday check buyback Friday/ Call C.
Agent Next Step	Customer

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
12/28/2018 8:43 AM	Raven Giddens	Changed **Status** from Open to **Closed**.
		Closed.
12/20/2018 12:15 PM	Raven Giddens	Changed **Follow Up Date** from 12/26/2018 to **12/28/2018**.
12/19/2018 8:00 AM	Raven Giddens	Changed **Follow Up Date** from 12/19/2018 to **12/26/2018**.
12/18/2018 2:55 PM	Morley Integration Admin	Changed **Subject** from CUSTOMER: [redacted] PHONE: VIN: JN8AT2MT5JW[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: JN8AT2MT5JW**[redacted]

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Case Comments

New

Case Comments Help

Public **Comment**

Created By: Keyahanna Alexander (1/17/2019 10:12 AM)
*** [Added after the case is closed.] ***
DRTS KA: Check(s) from NESNA for Service Agreement Refund in the amount of $1,860.00 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: Raven Giddens (12/28/2018 8:42 AM)
ARBS-RG closing the case at this time as no further assistance is required

Case Summary
Customer contacted NNA CA to request a repurchase due to FEB activating

ARBS-RG reviewed and offered cash settlement, repurchase, or replacement

Customer accepted a repurchase
Closing case

Created By: Raven Giddens (12/20/2018 12:15 PM)
Scheduled Surrender: 12/27

Created By: Raven Giddens (12/13/2018 3:14 PM)
The case is successfully created with Morley with Case Number as[redacted]

Morley FedEx Tracking #[redacted] for 12/13

Created By: Raven Giddens (12/13/2018 8:25 AM)
ARBS-RG sent an email to the customer:

Good morning [redacted]

Your case has been approved by the Accounting Department and being transferred to the surrender company.

I want to provide you with a Vehicle Purchase Program (VPP) Discount Code. If you are interested in purchasing a new Nissan, please provide this code to the Sales Department to discuss discount prices and eligible vehicles. VPP Claim #[redacted]

Thank you,

Created By: Raven Giddens (12/13/2018 8:23 AM)
CAVPP Claim #[redacted]

Created By: Raven Giddens (12/12/2018 9:10 AM)
ARBS-RG sent an email to the customer:

Good morning [redacted]

Your case has been sent to accounting for review, once completed I will be sending the case to a 3rd party vender, Morley.
Morley will also complete a review of the case and once completed they will have an agent contact you to schedule the surrender.

From this point, it can take up to two weeks for the surrender to take place.

Please let me know if you have any questions.

Thank you,

Created By: Raven Giddens (12/12/2018 9:03 AM)
RBS-RG submitted VPP Request

Created By: Raven Giddens (12/12/2018 9:01 AM)
ARBS-RG submitted check request for Consumer Affairs Voluntary Repurchase due to 3 visits and 36 days down for vehicle slowing down on its own while driving/Forward Emergency Brake activating intermittently.

$5,596.14 payable to customer
$34,461.73 payable to lien holder
Sales Manager: Wilson Bui
Vehicle: JN8AT2MT5JW[redacted]
Color: KAD
In service date: 4/22/2018

Created By: Raven Giddens (12/12/2018 8:42 AM)
ARBS-RG bumping payoff to 1/12/2019

6.02 x 35 = 210.70

210.70 + 34,251.03 = 34,461.73

Created By: Raven Giddens (12/11/2018 1:47 PM)
ARBS-RG received and attached the signed repurchase agreement

Created By: Raven Giddens (12/10/2018 3:04 PM)
ARBS-RG sent an email to the customer:

Hi [redacted]

I have attached the repurchase agreement that needs to be signed and sent back. Please let me know if you have any questions.

Thank you,

Created By: Raven Giddens (12/10/2018 3:03 PM)
ARBS-RG contacted CTS Language Link
Outbound call to customer at [redacted]
****
ARBS-RG asked if c is interested in moving forward with the repurchase or if c has questions about the other two options

C stated c would like to move forward with the repurchase

ARBS-RG understood and informed c that ARBS will send a repurchase agreement for c to sign and send back
ARBS-RG stated once received ARBS will move forward with the case

C understood

ARBS-RG requested c to send the document before Thursday before accounting closes

C understood
Call ended mutually

Created By: Raven Giddens (12/7/2018 3:31 PM)
ARBS-RG sent an email to the customer:

Hi [redacted]

Thank you for sending the requested information. Have you decided if you would like to move forward with the repurchase? Do you have any questions about the other two offers?

Thank you,

Created By: Raven Giddens (12/7/2018 3:27 PM)
ARBS-RG received and attached the payoff and payment history .

Created By: Raven Giddens (12/7/2018 11:34 AM)
ARBS-RG sent an email to the customer:

Hi [redacted]

I wanted to email you the figures as well for you to look over. Please let me know if you have any questions.

Down Payment $3,000.00
Additional Payments $4,386.65

Total Amounts Paid $7,386.65

Less Usage $1,790.51

Total Deductions $1,790.51

Total Refund $5,596.14

Thank you,

Created By: Raven Giddens (12/7/2018 11:33 AM)
ARBS-RG placed outbound call to c at [redacted]
ARBS-RG contacted CTS Language Link
****
ARBS-RG stated ARBS received the requested information but appears to be missing the payoff and lien holder release agreement

C stated c does not know how to get the payoff

ARBS-RG stated c will contact the lien holder to request a 30 day payoff with daily interest charges

C stated c sent the payment history which had the loan balance

ARBS-RG stated the loan balance expired at this time

C stated c will call and get the document

ARBS-RG thanked c and asked if c has any questions about the offers

C stated c just wants to know how much c will get back for the repurchase

ARBS-RG stated c will get $5,596.14 back
ARBS-RG stated that out of the payments and down payment the mileage fee of $1,790.51 has been deducted

C stated ok
C stated c will send the document later today by email

ARBS-RG thanked c
Call ended mutually

Created By: Raven Giddens (12/7/2018 8:44 AM)
ARBS-RG notes repurchase figures:

Down Payment $3,000.00

Additional Payments $4,386.65

Total Amounts Paid $7,386.65

Less Usage $1,790.51

Total Deductions $1,790.51

Total Refund $5,596.14

Created By: Raven Giddens (12/7/2018 8:42 AM)
Mileage Calculation:

35,000 - 1,750 rebate = 33,250

6,462 / 120,000 x 33,250 = 1,790.51

Created By: Raven Giddens (12/7/2018 8:26 AM)
ARBS-RG received an email from the customer with photos, registration, VSC Doc, Payment History and Bill of Sale

Created By: Raven Giddens (12/4/2018 5:01 PM)
ARBS-RG sent an email to the customer:

Hi [redacted]

Thank you for speaking with me today. Please review the attached intent Letter and provide the requested information for the repurchase or replacement offer. If you would like to move forward with the settlement I will only need a copy of the current vehicle registration.

Settlement: If you decide to keep the vehicle, I can offer a $3,000 cash settlement. The settlement will not void any warranties and if your concerns were to come back in the future or if you later decided you no longer want to wait for a fix, this option will not exempt you from a repurchase or replacement. If future concerns result in a repurchase or replacement, the settlement amount will be included in the figures as a deduction. It can take 2 to 5 days for you to receive the settlement check depending on how long it takes you to have the settlement form signed and notarized.

Replacement/Refinance: With the replacement you would go to the dealership to pick out a new Nissan. It will have all the same options and trim level as your current vehicle. Any extra options added will be included in the refinance amount. We will compare the MSRP of your current car to the replacement vehicle's MSRP and any upgrade amounts will be included in the refinance amount.
You 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. Please note there is a mileage fee included in the replacement figures that will also be added to the refinance amount.
(For this option you will refinance your current payoff amount, plus upgrade in MSRP and the mileage fee for the replacement car).

Repurchase: Once I obtain the requested documents, I will review to see if you are due a refund and let you know what that refund would be. I will add up all payments you have made so far which include the monthly vehicle payments, down payment, or trade in. From that amount there will be deductions which will include the mileage fee and if you purchased any 3rd party warranties, accessories, GAP or have negative equity. Please keep in mind if you are in a cash negative situation you could owe Nissan money for a repurchase. This option can take up to 4 to 6 weeks and is dependent on how long it takes to receive documents and process paperwork.

If you added any accessories or if there is any damage to the vehicle, it will need to be put back to factory specification before surrendering it for a repurchase or replacement.

Thank you,

Created By: Raven Giddens (12/4/2018 4:57 PM)
ARBS-RG placed outbound call to c at [redacted]
ARBS-RG contacted CTS Language Link
****
ARBS-RG informed c that ARBS is calling regarding the case and understands c is requesting a repurchase or replacement

C confirmed

ARBS-RG informed c that ARBS has three offers available
ARBS-RG stated the first offer is a $3,000 cash settlement
ARBS-RG stated the cash settlement will not void any warranties and if concerns come back in the future c will not be exempted from requesting a repurchase or replacement
ARBS-RG stated if future concerns resulted in a repurchase or replacement the settlement amount will be deducted from figures
ARBS-RG stated with this option c will notarize a settlement agreement and ARBS will prepare to send the check

C understood

ARBS-RG informed c that the second offer is a replacement
ARBS-RG asked who the vehicle is financed with

C stated a 3rd party

ARBS-RG explained that c will refinance the current payoff amount as well as upgrade in MSRP and the mileage fee
ARBS-RG explained the MSRP fee and mileage fee

ARBS-RG informed c that the last option is a repurchase
ARBS-RG stated that Nisan will pay off the loan and money back in c's pocket will be determined by what c has put into the loan and there will be deductions
ARBS-RG explained what is added up and what is deducted

C asked if c can speak with c's wife about this

ARBS-RG agreed and stated will email this information to c and attach a letter that list what is needed to move forward

C understood and confirmed the email on file is correct

ARBS-RG thanked c
Call ended mutually

Created By: Maria Cumpa (12/3/2018 4:29 PM)
********** CASE SUMMARY **********
C stated C wants to speak with case owner.
SPARCAS-MC sent a Task to Case's Owner informing of C's call.

Created By: Maria Cumpa (12/3/2018 4:29 PM)
SPARCAS-MC VERIFIED Account Info including: C's name, home & email address, concern, phone.
SPARCAS-MC CHECKED for open recalls/campaigns and found:
Previous UNRELATED Case(s) and found: NONE
Previous RELATED Case(s) and found: [redacted]
Last and First name: [redacted]
Best Contact #: [redacted] please call between 1:00pm to 4:00 Pm

SPARCAS-MC received inbound call from C.

CONCERNS

C inquired speak with case's owner.
C stated case: [redacted]

SPARCAS-MC inquired C reason for the call?

C stated is returning call.
C stated missed call.

SPARCAS-MC provided C ARBS phone number documented on case.
SPARCAS-MC advised C will send an email informing C called.

C understood and appreciated assistance.

SPARCAS-MC provided C ID.
SPARCAS-MC offered further assistance and C declined.
SPARCAS-MC and C ended call mutually.

Created By: Raven Giddens (12/3/2018 3:13 PM)
ARBS-RG placed outbound call to c at [redacted]
****

No answer, ARBS-RG left a voice message stating ARBS is calling regarding the case pertaining to the 2018 Nissan Rogue
ARBS-RG requested a call back at [redacted]

Created By: Raven Giddens (11/29/2018 7:53 AM)
**********CLONE CASE [redacted]**********

Created By: Raven Giddens (11/29/2018 7:53 AM)
ARBS-RG notes the following repair history:

1 visit for vehicle dying while driving:
1st visit unable to duplicate at 3,540 miles

1 visit for a burnt oil smell:
1st visit unable to duplicate at 3,540 miles

2 visits for navigation resets on its own/cuts out:
1st visit unable to duplicate at 3,540 miles
2nd visit SOP at 30,960 miles

3 visits for vehicle slowing down on its own while driving/FEB activates intermittently:
1st visit no problem found at 6,462 miles
2nd visit concern not verified, performed programming of laser radar control unit at 23,957 miles
3rd visit performed radar reprogramming and lane camera alignment at 30,960 miles

1 visit for thump sound when accelerating:
1st visit unable to duplicate at 30,960 miles

2 visits for driver side seat buckle not releasing properly:
1st visit SOP at 22,549 miles
2nd visit replaced driver front seat belt buckle at 30,960 miles

State: CA
Total days down: 36 – verified with time stamps
In service: 4/22/2018
Last reported mileage: 30,960
No open campaigns found
No warranty cases found
1 additional CA cases found
1 tech line case found
1 VSC for customer found
1 DTS found

Created By: Raven Giddens (11/29/2018 7:52 AM)
ARBS-RG notes the following RHR:

05/14/18 @ 3,540 miles. RO # [redacted] 8 days down
Concern:
1. Customer states that the vehicle died on customer 2 times. Customer was driving 15 mph and the car shut down and all lights on dash came on. Happen on.
2. Customer states that there is a burnt oil smell. States transmission smell. States after a 30 mile drive
3. Customer states when driving the navigation system will reset itself
Action:
1. Unable to duplicate customers concern. Upon inspection, found customer operating vehicle with pro-pilot assist enabled causing vehicle to slow down with traffic in front automatically.
2. Unable to duplicate customers concern. Test drove vehicle for more than 30 miles and no oil burnt smell was found.
3. Unable to duplicate

06/05/18 @ 6,462 miles. RO # [redacted] 7 days down
Concern:
1. C states while driving on the freeway traveling 50 MPH, the vehicle slowed down by itself an abnormal moaning sound occurred and passenger side seat belt locked.
Action:
1. Turned on all pro-pilot assist function and road test vehicle. Confirm pro pilot system is functioning properly. The vehicle speed increase and decrease base on distance and all warning chimes are active during lane motion and emergency brake warning. Checked for codes, none stored. Please advise to the customer to get familiar with the pro pilot system before using it.

09/15/18 @ 22,549 miles. RO # [redacted] 12 days down
Concern:
1. Customer states the he has a hard time unbuckling
Action:
1. Sop in, removed driver front seat and removed seat belt buckle, found sop different than part removed from vehicle. Parts incorrect, installed all components back into vehicle and sop re ordered.

09/26/18 @ 23,957 miles. RO # [redacted] 1 day down
Concern:
1. Customer states the front forward braking activates intermittently, customer road test with Keith from Nissan.
Action:
1. Customer road tested with DTS, customers concern not verified on test drive, DTS advised to check bulletin for part number match, part number for laser radar control unit matches that of bulletin. Performed programming of laser radar control unit and test drove vehicle, no abnormalities found during test drive

11/12/18 @ 30,960 miles. RO # [redacted] 8 days down
Concern:
1. Customer states front forward braking activates intermittently, c/s this has been an ongoing concern
2. C/s radio/navi screen blacks out while vehicle is in motion
3. C/s when driving on stop and go traffic c/s he accelerates to increase speed c/s a really loud thump sounds occurs from front of engine bay
4. C/s drivers side front seat belt buckle will not release
Action:
1. Verified customers concern. While on the freeway, front collision warning is flashing. No obstacles were in front of vehicle. No DTCs were found. Performed radar reprogramming from previous visit. Recommend performing lane camera alignment. Spoke with techline and agreed with recommendation. Performed lane camera alignment. Process completed. Printout is attached to work order. Test drove vehicle. And no issues were found at the moment.
2. SOP audio unit
3. Unable to verify customers concern
4. Replaced driver front seatbelt buckle

Created By: Nicki Barror (11/28/2018 7:15 AM)
DRTS received the RHR. The RHR was assigned to ARBS raven giddens for review

Created By: Maria Cumpa (11/27/2018 5:32 PM)
==========[redacted]==========
SPARCAS-MC place outbound call to C @ [redacted]
SPARCAS-MC advised C "This call may be recorded for quality and training purposes."
SPARCAS-MC authenticate C's account including: C's name, home & email address, phone#.
==========
SPARCAS-MC advised C case was escalated to ARBS and any updates will be informed by Nov 30,2018.

C stated thank you.

SPARCAS-MC inquired C where is VEH?

C stated with C.

SPARCAS-MC offered further assistance and C declined.
SPARCAS-MC and C ended call mutually

Created By: Maria Cumpa (11/27/2018 5:26 PM)
SPARCAS-MC submitted RHR.

Created By: Maria Cumpa (11/27/2018 5:26 PM)
ROs dates were verified.
SPARCAS-MC attached the following Documents to the case:
==========
1.ROS
2.DLR_ROs
3.RHR
==========

Created By: Maria Cumpa (11/27/2018 5:14 PM)
RHR ADDITIONAL INFORMATION:
How many times has the customer's vehicle been to the dealer/retailer for repairs?4

•What repairs were performed? CAR SHUT DOWN AND ALL LIGHTS ON DASH CAME ON, TRANSMISSION SMELL, NAVIGATION SYSTEM WILL RESET ITSELF, SEAT BELT BUCKLE FAILED, FRONT FORWARD BRAKING ACTIVATES INTERMITTENTLY, RADIO/NAVI SCREEN BLACKS OUT.
•How many days has the vehicle been kept out of service at your dealer for repairs? 35 days
•Has the on-site CA Technical Specialist (CATS) been involved? NONE
•Has TECH LINE been involved? Yes [redacted], also DPIC: [redacted]
•Has a Dealer Technical Specialist (DTS) been involved? Yes DTS on 9/26/2018

Created By: Oscar Rodriguez (11/27/2018 10:41 AM)
**********CASE SUMMARY**********
C contacted Nissan CA requesting assistance with: CASE FOLLOW UP.

SPARCAS-OR Started task for case owner.

Created By: Oscar Rodriguez (11/27/2018 10:41 AM)
SPARCAS-OR VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
SPARCAS-OR VERIFIED VEH Info including: Warranty & Service History
SPARCAS-OR CHECKED for open recalls/campaigns and found: NONE
SPARCAS-OR CHECKED for previous UNRELATED Case(s) and found: NONE
SPARCAS-OR CHECKED previous RELATED Case(s) and found: NONE
SPARCAS-OR NOTED concern is: Speak to case owner | case follow up

C Wanted to know status of case.

SPARCAS-OR Informed C that case still being worked on.
SPARCAS-OR Provided next follow up 11/27.

C Agreed and understood.
C stated C sent some photos.

SPARCAS-OR Didn't see any attachements for photos.
SPARCAS-OR Advised C to wait for call from case owner.

C Understood.

SPARCAS-OR Asked C if C had any other questions.

C stated no.

SPARCAS-OR Thanked C for calling NNA
SPARCAS-OR verified best contact # [redacted]

Created By: Maria Cumpa (11/23/2018 9:09 AM)
SPARCAS-MC received reply from SD Simon Hwang with the following information:

1. Are there currently any OPEN ROs? Yes
2. Is the vehicle currently at the dealership? Yes
3. The current reason for the open RO?SEE RO PROVIDED. RO#[redacted]
4. Expected completion date?VEHICLE COMPLETED AND PICKED UP BY CUSTOMER 11.21.18
5. Is the client in a loaner vehicle? NO

VEHICLE DOWN 9 DAYS TOTAL
ROS attached to the email.

Created By: Maria Cumpa (11/21/2018 4:24 PM)
SPARCAS-MC sent an e mail to DLRSH SD Simon Hwang inquiring ROs and answering some questions.

Created By: Maria Cumpa (11/21/2018 12:50 PM)
SPARCAS-MC received email from C with RO#[redacted]
SPARCAS-MC attached RO#[redacted] to the case.

Created By: Maria Cumpa (11/21/2018 11:55 AM)
SPARCAS-MC VERIFIED Account Info including: C's name, home & email address, concern, case's owner.
SPARCAS-MC CHECKED for open recalls/campaigns and found: NONE
Previous UNRELATED Case(s) and found: NONE
Previous RELATED Case(s) and found: [redacted]
Last and First name: [redacted]
Best Contact #[redacted]

SPARCAS-MC received inbound call from C.

CONCERNS

C inquired appeal ARBS decision- VEH is at DLRSHP.
C stated RHR was denied.
C stated is not safe with VEH

SPARCAS-MC asked C what issues C was having with VEH?

C stated DLRSHP could duplicate C's VEH concerns.
C stated VEH is at DLRSHP since Nov 12,2018
C stated DLRSHP SA Jaime Ramirez told C:
1. Radio will be replace- part was ordered in three weeks.
2. Seat belt will be replaced.
3. VEH noises were duplicated by DLRSHP
4. VEH stops by itself were duplicated by DLRSHP

SPARCAS-MC apologized for the inconvenience.

C stated DLRSHP told C can pick VEH

SPARCAS-MC inquired C How C would like to be assisted by NNA?

C stated is not safe with VEH
C stated want to return VEH to NNA.

SPARCAS-MC explained process and would take 10 business days.
SPARCAS-MC advised C keep working with DLRSHP/ DTS if is needed on C's VEH repairs in case of Buyback is denied. C agreed.
SPARCAS-MC advised C cannot promise anything and C understood.
SPARCAS-MC inquired C some questions:
==========
Why do you want to return the vehicle to Nissan North America? C STATED IS NOT SAFE WITH veh
Where is the vehicle currently? TODAY Nov 21, 2018 WILL PICK VEH FROM DLRSHP
Are you currently in a rental vehicle? NONE
Where was the vehicle purchased? PREMIER NISSAN
Was it purchased new or used? NEW.
If used, when was the vehicle purchased? N/A
Where is the vehicle serviced? PREMIER NISSAN
Has the vehicle been taken to multiple Nissan dealers or not? NOT ONLY PREMIER NISSAN
==========

SPARCAS-MC advised C will start investigation and will call C to inquire any additional information required and /or inform C case status.
SPARCAS-MC inquired C ROs from DLRSHP.

C stated thank you.

SPARCAS-MC provided C case number and ID and direct phone number.
SPARCAS-MC offered further assistance and C declined.
SPARCAS-MC and C ended call mutually

Created By: Maria Cumpa (10/31/2018 11:54 AM)
SPARCAS-MC is closing case pending C contact.

Created By: Maria Cumpa (10/31/2018 11:53 AM)
********** CASE SUMMARY **********
C stated has RHR before /DTS inspection.
C stated last time VEH was at DLRSHP at DTS inspection.
C stated is not safe with VEH.

********** STATEMENT OF DECISION **********
SPARCAS-MC advised C take VEH to DLRSHP for diagnose.
SPARCAS-MC advised C to speak with SM at DLRSHP in order to duplicate C's VEH concerns to appeal ARBS resolution.

Created By: Maria Cumpa (10/31/2018 11:40 AM)
SPARCAS-MC VERIFIED Account Info including: C's name, home & email address, concern, phone#, VIN#, mileage.
SPARCAS-MC CHECKED for open recalls/campaigns and found: NONE
Previous UNRELATED Case(s) and found: NONE
Previous RELATED Case(s) and found: [redacted]
Last and First name: [redacted]
Model and year: NISSAN ROGUE 2018
Best Contact #: [redacted]

SPARCAS-MC received inbound call from C.

CONCERNS

C stated has RHR before /DTS inspection.
C stated is not safe with VEH.

SPARCAS-MC inquired if C is VEH owner?

C stated yes.
C inquired update C's account.
C provided current VEH miles.

SPARCAS-MC asked C what issues C was having with VEH?

C stated had case with [redacted]
C stated Ricardo told C callback if C's VEH concerns still on.
C stated VEH still having problems –stops suddenly.
C stated VEH is UBER and works with clients
C stated is not safe with VEH.
C stated no activate sensor.

SPARCAS-MC apologized for the inconvenience.
SPARCAS-MC inquired C How C would like to be assisted by NNA?

C stated want replace VEH for another one.

SPARCAS-MC inquired C if VEH was at DLRSHP after NNA provided resolution?

C stated last time VEH was at DLRSHP was at DTS inspection.

SPARCAS-MC explained other option that Volunteer surrender would affect credit also with DLRSHP will change price and C understood.
SPARCAS-MC advised C take VEH to DLRSHP for diagnose for appeal ARBS decision.
SPARCAS-MC advised C to speak with SM at DLRSHP in order to duplicate C's VEH concerns to appeal ARBS resolution.

C understood and appreciated assistance.

SPARCAS-MC provided C case number, ID, also survey information.
SPARCAS-MC offered further assistance and C declined.
SPARCAS-MC 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	INTELLIGENT BRAKE ASSIST (IBA)	UNABLE DIAGNOSE/DUPLICATE	26	10/31/2018	WT	AD	[redacted]	OA
		BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	11/27/2018	YX	AD		OA
		AUDIO/VIDEO/NAVI	NAVI VIDEO MONITOR	PREMATURE WEAR/FAILURE	11	11/27/2018	WA	AA		OA
		RESTRAINT SYSTEM	FRONT SEAT BELT	PREMATURE WEAR/FAILURE	15	11/27/2018	WA	BK		OA

Forms

Forms Help

No records to display

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [25] | Case Categorizations [1] | Forms [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	Brandon Seay
Contact Email		Type	CA
Home Phone		Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	11/14/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/31/2018 11:47 AM
Social Media Involvement		Date/Time Closed	11/14/2018 8:43 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 is seeking RHR due to VEH stalling on C.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	RAMSEY NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	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	0	RHR Started	10/31/2018
IIR Date		RHR Completed	11/5/2018
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	5N1AT2MV3JC[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22218	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	RAMSEY NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	FYI

Bluetooth

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

Related Items

Approved Check Requests	$234.00	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: 5N1AT2MV3JC[redacted]	Root Cause	
Created By	Derek Nicholson, 10/31/2018 11:47 AM	Root Cause Code	SCSH
Last Modified By	NNAETL, 12/7/2018 9:56 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	566		
Action Code	NT6A		
What action was taken?	6A Vehicle Performs Normally		

Agent Comments

Agent Comments	11/12 close once check is approved.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
11/14/2018 8:43 AM	Brandon Seay	Changed **Status** from Open to **Closed**.
		Closed.
11/13/2018 10:45 AM	Brandon Seay	Changed **Follow Up Date** from 11/13/2018 to **11/14/2018**.
11/12/2018 10:40 AM	Brandon Seay	Changed **Follow Up Date** from 11/12/2018 to **11/13/2018**.
11/9/2018 10:38 AM	Brandon Seay	Changed **Follow Up Date** from 11/9/2018 to **11/12/2018**.

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Case Comments

New

Case Comments Help

Public	Comment
	Created By: Brandon Seay (11/14/2018 8:42 AM) RCAS-BS is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA seeking RHR due to VEH stalling on C. RCAS-BS reviewed case with SM-Mike Convertino and ARBS. ***STATEMENT OF DECISION*** RCAS-BS advised C Nissan has created a case to document C's concern, and this case will remain in NNA's system. RCAS-BS stated NNA is not in the position to repurchase or replace C's VEH. RCAS-BS offered C 1 monthly payment reimbursement in the amount of $234.00.
✓	**Created By: Brandon Seay (11/13/2018 10:43 AM)** Vehicle Payment Details of the reimbursement: 1 monthly payment reimbursement C is eligible for 1 vehicle payment ONLY. Payment: $234.00 Total Amount: $234.00 Approved by: NMAC Mailing Address: [redacted] Ramsey, NJ[redacted]
✓	**Created By: Brandon Seay (11/13/2018 10:40 AM)** RCAS-BS made received inbound call from C at [redacted] RCAS-BS stated call may be recorded for quality and training purposes. RCAS-BS asked C has C picked up VEH. C stated yes. RCAS-BS stated RCAS-BS would like to reimbursement C a monthly payment in the amount of $234.00. RCAS-BS asked C to verify mailing address. C verified mailing address: [redacted] Ramsey, NJ[redacted] RCAS-BS stated great. RCAS-BS provided case and contact info. RCAS-BS asked C does C have any other questions for RCAS-BS. C declined. RCAS-BS thanked C for time.

Call ended mutually.

✓ **Created By: Brandon Seay (11/12/2018 10:40 AM)**
RCAS-BS emailed C second attempt email to C.

✓ **Created By: Brandon Seay (11/12/2018 10:39 AM)**
RCAS-BS attempted to contact C at [redacted] but the VMX box was full.

✓ **Created By: Brandon Seay (11/9/2018 10:37 AM)**
RCAS-BS attempted to contact C at [redacted] but the VMX box was full.

✓ **Created By: Brandon Seay (11/9/2018 10:36 AM)**
RCAS-BS received email from NMAC stating C's monthly payment is 234.00

✓ **Created By: Brandon Seay (11/9/2018 9:33 AM)**
RCAS-BS emailed NMAC asking for C's monthly payment amount.

Created By: Brandon Seay (11/9/2018 9:32 AM)
RCAS-BS placed outbound call to DTS-Ben Foss.

✓ DTS-BF stated DTS-BF made sure that VEH was up to date.
DTS-BF stated VEH is operating as normal.

Call ended mutually.

✓ **Created By: Brandon Seay (11/9/2018 8:54 AM)**
RCAS-BS received email from SM-Mike Convertino stating C picked up VEH today.
SM-MC stated DLR was never able to duplicate C's concern and no repairs were made. Vehicle had the latest software

Created By: Brandon Seay (11/6/2018 2:43 PM)
RCAS-BS made received inbound call from C at [redacted]
RCAS-BS stated call may be recorded for quality and training purposes.

C stated VEH has been down two weeks and C wants half monthly payment reimbursement.
C stated DLR test drove C's VEH and C wants to be compensated.

RCAS-BS stated RCAS-BS would review for possible compensation.

C understood.
C stated C needs denial letter asap.

✓ RCAS-BS stated C should receive denial letter within 2-3 business day.

C understood.

RCAS-BS stated RCAS-BS would follow up with C no later than Friday, November 9th.

RCAS-BS asked C does C have any other questions for RCAS-BS.

C declined.

Call ended mutually.

Created By: Brandon Seay (11/6/2018 2:39 PM)
RCAS-BS made outbound call to C at [redacted]
RCAS-BS stated call may be recorded for quality and training purposes.
RCAS-BS stated NNA regrets the inconvenience C has faced with VEH.
RCAS-BS stated NNA is not in the position to repurchase or replace C's VEH.
RCAS-BS provided BBB Auto Line number.

C stated what is NIS recommending.

RCAS-BS stated DLR could not duplicate C's concern.
RCAS-BS apologized for the inconvenience.

C stated C is in a death trap.
C stated this is insulting to C.

✓ RCAS-BS apologized.

C stated C is going to get a lawyer.

RCAS-BS stated RCAS-BS would email C where lawyer can send a letter of representation.

C understood.

RCAS-BS asked C does C have any other questions.

C declined.

RCAS-BS thanked C for time.

Call ended mutually.

Created By: Brandon Seay (11/6/2018 2:12 PM)
RCAS-BS placed outbound call to Ramsey Nissan and spoke to SM-Mike Convertino.

SM-MC stated C is having a problem with the FEB performing strangely.
SM-MC stated C has the latest software installed in VEH.
✓ SM-MC stated SM-MC worked with Tech Line and DTS-Ben Foss.
SM-MC stated DLR cannot duplicate C's concern.

RCAS-BS understood.

Call ended mutually.

Created By: Jacklyn Capers (11/5/2018 10:36 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.

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

ARBS requests update if any repairs are completed on veh

Created By: Jacklyn Capers (11/5/2018 10:36 AM)
ARBS noting veh summary: 3 days down for recall campaign
-
Unduplicated complaints:
2 v for veh is getting poor gas mileage
2 v for veh lacks power - it feels as if it is holding back
1 v for gas pedal started shaking at 10 MPH and sounded like a marble rolling in the dash board
1 v for veh suffered a loss of electrical power while pulling into a parking lot
=====
ARBS noting DTS-Ben Foss and Techline involved - no duplication of any concerns
=====
Vehicle acquired: NMAC Lease
In Service Date: 9/7/2018
-
Open campaigns: none
Additional cases found: none
Tech line case found: [redacted]
-
DTS involved: Ben Foss
VSC found: None

State: NJ
-
Total Approved Checks: Grand Totals (0 records)

Created By: Jacklyn Capers (11/5/2018 10:31 AM)
ARBS noting SH:
-
10/6/2018 @ 538 miles under RO[redacted] - days down: 3
Concerns:
1. C/S the veh is getting poor gas mileage
2. C/S the veh lacks power - it feels as if it is holding back
3. Recall PC651 - Rear brake hose bracket
Actions:
1. E tech drove veh and noted veh is working as intended
2. CND
3. Performed recall PC651

10/23/2018 @ 913 miles under RO:[redacted] - days down: open (NO PROBLEMS FOUND)
Concerns:
1. C/S while driving in a parking lot at about 10 mph gas pedal started shaking, sounded like a marble rolling in the dash board
2. C/S when accelerating RPMs vary and veh does not seem to move according to how high the RPMs go
3. C/S veh has 900+ mi. and she has had to filled the tank 8 or 9 times since she got it
4. C/S veh suffered a loss of electrical power while pulling into a parking lot
Actions:
1. Open
2. Open
3. Open
4. Open

Created By: Nicki Barror (11/5/2018 7:42 AM)
DRTS received the RHR. The RHR was assigned to ARBS Jacklyn Capers for review

✓ **Created By: Tranisha Woods-Sweatt (11/5/2018 7:06 AM)**
RCAS-TW attached and submitted the RHR.

Created By: Amaka Okafor (11/2/2018 3:49 PM)
**********CASE SUMMARY**********
Customer is seeking assistance with concerns on case follow up

[redacted]

Created By: Amaka Okafor (11/2/2018 3:49 PM)
SCRR-AO VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
SCRR-AO VERIFIED VEH info including: VIN#, Current Mileage
SCRR-AO CHECKED for open recalls/campaigns and found: 0
SCRR-AO CHECKED for previous UNRELATED Case(s) and found: 0
SCRR-AO CHECKED for previous RELATED Case(s) and found: 0
SCRR-AO NOTED Concern is: case follow up

SCRR-AO received inbound call from C-

C stated Case was sent to RCAS
C stated C C has tried reaching agent
C stated C was supposed to receive email from RCAS to be able to reach RCAS directly
C stated C has question and didn't receive any email
C stated C got bill and C doesn't have car
C stated C wants to know if to pay bill as pay is due on 7th

SCRR-AO noted
SCRR-AO advised C that case would be updated and email sent to case agent

C agreed
C denied further assistance
C thanked CRR-AO for information provided

SCRR-AO gave C CRR-AO first name & ID[redacted]as well as case#

Call ended mutually

✓ **Created By: Brandon Seay (11/1/2018 2:05 PM)**
RCAS-BS made outbound call to C at [redacted]
RCAS-BS VERIFIED C's name, home & email address, current mileage and phone.
RCAS-BS VERIFIED servicing dealer/retailer: RAMSEY NISSAN
RCAS-BS CHECKED for open recalls/campaigns and found: none
Previous UNRELATED Case(s) Found: none
Previous RELATED Case(s) Found: [redacted]TECH LINE
RCAS-BS ADVISED "This call may be recorded for quality and training purposes."
****
RCAS-BS stated RCAS-BS was C's RCAS, case manager, and point of contact.

C stated C pulled into a parking garage.
C stated the whole VEH stalled and made a huge noise.
C stated the VEH did not move and VEH went dead.
C stated C dropped the VEH off a week ago yesterday.
C stated C is kind of at a standstill.
C stated this could happen at any point and time.
C stated this has happened to other people.
C stated NNA needs to issue out a recall.

RCAS-BS apologized for the inconvenience C is facing with VEH.
RCAS-BS asked C was C on a hill in the parking garage when VEH stopped on C.

C stated C was going straight through and made a turn in the garage and VEH stopped on C.
C stated C is afraid it is more that one thing wrong with the VEH.
C stated someone got rear ended in the same situation C saw online.
C stated C wants out of C's VEH.

**********RHR QUESTIONS**********

Why do you want to return the veh to NNA?
C stated C needs a VEH.
C stated C could of died if VEH shutdown on C like this on the highway.
Where is the veh currently? At DLR
Where was the veh purchased? Ramsey
Was it purchased new or used? New
Where is the veh serviced? Ramsey

C stated C is driving a loaner VEH.
C stated C is paying for things that C doesn't have.
C stated C would like to be compensated for C's lost.
C stated C's XM radio free trail was a major saling point.
C stated if NNA replaces VEH would C get XM radio.

RCAS-BS stated RCAS-BS would review C's case to see if NNA would offer any GW.

C understood.

RCAS-BS stated RCAS-BS would email case and contact number to C.
RCAS-BS asked C does C have any other questions for RCAS-BS.

C declined.

RCAS-BS thanked C for time.

Call ended mutually.

✓ **Created By: Brandon Seay (11/1/2018 1:43 PM)**
RCAS-BS emailed SM-Mike Convertino requesting open RO.

Created By: Brandon Seay (11/1/2018 1:43 PM)
RCAS-BS placed outbound call to Ramsey Nissan and spoke to SM-Mike Convertino.

SM-MC stated C claims that VEH suddenly stopped and stalled.
SM-MC stated DLR has no duplication of C's complaint.
SM-MC stated SM-MC has been informally working with DTS-Ben Foss.
SM-MC stated there is a Tech Line case open.
SM-MC has not been able to duplicate C's concerns.
SM-MC stated C doesn't feel safe driving this VEH.

How many times has the customer's vehicle been to the dealer/retailer for repairs?
2
What repairs were performed?
none
Are there currently any OPEN ROs? Yes
✓
Is the vehicle currently at the dealership?

How many days has the vehicle been kept out of service at your dealer for repairs?
VEH has been at DLR since October 23rd

Has TECH LINE been involved? Yes

Has a Dealer Technical Specialist (DTS) been involved? Yes

SM-MC stated there is a bulletin out about unwanted braking to FEB.
SM-MC stated DLR performed bulletin.

RCAS-BS understood.

Call ended mutually.

Created By: Derek Nicholson (10/31/2018 11:54 AM)
** CASE SUMMARY **
CRR-DN sending case to RCAS for further assistance.

C stated C wants NNA to replace C's VEH.

Created By: Derek Nicholson (10/31/2018 11:54 AM)
CRR-DN VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number
CRR-DN VERIFIED VEH Information including: VIN #, Current Mileage
CRR-DN CHECKED for open recalls/campaigns and found: 0
CRR-DN CHECKED for previous UNRELATED Case(s) and found: 0
CRR-DN CHECKED previous RELATED Case(s) and found: 0
CRR-DN NOTED concern is: VEH buyback request.

CRR-DN received inbound call from C

C stated C was advised that the VEH's concerns cannot be duplicated.
C stated C doesn't feel safe in C's VEH.
C stated C was having concerns with the emergency braking.
C stated C feels the VEH is a death trap.
C stated C wants something for C's trouble.
C stated C was speaking to the service manager Michael and technician Eddie.
C stated C wants to have the VEH replaced.

CRR-DN advised C that the case would be sent to RCAS and would follow up with C by the end of the business day 11/01/18 regarding C's concern.
CRR-DN asked C if there was anything else CRR-DN could assist with.

C declined.

CRR-DN provided C with agent ID [redacted] and case number [redacted]

C understood

CRR-DN sending case to RCAS for further assistance.
CRR-DN noted 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]	BRAKES	GEN. BRAKE COMPONENT (S)	UNABLE DIAGNOSE/DUPLICATE	03	10/31/2018	WT	AD	[redacted]	OA

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Charity Trull
Contact Email		Type	CA
Home Phone		Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	12/3/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/31/2018 2:10 PM
Social Media Involvement		Date/Time Closed	12/3/2018 11:16 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 is having concerns with C's NAV Unit.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	GREGORIS MTRS
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	5,500	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	5N1AT2MV4JC[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22018	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	GREGORIS MTRS	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	FYI

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: 5N1AT2MV4J[redacted]	Root Cause	
Created By	Eric Fowler, 10/31/2018 2:10 PM	Root Cause Code	SCSV
Last Modified By	NNAETL, 12/17/2018 9:07 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	547		
Action Code	NT8H		
What action was taken?	8H Referred Customer to Dealer/Retailer		

Agent Comments

Agent Comments	12/3 Get DTS involved. ask about iphone reimbursement
Agent Next Step	Dealer

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
12/3/2018 11:16 AM	Brandon Seay	Changed **Case Owner** from Brandon Seay to **Charity Trull**.
12/3/2018 11:16 AM	Brandon Seay	Changed **Status** from Open to **Closed**.
		Closed.
11/28/2018 10:19 AM	Brandon Seay	Changed **Follow Up Date** from 11/28/2018 to **12/3/2018**.
11/26/2018 3:32 PM	Brandon Seay	Changed **Follow Up Date** from 11/26/2018 to **11/28/2018**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Brandon Seay (12/3/2018 11:15 AM) RCAS-BS is closing Case as no further assistance can be offered at this time.
✓	***CASE SUMMARY*** C contacted Nissan CA having concerns with C's NAV Unit. RCAS-BS reviewed case with SM-Bob Dolen and DTS-Kevin Mackay. DLR is not able to duplicate C's concern. ***STATEMENT OF DECISION*** RCAS-BS advised C Nissan has created a case to document C's concern, and this case will remain in NNA's system.
	Created By: Brandon Seay (12/3/2018 11:13 AM) RCAS-BS placed outbound call to C at [redacted] and spoke to C's partner [redacted] RCAS-BS stated call may be recorded for quality and training purposes. RCAS-BS stated RCAS-BS spoke to SM-Bob Dolen. RCAS-BS stated unfortunately NNA could not duplicate C's concern. C stated Ctold DLR that DLR would not be able to replicate C's concern. C stated what happened with C's phone. C stated the VEH shorted C's phone out. RCAS-BS apologized for the inconvenience. RCAS-BS stated NNA did not get diagnosis info stating that VEH shorted out C's phone.
✓	C stated Verizon told C that. C stated this is a known concern. C stated C would like it to be documented in the account. C stated 75% of the time the concern doesn't happen. RCAS-BS recommended C to get a second opinion. C understood. RCAS-BS asked C does C have any other questions. C declined. RCAS-BS thanked C for time. Call ended mutually.
✓	**Created By: Brandon Seay (12/3/2018 11:03 AM)** RCAS-BS placed outbound call to Gregoris Nissan and spoke to SM-Bod Dolen.

SM-BD stated C complained about Apple carplay not working.
SM-BD stated C said the whole display went blank but the unit was fine.
SM-BD stated DLR compared to other phones.
SM-BD stated DLR updated AEB.
SM-BD stated C complained about sitting in passenger seat and not hearing bluetooth as well as C could in the driver seat.
SM-BD stated everything is performing normally.

RCAS-BS understood.

Call ended mutually.

Created By: Brandon Seay (11/28/2018 10:18 AM)
RCAS-BS placed outbound call to C at [redacted] and spoke to C's partner [redacted]

C stated DLR is not able to replicate C's concern.
C stated the brakes randomly stop.
C stated DLR is trying to replicate the brakes concerns as well.
C stated the situation happens on different phones.
C stated C doesn't know what is going to happen.

✓ RCAS-BS apologized.
RCAS-BS stated RCAS-BS would continue working with DLR.
RCAS-BS stated RCAS-BS would follow up with C no later than Monday, December 3rd.
RCAS-BS asked C does C have any other questions.

C declined.

RCAS-BS thanked C for time.

Call ended mutually.

Created By: Brandon Seay (11/28/2018 10:12 AM)
RCAS-BS placed outbound call to Gregoris Nissan and spoke to SA-Peter Beyer.

SA-PB stated DLR is still diagnosing the VEH.
✓ SA-PB stated could be a phone issue or the cords.

RCAS-BS understood.
RCAS-BS advised DLR to start TECH LINE case if need be.

Call ended mutually.

✓ **Created By: Brandon Seay (11/26/2018 3:30 PM)**
RCAS-BS emailed DTS-Kevin Mackay asking to call DLR about C's concern.

Created By: Brandon Seay (11/26/2018 3:25 PM)
RCAS-BS placed outbound call to C at [redacted]
RCAS-BS stated call may be recorded for quality and training purposes.

C stated C has an appointment at the DLR tomorrow.
C stated C had to pay to get a new phone.
C stated C gave receipts to get a new a phone.

✓ RCAS-BS understood.
RCAS-BS stated RCAS-BS would follow up with C no later than Wednesday, November 28th.
RCAS-BS provided contact info.
RCAS-BS asked C does C have any other questions for RCAS-BS.

C declined.

RCAS-BS thanked C for time.

Call ended mutually.

Created By: Hanah Vanderlaan (11/20/2018 2:40 PM)
RCAS-HV placed outbound call to C at [redacted] RCAS-HV advised the call may be recorded for quality and training

C asked RCAS-HV to not call [redacted] as that is C daughter
C stated that C is faith
RCAS-HV understood and apologized
RCAS-Hv asked if C has been to a DLR
C stated not yet
RCAS-HV understood
C stated that C would call DLR today
RCAS-Hv understood and stated that RCAS-HV will call C on 11/26
RCAS-HV offered further assistance
C declined
Call ended mutually

✓ **Created By: Hanah Vanderlaan (11/15/2018 3:49 PM)**
RCAS-HV made outbound call to C at [redacted]
RCAS-HV left VMX stating RCAS-HV name, contact #, and C's case #. Requested a call back. and follow up for 11/19

Created By: Hanah Vanderlaan (11/13/2018 2:32 PM)
RCAS-HV placed outbound call to C at [redacted] and advised the call may be recorded for quality and training

RCAS-HV advised that RCAS-HV has never received any emails from C
C stated that C sent it yesterday but C will send recipes again
✓ RCAS-HV stated that RCAS-HV spoke with DLR and that C needs to bring VHE to DLR to have DRL look at radio
C understood and stated that RCAS-HV to call C on 11/15
RCAS-HV understood
RCAS-HV offered further assistance
C declined
Call ended mutually

✓ **Created By: Hanah Vanderlaan (11/13/2018 2:21 PM)**
RCAS-HV made outbound call to C at [redacted]
RCAS-HV left VMX stating RCAS-HV name, contact #, and C's case #. Requested a call back. and follow up for 11/15

Created By: Hanah Vanderlaan (11/13/2018 1:22 PM)
✓ RCAS-HV placed outbound call to DLR and spoke with service adviser Maria

RCAS_HV asked SA-Maria if C had brought in the VEH for the radio concerns
SA-M stated no

Created By: Hanah Vanderlaan (11/13/2018 11:01 AM)
RCAS-HV placed outbound call to DLR and was told that the SM is not available

✓ **Created By: Hanah Vanderlaan (11/9/2018 3:10 PM)**
RCAS-HV made outbound call to C at [redacted]
RCAS-HV left VMX stating RCAS-HV name, contact #, and C's case #. Requested a call back. and follow up for 11/13

✓ **Created By: Kelsey Christiansen (11/6/2018 4:16 PM)**
RCAS-KC placed outbound call to C on number [redacted]

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

RCAS-KC advised the case is being reviewed further.

C stated C is getting the receipts today.

RCAS-KC understood and would let RCAS-HV know.

C understood.

C declined further questions.

Call ended mutually.

✓ **Created By: Hanah Vanderlaan (11/1/2018 3:19 PM)**
RCAS_HV sent email to C to request documents

Created By: Hanah Vanderlaan (11/1/2018 3:18 PM)
RCAS-HV made outbound call to C at
RCAS-HV VERIFIED C's name, home & email address, concern, phone.
RCAS-HV CHECKED for open recalls/campaigns and found: 0
Previous UNRELATED Case(s) Found: 0
Previous RELATED Case(s) Found: 0
RCAS-HV ADVISED "This call may be recorded for quality and training purposes."

RCAS-HV stated that RCAS-HV is the case manager the case has been escalated too.
RCAS-HV stated that RCAS-HV will be the point of contact for C.

RCAS-HV asked C to tell a little bit about what happens to radio

✓ C stated that screen goes completely black until radio completely shut off
C's phone was connected to the VEH and the radio shutting off shorted out the phone that C had connected
C stated that C main concerns is that the VEH get repaired
C stated that C only had VEH for 5 months
C stated that C that C is upset about the phone too
RCAS-HV understood and apologized
C asked if there was any sort of way C can be compensated for the phone
RCAS-HV stated that RCAS-HV can review with some internal specialists and that RCAS-HV can review to reimburse for the phone
C understood
RCAS-HV advised that RCAS-HV will be sending C an email that C can bounce back the receipts to RCAS-HV
C understood
RCAS-HV gave direct number and follow up for 11/06
RCAS-HV asked if C had further questions
C declined
Call ended mutually

Created By: Hanah Vanderlaan (11/1/2018 3:04 PM)
✓ RCAS-HV made outbound call to C at [redacted]
RCAS-HV left VMX stating RCAS-HV name, contact #, and C's case #. Requested a call back. and follow up for 11/05

Created By: Eric Fowler (10/31/2018 2:23 PM)
SUMMARY
C called to request assistance w/ unable to diagnose concern and incidental matters.
CRR-EF forwarding to RCAS.

Created By: Eric Fowler (10/31/2018 2:23 PM)
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
CONCERN: Unable to diagnose/VEH Concern
—==—
CRR-EF received inbound call from C's mother, henceforth referred to as C

C stated Leased a rogue at end of may 2018
C states, Since leased VEH, has had concerns with central monitor/audio system
C states, Monitor blacks out at random and comes back at an unspecified time.
C states, has been trying to get the VEH diagnosed, and DLr has not been able to find concern as concern is intermittent.
C states, C is concerned as at one point it blacked while C was using the carplay feature and said incident caused the phone itself to short out, requiring a replacement of the phone.
C states, C would like assistance in getting this repaired, and investigation into cause of short-out with possibility of reimbursement if possible.

CRR-EF advised C, case would be forwarded to RCAS for review and C should receive a follow up before the end of the next business day.

C acknowledged.
BEST CONTACT: [redacted]

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]	AUDIO/VIDEO/NAVI	NAVI VIDEO MONITOR	UNABLE DIAGNOSE/DUPLICATE	11	10/31/2018	WT	AA	[redacted]	OA
		AUDIO/VIDEO/NAVI	NAVI VIDEO MONITOR	POOR OR IMPROPER OPERATION	11	10/31/2018	YX	AA		OA

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	Freddie King
Contact Email		Type	CA
Home Phone		Case Origin	Phone
Letter Sent Date		Executive Referral	✓
Letter Received Date		Exec-Received-Date	10/31/2018
Follow Up Date	12/21/2018	Status	Closed
Supporting Documents	✓		
CA Multiple Repairs		Date/Time Opened	11/1/2018 9:15 AM
Social Media Involvement		Date/Time Closed	4/9/2019 10:50 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	REVIEW: Customer called to express dissatisfaction with vehicle purchase. ACTION: case documented with concerns and awaiting Customer to provide VIN. RESOLUTION: Closing case pending Customer contact.
Case Reopen Count	1		
Description	Executive Referral, Voicemail to Vice President Dave Mazur, Customer called to express dissatisfaction with vehicle purchase.		

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	300	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	12/18/2018
IIR Date		RHR Completed	12/18/2018
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN1BJ1CR0JW[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE SPORT	Beyond PT Warranty Miles1	0
Model Code	28418	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	RAMSEY NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	Sales Dept. Review
Shared With		Requested Dealer Action	FYI

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: JN1BJ1CR0JW[redacted]	Root Cause	
Created By	LaShondra Mason, 11/1/2018 9:15 AM	Root Cause Code	LCIN
Last Modified By	NNAETL, 4/9/2019 9:05 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	420		
Action Code	4B		
What action was taken?	4B Customer Not Responding		

Agent Comments

Agent Comments	
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
4/9/2019 10:50 AM	Freddie King	Changed **Status** from Open to **Closed**.
4/2/2019 3:49 PM	Freddie King	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: JN1BJ1CR0JW[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: JN1BJ1CR0JW**[redacted]
12/20/2018 11:11 AM	Amanda Clark	Changed **Supporting Documents** from false to **true**.
12/20/2018 11:10 AM	Amanda Clark	Changed **Supporting Documents** from true to **false**.
12/19/2018 11:22 AM	Freddie King	Changed **Case Servicing Dealer** from ROCKLAND NISSAN to **RAMSEY NISSAN**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public Comment

Created By: Freddie King (4/9/2019 10:47 AM)
ARBS mailing out non contact letter to the customer

Fed Ex: [redacted]

Created By: Freddie King (4/2/2019 3:49 PM)
ARBS email to the customer:

Good day Mr. [redacted]

This is Freddie with Nissan. Just checking in with you regarding the case.

Thanks,

Created By: Freddie King (2/26/2019 11:06 AM)
ARBS email to the customer:

Good day Mr [redacted]

Will you be waiting until the end of tax season to continue moving forward, if so you can just follow up with me at that time.

Thanks,

Created By: Freddie King (2/20/2019 2:16 PM)
Email from the customer:

Sorry crazy in midst tax season be back in touch shortly.
[redacted]

Created By: Freddie King (2/14/2019 10:47 AM)
ARBS email to the customer:

Good day Mr. [redacted]

This is Freddie with Nissan. Just checking in with you regarding the case.

Thanks,

Created By: Freddie King (2/6/2019 3:08 PM)
ARBS calling the customer regarding the case

The customer did not answer

ARBS will follow up

Created By: Freddie King (1/31/2019 9:23 AM)
ARBS email to the customer:

Good day Mr. [redacted]

Just checking in with you regarding the case? No rush at all, for I just try to touch bases periodically.

Thanks,

Created By: Freddie King (1/24/2019 12:02 PM)
Email from the customer:

Thank you Sir
[redacted]

Created By: Freddie King (1/24/2019 12:02 PM)
ARBS email to the customer:

Good day Mr. [redacted]

The letter that you have is the intent letter, and the second sheet is the lien holder release agreement. If you sign that form and return it, then I can request the information from NMAC. All that I need is a copy of the registration, 6 photos (driver, passenger, front, rear, interior), and the second page singed for me to request the payoff.

Thanks,

Created By: Freddie King (1/24/2019 12:02 PM)
Email from the customer:

A legible copy of the vehicle's current registration —OK HAVE THAT
• A copy of the Title or Title application –DO NOT HAVE THAT IT IS LEASED NMAC
• A legible copy of the sales contract –GET FROM DEALER?
• Completed Lienholder Information Release Agreement (enclosed)–DID NOT GET IT WHAT IS THIS?
• Payment history –YOU HAVE IT THROUGH NMAC
• Photos – front, rear, driver side, passenger side, interior

Created By: Freddie King (1/16/2019 8:36 AM)
ARBS email to the customer:

Good day Mr. [redacted]

That is no problem. Just let me know.

Thanks,

Created By: Freddie King (1/16/2019 8:36 AM)
Email from the customer:

Sorry for the delay I have to figure out what to do to get another vehicle give me a day or two please Freddie.

Thanks.
Gary

Created By: Freddie King (1/10/2019 3:05 PM)
ARBS email to the customer:

Good day Mr. [redacted]

Attached is the intent letter that outlines the process and the information needed. If you could just sing the second page and return it, so that I can request the payoff information from NMAC.

Thanks,

Created By: Freddie King (1/10/2019 2:51 PM)
ARBS called the customer to provide Nissan's position

ARBS advised that due to the current condition of the vehicle, and the fact that the concern would still be present

ARBS advised that Nissan is in the positon to offer a repurchase at this time
ARBS provided the details for the process

The customer asked why he could not just get another vehicle

ARBS advised that there is a chance that the customer would be subject to the same concern, and with a lease it has to be the same vehicle

The customer asked to think about it

ARBS understood

The call ended mutually

Created By: Freddie King (1/9/2019 12:17 PM)
ARBS received a call from DTS Ben Foss

DTS Ben advised that he did duplicate the alignment concern, but he feels that it is a normal characteristic for the model due the design

DTS Ben advised that the Radar sensor will possibly need to be adjusted as well

ARBS understood

ARBS asked if it is okay to put place the customer in another Rogue

DTS Ben advised that it would be best to repurchase the vehicle due to the characteristic being in the design

ARBS understood

The call ended mutually

Created By: Freddie King (1/8/2019 8:41 AM)
ARBS email to the service manager Michael:

Good day Michel,

My name is Freddie with Nissan, and I spoke with you on yesterday regarding the DTS inspection for [redacted] know that you advised me that you do not have any loaners available for tomorrow, but I wanted to see if you had access to set up a rental if needed? Due to the customer having access to executive contacts we just want to assure that all ends are covered if possible. Ben will approve the cost for the loaner.

Thanks,

Created By: Freddie King (1/8/2019 8:37 AM)
Email from the DTS:

yes. we can authorize a rental vehicle. the SM should know that.... but yes, call Mike the SM and explain the high visibility of the inspection and let him know we need to provide a rental and I will approve it.

Created By: Freddie King (1/8/2019 8:36 AM)
Email from the customer:

Yes can get loaner car?

Created By: Freddie King (1/8/2019 8:28 AM)
ARBS email to the DTS:

Hey Ben,

Due to the dealership not having any loaner vehicles available, is there a way to authorize a rental if needed? Only reason I am asking that, is mainly due to the customer having email access to executives. If there is anything that I can do on my end to set it up before the inspection. Let me know.

Thanks,

Created By: Freddie King (1/8/2019 8:22 AM)
ARBS discussed the loaner option with SP Marsha

SP Marsha advised to communicate that with the DTS to approve a loaner if needed

ARBS understood

Created By: Freddie King (1/7/2019 11:37 AM)
ARBS email to the customer:

Good day Mr. [redacted]

I did receive your email, and I understand that you are having the concerns. The inspector is aware of the alignment concerns, and he will check into that as well. Just making sure that we are still all set for the inspection on 01/09/19 @ 9am.

Thanks,

Created By: Freddie King (1/7/2019 11:35 AM)
Email from the customer:

Every 2 weeks car out alignment again same thing.....lights on car drives like crap really had enough.

Created By: Freddie King (1/7/2019 11:33 AM)
ARBS email to the DTS:

Hey Benjamin,

Just wanted to give you a heads up for the inspection. Mike the service manager stated that he may not have any loaners available the day of the inspection.

Thanks,

Created By: Freddie King (1/7/2019 11:31 AM)
ARBS called the dealership to provide the inspection date and time

ARBS spoke with the SM Mike

SM Mike accepted the information, but advised ARBS that he may not have any loaners available for that day

ARBS understood

ARBS will provide that info to the DTS

SM Mike understood

The call ended mutually

Created By: Freddie King (12/21/2018 10:42 AM)
ARBS email to the DTS:

Hey Ben,

Sorry about that, but he has decided to take the 01/09/19 @ 9am.

Thanks

Created By: Freddie King (12/21/2018 10:41 AM)
Email from the customer:

Fine thanks.

Created By: Freddie King (12/20/2018 3:09 PM)
ARBS email to the customer:

Good day Mr. [redacted]

The inspector's next availability for an earlier inspection time is 01/09/19 @ 9am.

Thanks,

Created By: Freddie King (12/20/2018 3:06 PM)
Email from the DTS:

Freddie,

This dealer is 4 hours from my house. I cannot get there at 9 AM unless I am going to be in the area the night before. The original date I gave you is the 1st date back from the holiday shutdown. The next available date that I would be in the area the night before would be 1/9 at 9 am.

Created By: Freddie King (12/20/2018 11:51 AM)
ARBS email to the DTS:

Hey Ben,

The customer is asking for an earlier time on the day of inspection, or a different date with a 9 am inspection or earlier.

Thanks,

Created By: Freddie King (12/20/2018 11:46 AM)
Email from the customer:

Another day please.

Created By: Amanda Clark (12/20/2018 11:10 AM)
ECRR-AC received email case [redacted]
ECRR-AC attached documents to case

Freddie:

I have no problem with having Nissan looking at the car but I want you to understand what I have gone through with this vehicle.

Moon roof won't close day one before drove car off the lot.
Wheel so out of alignment that took it to Rockland Nissan a few days later and they did a wheel alignment.
Still not driving straight took it back to them to check it out again.
Then the FEB system failed car stopped by itself very dangerous.
Then the EGR problem/check engine light on.
Still out of alignment back in to Ramsey Nissan twice for that issue.

LaShondra promised me the $ 499 check last week.

This car is a lemon I need to have it replaced.

Thanks.

Gary

ECRR-AC toggled Supporting Documents to advise of new information
ECRR-AC exiting case

Created By: Freddie King (12/20/2018 10:55 AM)
ARBS email response:

That is more than likely the time available for that day. I can request a later date if needed

Created By: Jane Wills (12/20/2018 10:55 AM)
ECRR-JW logged email received through case [redacted] or review and exited case:
Thank you for the email I was promised reimbursement of my 1st month's
payment and I would expect that Nissan would honor that request and mail me
a check ASAP
[redacted]

Created By: Freddie King (12/20/2018 10:55 AM)
Email from the customer:

Early morning best 9 am.

Thanks.

Created By: Freddie King (12/20/2018 10:48 AM)
ARBs email to the customer:

Good day Mr. [redacted]

I understand your concern. That is why we are sending a Nissan inspector to inspect the vehicle. The inspector has provided 01/02/19 @ 11:30 am at the Ramsey Nissan in the service department, and the inspectors name is Benjamin Foss. Let me know if that date and time will work in order for the inspector to arrange his calendar for that day.

Thanks,

Created By: Freddie King (12/20/2018 10:43 AM)
Email from the customer:

For 20 minutes this morning again the emergency braking light was flashing and flashing and flashing then it does turn off.

Something still has to be wrong with the system.

Thanks.

Created By: Freddie King (12/19/2018 3:19 PM)
ARBS provided case details to Mike Smith in regards to the customer emailing the Execs

Created By: Freddie King (12/19/2018 3:05 PM)
ARBS called the customer to discuss the email due the customer tagging exec in the email

ARBS advised the customer that there is no need to link individuals to the email, for the decision will come from ARBS

ARBS advised the decision for the repurchase will come from ARBS, and as ARBS advised that the settlement will be processed once the inspection is completed

The customer asked if there was anyone else that could authorize the replacement

ARBS advised that the decision will come from ARBS

ARBS stated that there is no need to tag anyone in the email

ARBS will make the proper decision regarding the case

The customer understood

The call ended mutually

Created By: Freddie King (12/19/2018 3:00 PM)
Email from the customer:

Freddie:

I have no problem with having Nissan looking at the car but I want you to understand what I have gone through with this vehicle.

Moon roof won't close day one before drove car off the lot.
Wheel so out of alignment that took it to Rockland Nissan a few days later and they did a wheel alignment.
Still not driving straight took it back to them to check it out again.
Then the FEB system failed car stopped by itself very dangerous.
Then the EGR problem/check engine light on.
Still out of alignment back in to Ramsey Nissan twice for that issue.

LaShondra promised me the $ 499 check last week.

This car is a lemon I need to have it replaced.

Thanks.

[redacted]

Created By: Freddie King (12/19/2018 11:39 AM)
ARBS email to the customer:

Good day Mr. [redacted]

This is Freddie with Nissan, and I wanted to provide me email contact for future correspondence.

Thanks,

Created By: Freddie King (12/19/2018 11:35 AM)
ARBS submitted the DTS request

Created By: Freddie King (12/19/2018 11:32 AM)
ARBS calling the customer to discuss the case

ARBS asked if the customer was available to speak

The customer stated yes

ARBS advised that ARBS has taken over the case regarding the vehicle concern

ARBS asked if the customer could confirm that the vehicle was picked up last night, and the performance after the repair

The customer confirmed that the vehicle was picked up and the vehicle is performing fine, but with all of the trouble he has encountered with the vehicle he would like another one

ARBS understood

ARBS advised that Nissan would first like to schedule for a Nissan inspector to come out and inspect the vehicle

The customer agreed

ARBS advised that ARBS would send a request and have a date and time within 48 hours, so ARBS will follow up on Friday

The customer understood

The customer asked if Lashondra would be working on the case anymore
ARBS advised that she would not, and ARBS will be the point of contact moving forward

The customer asked about the payment reimbursement

ARBS advised that ARBS would process the payment after the inspection is complete

The customer was not happy with the answer

ARBS understood

ARBS advised that ARBS will be out of the office 12/24/18 – 12/25/18, and any further details after Friday will discussed upon ARBS return

The customer understood

ARBS advised that ARBS will send an email for future correspondence

The customer agreed

The call ended mutually

Created By: Freddie King (12/19/2018 11:11 AM)
ARBS taking over the case

Created By: Freddie King (12/19/2018 11:11 AM)
ARBS discussed the case with TL Chad

TL Chad advised to have the DTS inspect the vehicle

Created By: Freddie King (12/19/2018 11:06 AM)
ARBS-FK RHR Summary

5 visits for the alignment concern
5 repairs (Full alignment, 3 wheel alignment)
17 days down

1 visit for the check engine light
1 repair (reprogrammed the ECM)
2 days down

1 visit for the sunroof not closing
1 repair (realigned sunroof glass)
4 days down

Total: 6 repairs 17 days down

Created By: Freddie King (12/19/2018 10:59 AM)
ARBS called Ramsey Nissan to gather info on the repair

ARBS spoke with Allen in service

SA Allen advised that the customer picked up the vehicle last night, and the only thing that was done was an alignment

ARBS understood

ARBS asked if the RO could be sent over to ARBS

SA Allen asked if ARBS could send an email request

ARBS agreed

The call ended mutually

Created By: Amanda Clark (12/19/2018 10:43 AM)
ECRR-AC received email cases [redacted]
ECRR-AC attached emails to case

LaShondra feel better.....

Hot tea honey and slippery elm work great.😂😂😂😂😂

[redacted]

LaShondra hope feeling better.

If Nissan buys back my car do I have to get the same model?

Mine is 2018.5: are none at any local dealers just 2019 SL models.

After all I have gone through think should replace with a 2019 model (it has Android Car lololol)

By way did the check go out to me for the 1st months payment reimbursement?

Thank you again.

_

[redacted]

They could not duplicate the flashing emergency braking light but as I mentioned another wheel alignment that is the 4th one already. No reason unless a defect in the vehicle that a car needs a wheel alignment every other week.

I am looking forward to replacing this vehicle ASAP just been 6 weeks of hell and I am tired of this.

Much appreciated.

_

[redacted]

ECRR-AC toggled Supporting Documents to advise of new information
ECRR-AC exiting case

Created By: Freddie King (12/19/2018 10:43 AM)
ARBS called the Rockland Nissan to check on the repair

ARBS spoke with Tim in service

SA Tim advised that the customer has not been back into the dealer since 11/19/18 for the alignment concern, and the shop foreman rode with the customer confirming the normal operation

ARBS understood

ARBS confirmed that the customer does not have an open RO currently

ARBS understood

The call ended mutually

Created By: Freddie King (12/19/2018 9:15 AM)
ARBS-FK RHR Review
State: NY
In Service Date: 10/26/18
DTS: No

VSC: No
Tech Line: [redacted]
Related Cases: 16 related Cases
Warranty Cases: No Campaigns
Campaigns: No
Purchased: NMAC Lease 10/26/18

10/26/18 @ 14 miles – RO# [redacted] - 4 days down
Concern:
1. SUNROOF DOESNT CLOSE RIGHT
Action:
1. REALIGNED SUNROOF GLASS AND REPROGRAMED MOTOR

10/31/18 @ 818 miles – RO# [redacted] - 7 days down
Concern:
1. Vehicle pulling
Action:
1. Performed all wheel alignment

11/12/18 @ 1,856 miles – RO# [redacted] - 1day down
Concern:
1. STEERING WHEEL NOT STRAIGHT VEHICLE PULLING
2. FRONT COLLISION SENSOR GOES OFF ON ITS OWN

Action:
1. No dupl
2. Reprogrammed ICC/ADAS

11/19/18 @ 2,294 miles – RO# [redacted] - 1 day down
Concern:
1. The vehicle is pulling

Action:
1. Normal operation

11/28/18 @ 2,722 miles – RO [redacted] - 2 days down
Concern:
1. There is a lot of play when the steering wheel is centered
2. Check engine light is on

Action:
1. No dupl
2. Reprogrammed ECM

Created By: Jeremy Angelini (12/18/2018 2:33 PM)
ECRR-JA received email from case [redacted]
ECRR-JA logged email to case for further review
ECRR-JA exiting case

I just found out from Ramsay Nissan that they're keeping the car overnight
to do some more testing on the emergency braking system but the car was out
of alignment again they did another wheel alignment there is something
wrong with this vehicle if you have to align it 4 times in the 1st 6 weeks
that I have had the car.

[redacted]

✓ **Created By: LaShondra Mason (12/18/2018 12:39 PM)**
EXEC-LM notating Rockland Nissan is unwilling to work with Customer to trade vehicle or communicate with Customer regarding concerns.

Created By: LaShondra Mason (12/18/2018 12:36 PM)
EXEC-LM placed outbound call to C [redacted]
EXEC-LM stated wanted to inform C of repurchase request being submitted after appointment on Monday as previously discussed.
Customer thanked EXEC-LM for update.
Customer asked how long does the review normally take.
EXEC-LM stated up to 10 days.
EXEC-LM stated will follow up with C again on Fri 12/21/2018

Created By: Nicki Barror (12/18/2018 11:55 AM)
DRTS received the RHR. The RHR was assigned to ARBS Freddie King for review

✓ **Created By: Courtney Crockett (12/18/2018 11:13 AM)**
EXEC-CC submitted RHR for review.

✓ **Created By: Courtney Crockett (12/18/2018 11:11 AM)**
EXEC-CC attached C's RO's and RHR.

Created By: Courtney Crockett (12/18/2018 10:53 AM)
EXEC-CC placed outbound ROCKLAND NISSAN and spoke SA-Sam.
✓ EXEC requested RO [redacted] be faxed and provided fax number.
SA agreed.
Call ended mutually.

Created By: Courtney Crockett (12/18/2018 10:25 AM)
EXEC-CC placed outbound ROCKLAND NISSAN and spoke SA-Sam.
✓ EXEC inquired if C came into the DLR yesterday?
SA stated the VEH was picked up on the 5th, and there are no open RO's.
EXEC thanked SA.
Call ended mutually .

Created By: Courtney Crockett (12/18/2018 10:23 AM)
✓ EXEC-CC placed outbound call to ROCKLAND NISSAN and requested to speak with the SM.
Call transferred and EXEC received a VMX for SM.
EXEC ended call.

Created By: LaShondra Mason (12/14/2018 9:05 AM)
From: [redacted]
Sent: Wed Dec 12 14:02:04 GMT 2018
To: nissanconsumeraffairs@my-nissan-usa.com
Subject: Re: Your inquiry to Nissan [ref:_00DA09j8L._5000G1dgByq:ref]

Received, thank you.

✓ Lied hrough their teeth the check was not dated until December 6th this dealership should have their franchise pulled they are unethical vile and basically violating every customer service rule in the State of New York in my opinion.

I left you an voicemail still too many flashing lights in the morning on the car it's going back to service next Monday morning this cannot continue I'm done with this vehicle please do anything you possibly can to get Nissan to buy this car back and use it as anything except a drivable vehicle lol.

Thank you again for all your help consideration.

[redacted]

Created By: Selina Margetts (12/13/2018 4:54 PM)
ECRR SM received statement on case [redacted]
ECRR SM attached to case for review
ECRR SM exited case

✓ **Created By: LaShondra Mason (12/13/2018 2:48 PM)**
EXEC-LM placed outbound call to C [redacted]
C stated spoke to Ms. Mackey at NMAC and believes that another month payment was due
C stated NMAC is investigating the payments to see if anymore is needed to be refunded.
C stated the payment was due Dec. 1st.

C stated will make the payment this weekend.
EXEC-LM stated because of the inconvenience.
EXEC-LM will reimburse C for the payment.
C thanked EXEC-LM for help and advised EXEC-LM has been wonderful.
EXEC-LM stated will follow up with C on Tues 12/18 after appointment.
Call ended mutually.

Created By: LaShondra Mason (12/13/2018 2:29 PM)
EXEC-LM asked NMAC about new lease on veh and when payments start.

NMAC advised the new lease was on hold until the old retail account was paid off. C payments are due on the 1st of the month.

Created By: LaShondra Mason (12/13/2018 2:28 PM)
EXEC-LM received email from NMAC Courtney Bradley
The payoff was received and applied to his account yesterday. We also submitted a credit reporting adjustment to remove the 1x30 due to the delayed payoff from the dealership.

Created By: LaShondra Mason (12/12/2018 1:22 PM)
EXEC-LM moving follow up to 12/13. Awaiting payment date from NMAC.

Created By: Jane Wills (12/12/2018 8:54 AM)
ECRR-JW logging email received through case #[redacted] below for review and exited case:
Please check NMAC correct credit.
Thank you LaShondra.
[redacted]

Created By: LaShondra Mason (12/12/2018 7:32 AM)
12/12/2018

Case #[redacted]

VIN #JN1BJ1CR0JW[redacted]

Dear[redacted]

As requested, here is a copy of the check sent from Rockland Nissan to Nissan Motor Acceptance Corporation.

Case #[redacted] has been updated to document this request. Please feel free to contact me directly at 615-725-7532 with any questions or comments.

Sincerely,

Nissan

LaShondra
Executive Specialist
Nissan North America, Inc.

Created By: Jeremy Angelini (12/11/2018 12:23 PM)
ECRR-JA received documents from case[redacted]
ECRR-JA attached documents to case for review
ECRR-JA exiting case

Created By: LaShondra Mason (12/10/2018 1:04 PM)
EXEC-LM received email from Celeste Stevenson- FAC requesting update on concern.

Created By: LaShondra Mason (12/10/2018 12:53 PM)
EXEC-LM placed outbound call to C.
EXEC-LM stated received emails from the weekend.
EXEC-LM stated all the EXECs are aware of the situation.
EXEC-LM stated spoke to NMAC and the check was sent from the DLRSHP on 12/6/2018.
EXEC-LM stated will stay in contact with process from other departments. C stated cannot deal with the DLR and EXEC-LM doesn't know what the C is going through.
C stated this DLR is scum.
C stated this is the worst DLR C has ever been to.
C stated the DLR must be paying people off to write good reviews.
C asked about the trade payoff.
EXEC-LM stated recently received the check for the payoff and will send to C.
C asked when the new veh will be registered.
C stated has an appointment on Mon 12/17

C asked if there is any assistance to be had in getting rid of the veh.
EXEC-LM stated will submit a RHR to ARBS but no guarantee assistance will be provided.
EXEC-LM stated will gather all the ROs from the DLRSHP.
C stated EXEC-LM has been great in dealing with the matter.
C asked if the veh is bought back would C get into a 2019.
EXEC-LM stated if the veh is repurchased ARBS will discuss all the details.
C thanked EXEC-LM for helping.
C stated does not know what else to do.
EXEC-LM recommended for C not to send any more emails about case to executives.
EXEC-LM stated all are aware of the situation and the emails are forwarded back to EXEC-LM.
C understood.
C stated will follow up with C on Wed 12/12.
Call ended mutually.

Created By: Vincenza Rispoli (12/8/2018 2:49 PM)
ECRR-VR logging email from Case #[redacted]
ECRR-VR exiting case

[redacted]

——— Forwarded message ———
From: [redacted]
Date: Sat, Dec 8, 2018, 11:06 AM
Subject: Re: What I do now???????
To: <dfriehling@rocklandnissan.com>
Cc: Nicole Dunn <ndunn@rocklandnissan.com>

This has been a fiasco from day one I am still dealing with NMAC who still
does not show that my loan has been paid off I have received nothing on my
new lease. The car is a total absolute piece of garbage crap it is a
disgusting vulgar driving machine.

The emergency braking system failed the EGR system needed to be replaced
the car still pullls now I have the blinking lights
on the dashboard again for the emergency braking system even though I
thought it was repaired.

I am dealing directly with Nissan in Tennessee I am going to get
satisfaction through them or other legal options.

I have been treated like a total piece of s..t from basically everyone in
your dealership except for Jennifer in DMV.

I am tired of excuses being ignored and everything else on the planet. Dealing with your dealership has stressed me out beyond belief raised my blood pressure sky high. Enough, totally enough and I'm done.

What has gone on in the past 5 weeks is totally inexcusable and again to use my favorite words gross disgusting vulgar and horrific.

[redacted]

On Sat, Dec 8, 2018, 10:41 AM David Friehling <dfriehling@rocklandnissan.com wrote:

> [redacted]
>
> Great to hear that. MAZELTOV!
>
> David
>
> ——Original Message——
> From[redacted]
> Sent: 12/8/2018 10:17 am
> To: dfriehling@rocklandnissan.com
> Subject: Re: What I do now???????
>
> I spoke with Jennifer who is absolutely wonderful she sent me the
> registration by fedex I will have it today.
>
> [redacted]
>
> On Sat, Dec 8, 2018, 10:14 AM David Friehling <
> dfriehling@rocklandnissan.com wrote:
>
>> [redacted]
>>
>> I gave the paperwork you faxed the other day to the DMV clerk here. The
>> DMV people are not here today so I will check on your registration when the
>> ycome in on Monday.
>>
>> David
>>
>> ——Original Message——
>> From: [redacted]
>> Sent: 12/7/2018 10:57 am
>> To: NissanConsumerAffairs@my-nissan-usa.com [
>> nissanconsumeraffairs@my-nissan-usa.com],Nicole Dunn [
>> ndunn@rocklandnissan.com],dfriehling@rocklandnissan.com,
>> anthonynissan95@gmail.com
>> Subject: What I do now???????
>>
>>
>> [redacted]

Created By: Vincenza Rispoli (12/8/2018 1:58 PM)
ECRR-VR logging C's email from Case #[redacted]
ECRR-VR exiting case

Lights blinking
Tried to send you a video of the emergency braking light blinking on and off but the video exceeds the capacity of the email this is never ever going to end.

I sent you an email earlier that I got from Nissan that they're still showing a past due balance I have received nothing about the new lease this really hasto be resolved you are amazing but this doesn't end.

[redacted]

Created By: Jeremy Angelini (12/7/2018 12:11 PM)
ECRR-JA received documents from case [redacted]
ECRR-JA attached documents to case for review
ECRR-JA exiting case

Created By: Selina Margetts (12/7/2018 11:49 AM)
ECRR SM attached PO from case [redacted]
ECRR SM noting no name or address or on PO
ECRR SM did not update ownership for this reason
ECRR SM exited case

Created By: Selina Margetts (12/6/2018 4:59 PM)
ECRR SM logged email from case [redacted]
****
[redacted]
<https://www.fedex.com/apps/fedextrack/?tracknumbers=[redacted]
<https://www.fedex.com/apps/fedextrack/?tracknumbers=[redacted]
<https://www.fedex.com/apps/fedextrack/?tracknumbers=[redacted]
Delivered
Friday 11/30/2018 at 4:39 am
DELIVEREDSigned for by: [redacted]
GET STATUS UPDATES
<https://www.fedex.com/apps/fedextrack/?tracknumbers=[redacted]OBTAIN
PROOF OF DELIVERY
<https://www.fedex.com/apps/fedextrack/?tracknumbers=[redacted]
FROM

BLAUVELT, NY US

TO

MEMPHIS, TN US

-

[redacted]

****
ECRR SM exited case

Created By: Maria Hipolito (12/6/2018 2:54 PM)
ECRR-MH received email case[redacted] convert to PDF due to length
ECRR-MH attached file to case[redacted] or review
ECRR-MH toggled supporting documents box
ECRR-MH exited case

✓ Created By: LaShondra Mason (12/6/2018 2:21 PM)
EXEC-LM placed outbound call to [redacted] after receiving an email.
C stated is going to sue the DLR for 45 million.
C stated is done with the car, the DLR and everything on the planet.
C stated found out again today there is late payments and the loan still isn't paid.
C stated has a new loan with no information, no registration.
C stated life is being ruined about everyone except EXEC-LM.
C stated the veh is going back in and all the lights are still flashing on dash.
C stated the FEB lights is on non stop.
C stated between the DLR and car quality... C stated is done.
C stated the tracking #[redacted] DLR provided was suppose to have arrived to NMAC on Dec.4
C stated will be the 7th trip to get the veh in to the DLRSHP.
C stated this is unacceptable.
C doesn't know what to do.
C stated was told that more docs were needed because C has NJ license.
C stated is a lack of consideration.
C stated needs to get this taken care.
C stated has had 6 issues with the car and 28 issues with the DLR.
C stated is done with Nissan for the rest of C life because of the DLR.
C stated is infuriated.
C stated doesn't know which direction to go anymore.

EXEC-LM apologized for the inconvenience.
EXEC-LM stated will look into the matter.

C stated will be taking the veh back to Ramsey Nissan for service.
C stated none of this should be happening.
C stated EXEC-LM should be receiving a letter
C asked for EXEC-LM to call C by first name.
C asked for EXEC-LM to contact C whenever can.

EXEC-LM stated will continue to make contact with the GM to address concern.
EXEC-LM stated will get more information on new veh registration and payment schedule.
EXEC-LM apologized for the situation.
C stated EXEC-LM is the best part of this concern.

Call ended mutually.

Created By: LaShondra Mason (12/6/2018 1:51 PM)
✓ EXEC-LM placed outbound call from GM-Tim Okeefe after receiving a vmx on Wed from GM.
EXEC-LM left vmx with contact

Created By: Chi Orji (12/6/2018 10:58 AM)
SECRR-CO logging email received from C in [redacted]

Still do not have the registration for the car nor the lease payments info
for the new vehicle.

[redacted]

✓ Created By: LaShondra Mason (12/4/2018 4:19 PM)
EXEC-LM sent email to DOM- Scott Cairo requesting assistance for DLR response to resolve C's concern.

✓ Created By: LaShondra Mason (12/4/2018 4:15 PM)
EXEC-LM sent email to GM and GSM requesting a return call.

Created By: LaShondra Mason (12/4/2018 4:14 PM)
From: [redacted]
Sent: Tue Dec 04 16:23:33 GMT 2018
To: nissanconsumeraffairs@my-nissan-usa.com
Subject: Fwd: Your inquiry to Nissan [ref:_00DA09j8L._5000G1dgByq:ref]

LaShondra good morning:

✓ *The car still does not drive straight I don't care what anyone says.*

I am still not sure if the loan was paid off or not.

I need to get rid of the car it is a lemon horrific and I do not want to spend the next few years driving it.

Thank you.
[redacted]

Created By: LaShondra Mason (12/4/2018 2:33 PM)
✓ ***DISREGARD***
EXEC-LM notating previous email to [redacted] (Created By: LaShondra Mason 12/3/2018 5:48 PM) was documented on the incorrect case.

Created By: LaShondra Mason (12/3/2018 5:48 PM)
12/3/2018

Case # [redacted]

Dear [redacted]

Thank you for taking the time to contact Nissan North America's Communications Director, Brian Brockman and allowing us the opportunity to be of assistance with researching your inquiry of the usage of your email address.

✓ We apologize for the inconvenience of sending the survey to you instead of the [redacted] who owns a Nissan vehicle. I cannot explain exactly how Fuccillo Nissan of Orange Park received your email address, however we believe this was an accidental error that was only documented in the dealership's service department records. The dealerships uses an abbreviation of dlr when writing dealer which could have been entered as your email address by mistake. We have removed your email from the corporate mailing list and ask for you to please allow up to 30 days for all correspondence to cease.

Case # [redacted] has been created to document this request. If you have any further questions or comments, please feel free to contact me at 615-725-7532.

Sincerely,

Nissan

_____
LaShondra
Executive Specialist
Nissan North America, Inc.

✓ Created By: LaShondra Mason (12/3/2018 4:03 PM)
From: [redacted]
Sent: Fri Nov 30 16:30:00 GMT 2018
To: nissanconsumeraffairs@my-nissan-usa.com
Subject: Re: Your inquiry to Nissan [ref:_00DA09j8L._5000G1dgByq:ref]

On Mon, Nov 12, 2018 at 2:35 PM [redacted] wrote:

> *LaShondra:*
>
> *Issue 1--picked car up and moon-roof would not close* *Issue 2--car
> out of alignment over 1 degree * *Issue 3--fixed alignment again
> pulling opposite way did another alignment* *Issue 4--car needed a
> complete replacement of front radar unit*
>
> *That is quite enough for first 2 weeks this is a lemon I want dealer
> to swap out this car for another one ASAP.*
>
> *Thank you.*

Created By: Vincenza Rispoli (12/1/2018 3:29 PM)
ECRR-VR logging email from Case # [redacted]
ECRR-VR exiting case

Please send me proof of that immediately and also send proof of it to
Nissan in Tennessee.

I still need the registration for the vehicle and I also still need
information on my new lease payment I have received neither of these items.

Thank you.

[redacted]

On Sat, Dec 1, 2018, 1:36 PM Nicole Dunn <myworknissan@gmail.com wrote:

> No. Everything was sent to the bank Friday night
>
>
> On Sat, Dec 1, 2018, 1:26 PM [redacted] wrote:
>
>> Anthony told me all the paperwork/check has already been sent to NMAC.
>> Lie?
>>
>> [redacted]
>>
>> On Sat, Dec 1, 2018, 1:06 PM Nicole Dunn <myworknissan@gmail.com wrote:
>>
>>> [redacted]
>>> I am handling this on Monday.
>>> I have been calling you for 3 days. Please stop sending requests to bmw
>>> they are only coming to me. Jonathan is aware of you situation and we are
>>> working on it.

Created By: Taylor Willock (12/1/2018 1:55 PM)
ECRR-TW logging email response recieved from C on case [redacted]
ECRR-TW exiting case

Can you say total fiasco there is no other way to describe this at this
point and I am at my total wits end with this entire freaking transaction
so Monday I'll get some legal advice.

[redacted]

On Sat, Dec 1, 2018, 10:54 AM David Friehling <dfriehling@rocklandnissan.com
wrote:

> [redacted]
>
> Fowarded to Nicole to let her know this.
>
> Office and DMV in dealership are not in today, Saturday.
>
> Will check Monday.
>
> David
>
> Rockland Nissan
>
> 845-358-6700
>
> ext. 7034
>
>
> ——Original Message——
> From: [redacted]
> Sent: 12/1/2018 9:20 am
> To: Nicole Dunn [ndunn@rocklandnissan.com],Larry Friedman [
> lfriedman@rocklandnissan.com],dfriehling@rocklandnissan.com,
> loug@rocklandnissan.com
> Subject: Open
>
> Payoff loan?
>
> Registration?
>
> [redacted]

Created By: LaShondra Mason (11/30/2018 11:24 AM)
EXEC-LM sent email to GM- Tim O'kefee

C took the veh to another DLRSHP and was told there was nothing wrong with the front end.
C stated the check engine light caused ETR replacement.

C stated has sent email to the president of the company.
C stated this is inexcusable and unacceptable.
✓ C stated there is a limit of what EXEC-LM can do.

EXEC-LM stated has been in contact with GM, Sls Mgr and accounting.
C stated the GM is aloof.
C stated if this is not resolved by Mon or Tues, C will file a complaint with the state.
C stated will sue if cannot get this resolved.
EXEC-LM stated will keep working with the DLR and NMAC to attempt to resolve.
C thanked EXEC-LM.
Call ended mutually.

✓ Created By: LaShondra Mason (11/30/2018 10:15 AM) | Last Modified By: LaShondra Mason (11/30/2018 10:15 AM)
EXEC-LM placed outbound call to accounting, left vmx requesting a return call to discuss C case in further detail due to the veh not being paid off.

✓ Created By: LaShondra Mason (11/30/2018 10:14 AM)
EXEC-LM placed outbound call to Finance- Lou Guerra left vmx requesting a call back to discuss C's concerns.

Created By: LaShondra Mason (11/29/2018 4:02 PM)
From: [redacted]
Sent: Thu Nov 29 17:01:29 GMT 2018
To: nissanconsumeraffairs@my-nissan-usa.com
✓ Subject: Re: Your inquiry to Nissan [ref:_00DA09j8L._5000G1dgByq:ref]

Rockland Nissan never paid off my car loan help.

Gary

Created By: LaShondra Mason (11/29/2018 3:01 PM)
✓ EXEC-LM placed outbound call to Finance, left vmx for Lou Guerra requesting a return call to discuss C's concerns and possible assistance with trade and payoff of previous Rogue.
EXEC-LM provided contact

✓ Created By: LaShondra Mason (11/29/2018 2:51 PM)
Email received on 11/21/2018-NMAC-Kay Wolfe stated the DLRSHP was provided a pay off quote on 11/19/2018 and has not received payoff from DLR.

****
EXEC-LM emailed NMAC to inquire if the payoff was received.

Created By: Selina Margetts (11/29/2018 12:32 PM)
ECRR SM logged email from case [redacted]
****

Nissan says LOAN IS STILL NOT PAID
OFF!!!

WHAT ABOUT THE NEW LOAN???????????

[redacted]

****
ECRR SM exiting case

Created By: LaShondra Mason (11/29/2018 8:14 AM)
From: [redacted]
Sent: Fri Nov 23 16:56:14 GMT 2018
To: nissanconsumeraffairs@my-nissan-usa.com
✓ Subject: Re: Your inquiry to Nissan [ref:_00DA09j8L._5000G1dgByq:ref]

The car is 3 weeks old the check engine light is on now.

[redacted]

Created By: Amanda Clark (11/26/2018 9:02 AM)
ECRR-AC received email case [redacted]
ECRR-AC attached email to case

The check engine light is on now!!!!!!!!!!!!
I want this car bought back and replaced with another one this is a piece of garbage it is junk it is horrible and this is pure stupidity that I have to spend my 1st month with a new car living at a Nissan dealer I'm done with all this Nicole.

Moonroof would not close day one.

Forward emergency braking system defective had to be replaced.

Vehicle totally out of alignment still out of alignment.

Check engine light is on.

Oh yeah it's a brand new car it's perfect there is nothing wrong with it lololol.

Give me a break let's get back to reality here.

[redacted]

ECRR-AC toggled Supporting Documents to advise of new information
ECRR-AC exiting case

Created By: Vincenza Rispoli (11/24/2018 9:33 AM)
ECRR-VR logging C's email from Case #[redacted]

I have only just begun to prove that this car is a total piece of garbage and I want it replaced by the dealership immediately I am in touch with Nissan in Tennessee who at least has consideration to return my emails and appears to want you help me which no one ever does at Rockland Nissan which does not surprise me really........Nicole no one seems to give a dam on any level huh.

Created By: Vincenza Rispoli (11/24/2018 9:29 AM)
ECRR-VR logging C's email from Case #[redacted]

This car is going give me a stroke.

Check engine light on I want this vehicle replaced ASAP.

Created By: Vincenza Rispoli (11/24/2018 9:25 AM)
ECRR-VR logging email from Case #[redacted]

[redacted]

——— Forwarded message ———
From: NissanConnect Services <
customercare@confirmation.nissanconnectservices.com>
Date: Fri, Nov 23, 2018, 8:03 PM
Subject: NissanConnect Services Maintenance Alert Notification
To: <gmacpanj@gmail.com>

A Maintenance Alert was received from your ROGUE SPORT. Your vehicle's service engine soon Malfunction Indicator Light (MIL) is on.

This may indicate a potential emission control malfunction. The malfunction indicator light may also come on steady if the fuel-filler cap is loose or missing, or if the vehicle runs out of fuel. Check to make sure the fuel-filler cap is installed and closed tightly, and that the vehicle has at least 3 US gallons (11.4 liters) of fuel in the fuel tank.

After a few driving trips, the malfunction indicator light should turn off if no other potential emission control system malfunction exists.

If this indicator light remains on for a short time and then flashes briefly when the engine is not running, it indicates that the vehicle is not ready for an emission control system inspection/maintenance test. (See "Readiness for Inspection/Maintenance (I/M) test" in your vehicle's owner's manual)

Operation:
The malfunction indicator light will come on in one of two ways:

* Malfunction indicator light on steady - An emission control system malfunction has been detected. Check the fuel-filler cap if the LOOSE FUEL CAP warning appears in the dot matrix liquid crystal display. If the fuel-filler cap is loose or missing, tighten or install the cap and continue to drive the vehicle. The malfunction indicator light should turn off after a few driving trips. If the malfunction indicator light does not turn off after a few driving trips, have the vehicle inspected by an Nissan retailer. You do not need to have your vehicle towed to the retailer.

To easily schedule a service appointment with an Nissan retailer, click on the links in the bottom of this email.

* Malfunction indicator light blinking - An engine misfire has been detected which may damage the emission control system.

To reduce or avoid emission control system damage:

1) Do not drive at speeds above 45 MPH (72 km/h).

2) Avoid hard acceleration or deceleration.

3) Avoid steep uphill grades.

4) If possible, reduce the amount of cargo being hauled or towed.

The malfunction indicator light may stop blinking and remain on.

Have the vehicle inspected by an Nissan retailer. You do not need to have your vehicle towed to the retailer.

CAUTION:

Continued vehicle operation without having the emission control system checked and repaired as necessary could lead to poor driveability, reduced fuel economy, and possible damage to the emission control system.

See the information below to schedule an appointment with an Nissan Retailer:

Search for an Nissan Retailer
Dealer Locator link
<https://www.nissanusa.com/nissandealers/locate/index?tool=header.st.locator.link&zipCode=10901>

* Nissan Connect services are dependent upon the telematics device being in operative condition, cellular connection availability, navigation map data and GPS satellite signal reception, which can limit the ability to reach either Nissan Connect Customer Care or receive support. Terms and conditions of Nissan Connect Agreement apply. Please do not reply to this e-mail as we are not able to respond to messages sent to this address.

Created By: Vincenza Rispoli (11/24/2018 9:19 AM)
ECRR-VR attached picture from Case # [redacted] and noting C stated Still On

Created By: LaShondra Mason (11/21/2018 10:26 AM)
EXEC-LM received vmx from C asking if C should take the veh in to another DLR due to C still feels the veh isn't driving correctly.

****

EXEC-LM placed outbound call to C [redacted] left vmx stating if C feels the steering is still incorrect to take the veh to another DLRSHP to have inspected.
EXEC-LM stated if another DLR is stating the veh is operating as designed then there is nothing further that can be done.

✓

****
EXEC-LM received incoming call from C apologizing from missing EXEC-LM call.
EXEC-LM provided information from vmx.
EXEC-LM stated once the veh is inspected by another DLR and if C is charged diagnostic fee, EXEC-LM will reimburse.
EXEC-LM stated if determined the veh is operating as designed there is nothing further that can be done.
C understood, thanked EXEC-LM.
Call ended mutually.

Created By: LaShondra Mason (11/21/2018 8:42 AM)
✓ EXEC-LM placed outbound call to C [redacted] left vmx stating the DLR has paid off the veh and there was a delay in processing due to the holidays.
EXEC-LM stated will follow up with C on Tues 11/27/2018.

Created By: LaShondra Mason (11/21/2018 8:39 AM)
✓ EXEC-LM placed outbound call to Finance.
The veh has been paid off and should be get to the NMAC by Fri or Mon due to the holidays.

✓ **Created By: LaShondra Mason (11/20/2018 11:17 AM)**
EXEC-LM sent email to NMAC inquiring if the previous trade was paid off by DLR.

✓ **Created By: LaShondra Mason (11/20/2018 11:12 AM)**
EXEC-LM placed outbound call to Finance- Anthony requested a return call to discuss C concern with payoff on trade.

Created By: LaShondra Mason (11/20/2018 11:09 AM)
From: [redacted]
Sent: Tue Nov 20 13:52:15 GMT 2018
To: nissanconsumeraffairs@my-nissan-usa.com
Subject: Re: Your inquiry to Nissan [ref:_00DA09j8L._5000G1dgByq:ref]

I took the car back in again for the steering issue and I was told it is normal and it is all due to be electronic steering but this is not normal.
✓ I am driving this around all day it is NOT the way a new car should drive this is the worst vehicle I have ever owned in my entire life and I'm tired of bringing it back and they can't fix it they tell me it's fine it is definitely not.

And again they have not paid off my old loan yet with Nissan finance which is a very very big problem and it needs to be resolved.

Thank you.

[redacted]

Created By: LaShondra Mason (11/16/2018 2:10 PM)
✓ EXEC-LM placed outbound call to DLR.
Receptionist stated there was a snow storm and C was not able to make the appointment today.
New drop off was scheduled for Mon. 11/19/2018

Created By: LaShondra Mason (11/14/2018 11:15 AM)
EXEC-LM placed outbound call to C [redacted]
EXEC-LM stated received C's emails and asked if C spoke to the Sales Mgr about trading veh.
C stated is taking the veh back to service on Fri 11/16 for the alignment and will contacted EXEC-LM if there is still an issue.
✓ C stated has been driving for years and C knows when the veh is not driving correctly.
C stated only takes 3 attempts to get the veh bought back.
EXEC-LM stated is all dependent on the lemon law for C's state.
C stated will let EXEC-LM know what happens after the appointment.
EXEC-LM agreed.
Call ended mutually.

Created By: LaShondra Mason (11/14/2018 11:07 AM)
From: [redacted]
Sent: Wed Nov 14 14:33:33 GMT 2018
To: nissanconsumeraffairs@my-nissan-usa.com
✓ Subject: Re: Your inquiry to Nissan [ref:_00DA09j8L._5000G1dgByq:ref]

Nissan service documents attached.

The car is still not driving straight just tired of this nonsense.

Created By: LaShondra Mason (11/14/2018 8:41 AM)
✓ EXEC-LM placed outbound call to Ramsey Nissan to inquire if C purchased veh from DLR.
Receptionist stated there were no new purchased from C.

✓ **Created By: LaShondra Mason (11/14/2018 8:40 AM)**
EXEC-LM sent email to NMAC requesting VIN and DLR of purchase.

✓ **Created By: LaShondra Mason (11/14/2018 8:28 AM)**
11/14/2018

Case # [redacted]

VIN #

Dear [redacted]

Thank you for contacting Nissan North America regarding your concern with your Rogue. We apologize for any inconvenience this situation may have caused you.

Per our previous conversation, have you spoken to the Sales Department to inquire if the dealership is willing to assist with trading you out of your current vehicle?

Also please send us the following additional information to update your account:

* The Vehicle Identification Number (VIN) for your vehicle (if not displayed above

*Nissan Dealership where vehicle was serviced.

You may send this information to us in writing or you are welcome to call me at 615-725-7532. Once we receive the requested information, we will promptly review your Case for individual handling.

Case [redacted] has been updated to document this request. Please reference this Case number when you write or call.

We look forward to hearing from you soon. Your satisfaction is important to us!

Sincerely,

Nissan

_____
LaShondra
Executive Specialist
Nissan North America, Inc.

Created By: LaShondra Mason (11/14/2018 8:14 AM)
From: [redacted]
Sent: Wed Nov 14 01:49:36 GMT 2018
To: nissanconsumeraffairs@my-nissan-usa.com
Subject: Re: Your inquiry to Nissan [ref:_00DA09j8L._5000G1dgByq:ref]

✓

Also OEM Bridgestone tires are rated dangerous in the snow/ice on many websires.

How deliver such a horrific car????????

[redacted]

Created By: LaShondra Mason (11/12/2018 2:29 PM)
From: [redacted]
Sent: Mon Nov 12 19:35:57 GMT 2018
To: nissanconsumeraffairs@my-nissan-usa.com
Subject: Re: Your inquiry to Nissan [ref:_00DA09j8L._5000G1dgByq:ref]

✓ *LaShondra:*

Issue 1--picked car up and moon-roof would not close *Issue 2--car out of alignment over 1 degree * *Issue 3--fixed alignment again pulling opposite way did another alignment* *Issue 4--car needed a complete replacement of front radar unit*

That is quite enough for first 2 weeks this is a lemon I want dealer to swap out this car for another one ASAP.

Thank you.

Created By: LaShondra Mason (11/12/2018 9:56 AM)
*** [Added after the case is closed.] ***
11/12/2018

Case # [redacted]
VIN #

Dear [redacted]

Thank you for contacting Nissan North America regarding your concern with your Rogue. We apologize for any inconvenience this situation may have caused you.

So that we may expedite your inquiry and provide you the best service, please send us the following additional information:

✓ * The Vehicle Identification Number (VIN) for your vehicle (if not displayed above

You may send this information to us in writing or you are welcome to call me at 615-725-7532. Once we receive the requested information, we will promptly review your Case for individual handling.

Case [redacted] has been created to document this request. Please reference this Case number when you write or call.

We look forward to hearing from you soon. Your satisfaction is important to us!

Sincerely,

Nissan

_____
LaShondra
Executive Specialist
Nissan North America, Inc.

Created By: LaShondra Mason (11/12/2018 9:56 AM)
*** [Added after the case is closed.] ***
EXEC-LM received vmx from C.
****

EXEC-LM placed outbound call to C [redacted]
EXEC-LM asked if C received email for VIN.
C stated will need to check.
EXEC-LM stated will send another email.
EXEC-LM confirmed email.
✓ C stated had to take the veh in to the DLR because of the FEB warning and radar system.
C stated has to replace the radar.
C stated there is something inherently wrong with the veh.
C stated the car jams on breaks and comes to a complete stop.
C stated the DLR put in a module.
C stated wanted out of the veh and the DLR advised C to contact NNA.

EXEC-LM apologized for the concern.
EXEC-LM stated C veh would have to meet the requirements for state lemon law.
EXEC-LM stated C would need to speak to the sales department Sls Mgr or GM to see if the DLR is willing to assist with a trade.
C stated will contact CSM- Nicole and copy EXEC-LM
Cthanked EXEC-LM.
Call ended mutually.

✓ **Created By: LaShondra Mason (11/7/2018 2:42 PM)**
This Case can not be shared with the Dealer because the Dealer is not Enabled for the Dealer Portal. Please Datanet the Case.

Created By: LaShondra Mason (11/7/2018 11:55 AM)
CASE SUMMARY
Executive Referral,
Voicemail to Vice President Dave Mazur,
Customer called to express dissatisfaction with vehicle purchase.
Customer wanted the case documented with C concerns and wanted to advise how much C appreciated the DLR service.
✓ EXEC-LM sent email requesting VIN.
EXEC-LM provided contact.
EXEC-LM closing case pending C contact.

STATEMENT OF DECISION
Veh repaired.
EXEC-LM closing case pending C contact.

Created By: LaShondra Mason (11/2/2018 11:55 AM)
11/2/2018

Case # [redacted]
VIN #

Dear [redacted]

Thank you for contacting Nissan North America regarding your concern with your Rogue. We apologize for any inconvenience this situation may have caused you.

So that we may expedite your inquiry and provide you the best service, please send us the following additional information:

* The Vehicle Identification Number (VIN) for your vehicle (if not displayed above

✓

You may send this information to us in writing or you are welcome to call me at 615-725-7532. Once we receive the requested information, we will promptly review your Case for individual handling.

Case [redacted] has been created to document this request. Please reference this Case number when you write or call.

We look forward to hearing from you soon. Your satisfaction is important to us!

Sincerely,

Nissan

_____
LaShondra
Executive Specialist
Nissan North America, Inc.

Created By: LaShondra Mason (11/2/2018 11:50 AM)
EXEC-LM placed outbound call to C.
EXEC-LM verified name, address, phone, email.
EXEC-LM stated received vmx and wanted to know how EXEC-LM could assist.

C stated doesn't want this to negatively impact the DLR.
C stated the DLR fixed the repair.
C stated this is a Nissan issue and never had any problems with this before.
C stated the car seemed manufactured by someone was drinking.
C stated had to take in for service and had the veh reprogrammed.
✓ C stated had to hold the veh side ways for the entire trip.
DLR had to realign the wheel.
C is concerned to see if anything else is going to go wrong.
C stated the quality wasn't there.

EXEC-LM apologized for the inconvenience of having to take the veh in after purchase.
C had a great sense of humor.
C repeated the DLRSHP has been great, but the quality was not checked when the veh was manufactured.
EXEC-LM asked for C VIN.
C stated if EXEC-LM sends C an email, C will provide the information.
EXEC-LM thanked C.
Call ended mutually.

✓ **Created By: LaShondra Mason (11/2/2018 11:39 AM)**
EXEC-LM placed outbound call to C [redacted] on 11/1, left vmx with case#, contact.

✓ **Created By: LaShondra Mason (11/1/2018 9:17 AM)**
C left vmx stating C wanted to express utter disgust and dissatisfaction with purchase.

✓ **Created By: LaShondra Mason (11/1/2018 9:17 AM)**
EXEC-LM notating case assigned on 10/31/2018 at 1:37 pm.

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]	Mechanical	Engine Electric	Check Engine Light	06	4/9/2019	7F	CA	[redacted]	OA

Forms

Forms Help

No records to display

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Always show me more records per related list

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [47] | Case Categorizations [1] | Forms [0]

Case Detail

Reopen Case | Clone Closed Case

Number of open vehicle campaigns = 1

Account Name	[redacted]	Case Owner	[redacted]Makhaila Elder
Contact Email		Type	CA
Home Phone		Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	12/13/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	11/1/2018 4:16 PM
Social Media Involvement		Date/Time Closed	12/13/2018 11:01 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	1		
Description	C seeking RHR for multiple concerns with VEH and multiple repair attempts.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	ZIMBRICK NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	14,886	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	11/2/2018
IIR Date		RHR Completed	11/13/2018
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	KNMAT2MV1JP[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22218	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	ZIMBRICK NISSAN	Data Net	✓
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	11/27/2018
Responsible District	03	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	$952.46	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: KNMAT2MV1JP[redacted]	Root Cause	
Created By	Cora StLaurent, 11/1/2018 4:16 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 12/13/2018 11:46 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	537		
Action Code	NT8H		
What action was taken?	8H Referred Customer to Dealer/Retailer		

Agent Comments

Agent Comments	close in Makk name*** Call c back about VMX left for RCAS-ME
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
12/13/2018 11:01 AM	James Gavin	Changed **Status** from Open to **Closed**.
		Closed.
12/13/2018 11:01 AM	James Gavin	Changed **Case Owner** from James Gavin to **Makhaila Elder**.
12/13/2018 10:46 AM	Makhaila Elder	Changed **Follow Up Date** from 11/28/2018 to **12/13/2018**.
12/13/2018 10:45 AM	Makhaila Elder	Changed **Case Owner** from Makhaila Elder to **James Gavin**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: James Gavin (12/13/2018 11:00 AM) RCAS- ME is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted NNA CA seeking RHR due multiple concerns with radio rebooting and noise underneath VEH. RCAS-ME reviewed with ARBS-Brandon Johnson and SA-Max Annen and SM-Daryl Enzinger. C called back in for the concern happening again.
✓	C wants another review for a buyback. RCAS stated RCAS can do that but needs the VEH taken back to the DLR. C stated C would do that and give RCAS a call. *** STATEMENT OF DECISION *** RCAS-ME advised NNA cannot repurchase or replace the VEH at this time but confirmed repairs were completed and reboot of radio is normal operation for VEH software. RCAS reimbursed 2 VEH payments. C was pleased. RCAS is closing the case pending C take the VEH back to the DLR.
	Created By: James Gavin (12/13/2018 10:58 AM) RCAS-James Gavin made outbound call to C at [redacted] RCAS-JG ADVISED "This call may be recorded for quality and training purposes." RCAS stated RCAS would be the new case manager for the case. RCAS stated RCAS did C where c has a concern with the radio doing the same thing. C stated its doing something different now C stated it stops now. C stated C wants a buyback. C stated C wants this escalated. RCAS stated C is in the right place and RCAS can review again for a buyback. RCAS asked had C taken the VEH back in.
✓	C stated why would C do that. C stated the DLR is incompetent. RCAS stated RCAS understood how this could be frustrating. RCAS stated in order to review again for a buyback there has to be a new RO on the VEH. RCAS stated the review is based on the RO and state lemon laws. C stated C would call RCAS once C took it in. RCAS gave the C RCAS direct number. RCAS asked when could C take it in. C stated C didn't no with the holidays and things. RCAS understood. RCAS stated for C to give RCAS a call when C does take it in. C thanked RCAS. RCAS thanked C. Call ended mutually.
✓	

Created By: Makhaila Elder (12/13/2018 10:41 AM)
*** [Added after the case is closed.] ***
RCAS-ME received VMX 3x from c requesting call back about radio concern reoccurring.

Created By: Makhaila Elder (11/27/2018 3:54 PM)
RCAS- ME is closing Case as no further assistance can be offered at this time.

*** CASE SUMMARY ***
C contacted NNA CA seeking RHR due multiple concerns with radio rebooting and noise underneath VEH. RCAS-ME reviewed with ARBS-Brandon Johnson and SA-Max Annen and SM-Daryl Enzinger.

*** STATEMENT OF DECISION ***
RCAS-ME advised NNA cannot repurchase or replace the VEH at this time but confirmed repairs were completed and reboot of radio is normal operation for VEH software. RCAS reimbursed 2 VEH payments. C was pleased.

Created By: Makhaila Elder (11/27/2018 8:40 AM)
RCAS-ME submitted check request.

Created By: Makhaila Elder (11/27/2018 8:38 AM)
****GOODWILL REIMBURSEMENT****
THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:
C is eligible for 2 monthly VEH payment
Payment: $476.23
Total Amount: $952.46
RCAS-ME reviewed with: ARBS-Brandon Johnson (RHR denial recommendation)
Mailing Address Verified: [redacted]
Morrisonville, WI [redacted]
USA
RCAS-ME Submitting Check Request

Created By: Makhaila Elder (11/27/2018 8:37 AM)
RCAS-ME placed outbound call to C @ [redacted]
RCAS-ME advised C that call may be recorded for quality and training purposes.
RCAS-ME asked if C had picked up VEH.

C stated C actually went to DLR yesterday.
C stated C ended up asking the DLR to do an oil change so C is getting VEH today.

RCAS stated okay.
RCAS stated thats fine.
RCAS stated RCAS wanted to get reimbursement processed and asked C to confirm mailing address.

C stated [redacted]
Morrisonville, WI [redacted]

RCAS thanked C for info.

RCAS stated if C has any concerns after today then C can call RCAS back.

C stated C thinks everything should be good.

RCAS stated okay and advised C that if C doesnt see check in mail after 4 weeks to call RCAS back as well.

C stated okay and asked where check is mailed from.

RCAS stated RCAS isnt sure of exact address but check are mailed from TN where Nissan HQ is.
C stated okay.
C thanked RCAS.

RCAS thanked C for time.

Call ended mutually.

Created By: Makhaila Elder (11/27/2018 8:30 AM)
Short Goodwill template
C purchased VEH: new
Current mileage: 14886
OOW- Basic:0 miles 0 months Power train: 0 miles 0 months
VSC: none
Last service visit:11/15/2018
Previous owned veh: 1

Created By: Makhaila Elder (11/26/2018 1:34 PM)
RCAS-ME placed outbound call to C @ [redacted]
RCAS advised call will be recorded for quality and training purposes.
RCAS advised C that RCAS spoke with SM and SM advised C that VEH front end suspension components were lubricated and RCAS was told c was picking up VEH today.

C stated C was told the same and C is getting VEH at 4:30pm.

RCAS stated okay.
RCAS stated RCAS will follow up with C tomorrow to make sure VEH is repaired properly and concerns were resolved.
RCAS stated RCAS will also process reimbursement for 2 monthly VEH payments as well tomorrow once confirmed repairs were completed and concerns were resolved.

C stated okay.

RCAS thanked C for time.
C thanked RCAS.

Call ended mutually.

Created By: Makhaila Elder (11/26/2018 11:13 AM)
RCAS-ME placed outbound call to DLR.
RCAS-ME spoke to receptionist.
RCAS-ME asked to speak with SA or SM.

Receptionist stated both were unavailable.

RCAS asked to have SM call RCAS back or email RCAS about C's VEH status.

Created By: Makhaila Elder (11/26/2018 8:04 AM)
RCAS-ME received email from NMAC confirming monthly VEH payment of 476.23.

Created By: Makhaila Elder (11/23/2018 3:52 PM)
RCAS-ME received email from SM-Daryl Enzinger stating that VEH is in and DLR lubricated front suspension but SM will update RCAS more on Monday when C comes to get VEH.

Created By: Makhaila Elder (11/23/2018 9:24 AM)
RCAS-ME placed outbound call to C @ [redacted]
RCAS-ME left VMX including name, case # and RCAS-ME contact of 615-725-7537.
RCAS-ME stated on VMX that RCAS-ME will continue to follow up with C no later than end of business day 11/26/2018.
RCAS-ME requested that if C calls back and reaches VMX, to please reference case # provided.
RCAS-ME thanked C.

Created By: Makhaila Elder (11/23/2018 9:22 AM)
RCAS-ME emailed SM-Daryl Enzinger asking fro update with C's VEH.

Created By: Makhaila Elder (11/23/2018 9:21 AM)
RCAS-ME placed outbound call to DLR.
RCAS-ME spoke to receptionist.
RCAS asked for SM.
SM was not available.
RCAS asked for SA.

Receptionist stated that SA's were off and only express service was available.
Receptionist stated can leave message for SM to call RCAS back.

RCAS stated okay and stated that RCAS will email SM as well.

RCAS thanked receptionist.

Call ended.

✓ **Created By: Makhaila Elder (11/23/2018 9:15 AM)**
RCAS-ME emailed NMAC Morley Payoff Request shared box requesting monthly VEH payment amount.

✓ **Created By: Makhaila Elder (11/21/2018 9:46 AM)**
RCAS-ME received email from C 11/20 @ 2:24 pm requesting call back.

Created By: Makhaila Elder (11/20/2018 2:35 PM)
RCAS-ME placed outbound call to C @[redacted]
RCAS advised call will be recorded for quality and training purposes.
RCAS-ME advised C that RCAS did review for compensation due to inconvenience C has had with VEH.
RCAS stated NNA is willing to offer 2 monthly VEH payments be reimbursed to C once VEH is repaired and returned to C.
RCAS-ME advised C that RCAS knows C has appt today and RCAs should follow up with C by Friday with an update.

C thanked RCAS for looking into compensation for C.
C asked about reimbursement process.

RCAS stated once VEH is repaired and returned to C then RCAs can confirm VEH payment amount with NMAC and process reimbursement.
RCAS stated it will come in form of a check.
✓ RCAS stated it takes about 2-4 weeks to arrive to C in the mail.

C stated okay.
C asked if C keeps having concerns what is the next steps.

RCAS stated if C keeps having concerns and repairs then RCAS can have case re-reviewed for repurchase or replacement.

C stated okay.
C thanked RCAS.

RCAS thanked C.

Call ended mutually.

Created By: Makhaila Elder (11/20/2018 2:24 PM)
RCAS-ME placed outbound call to DLR.
RCAS-ME spoke to SA-Max.
RCAS asked about C's appt today.

SA stated SA has C doen for appt at 4:30pm.
✓ SA stated SA hasnt seen VEH back yet.
SA stated SA probably wont have an update until after holidays Friday.

RCAS stated RCAS will follow up by then.
RCAS thanked SA.

Call ended mutually.

Created By: Makhaila Elder (11/19/2018 11:51 AM)
RCAS-ME placed outbound call to C @[redacted]
RCAS advised call will be recorded for quality and training purposes.
RCAS stated that NNA will not be in position to repurchase or replace VEH at this time.
RCAS stated DLR advised radio rebooting once or twice a month sis normal operation for software in VEH.
RCAS stated due to the inconvenience NNA CA would also like to reimburse 1 monthly VEH payment for C.

C stated C has to to take VEH back to DLR.

RCAS stated okay and asked for what.

C stated that VEH is going back in tomorrow.
C stated that VEH is having issues with joints in the front.
C stated that concerns are underneath the VEH.
C stated that DLR knows about this so RCAS needs to keep case open and follow up with C.

RCAS stated RCAS did not know C was having concerns.
RCAS stated that RCAS was made aware of info from DLR last week and was unable to get a hold of C when calling to update with information.
RCAS stated RCAS had no way of knowing C was still having concerns over the weekend.
RCAS apologized.
RCAS stated RCAS can follow up with C tomorrow after further diagnosis.

C stated well RCAS needs to follow up with C and leave case open.

RCAS stated RCAS never said case was closed and RCAS stated again that RCAS just told C that RCAS would follow up tomorrow regarding getting concerns resolved.

✓ C stated C isnt paying this months payment.

RCAS stated that is between C and finance company but RCAS can follow up about concerns tomorrow.

C asked about reimbursement.

RCAS stated RCAS was offering 1 monthly payment to C for inconvenience but RCAS can process reimbursement until concerns are resolved.
RCAS asked if C was financed through NMAC.

C stated yes.

RCAS stated okay.

C stated C doesnt accept RHR denial and C wants more money than 1 monthly reimbursement.

RCAS stated RCAS will send C a denial letter with BBB info and C can complaint about decision with BB if C feels review was done properly.
RCAS stated RCAS can review for more possible reimbursement for C and let C know tomorrow as well.

RCAS asked if C has any questions.

C stated no.
C stated C just wants case to stay open and wants more money.

RCAS stated RCAS has already advised C that RCAS will continue to follow up with C like RCAS has been doing with the case as normal regarding concerns getting resolved.
RCAS stated RCAS just stated RCAS will review for compensation.
RCSA thanked C for time.
Call ended.

Created By: Makhaila Elder (11/16/2018 10:59 AM)
RCAS-ME placed outbound call to C @[redacted]
✓ RCAS-ME left VMX including name, case # and RCAS-ME contact of 615-725-7537.
RCAS-ME stated on VMX that RCAS-ME will continue to follow up with C no later than end of business day 11/19/2018.
RCAS-ME requested that if C calls back and reaches VMX, to please reference case # provided.
RCAS-ME thanked C.

✓ **Created By: Makhaila Elder (11/15/2018 4:44 PM)**
RCAS-ME received VMX from C requesting call back from RCAS.

Created By: Makhaila Elder (11/15/2018 10:20 AM)
RCAS-ME placed outbound call to C @[redacted]
✓ RCAS-ME left VMX including name, case # and RCAS-ME contact of 615-725-7537.
RCAS-ME stated on VMX that RCAS-ME will continue to follow up with C no later than end of business day 11/16/2018.
RCAS-ME requested that if C calls back and reaches VMX, to please reference case # provided.
RCAS-ME thanked C.

✓

Created By: Makhaila Elder (11/15/2018 10:19 AM)
RCAS-ME placed outbound call to C @[redacted]
RCAS-ME left VMX including name, case # and RCAS-ME contact of 615-725-7537.
RCAS-ME stated on VMX that RCAS-ME will continue to follow up with C no later than end of business day 11/16/2018.
RCAS-ME requested that if C calls back and reaches VMX, to please reference case # provided.
RCAS-ME thanked C.

Created By: Brandon Johnson (11/14/2018 8:53 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 review the file with RCAS's TL and CSM to determine the best course of action for the file.

ARBS recommends RCAS reimburse C two months veh payments for C's veh concerns.

Created By: Brandon Johnson (11/14/2018 8:52 AM)
ARBS notes the following summary of service history:

In-service date: 2/20/2018
Additional CA cases: None
Tech Line cases: [redacted]

Description:

• Tech email report:
• Technician Findings
• HAVE NOT BEEN ABLE TO DUPLICATE CONCERN IN MY POSESSION
• BUT CUSTOMER SAYS RADIO TURNS OFF
• AND BACK ON BY ITSELF.
• CONFIMRED PIN FIT AT HEAD UNIT IS OK
• AND IS WORKING PROPERLY AT THIS TIME.
•
• Repairs Made
• REPLACE A/V UNIT, MADE SURE LATEST SOFTWARE VERSION IS UPDATE
•
• Question for TECH LINE
• What is the most likely cause for this incident?

Recommendation:

• Thank you for the information,[redacted]
• I was unable to find any trending issues related to your concern.
• We have linked similar symptoms to devices paired through Bluetooth or connected to the vehicle via 12v outlets/ usb ports.
• Let's make sure the issue will duplicate without any aftermarket equipment connected to the vehicle.
• With this type of technology, we expect the system to perform a reboot or a software corrective action a few times per month, just like a personal computer or smart phone.
• If the issue frequency falls into this description, this would be characteristic.
• Let us know if you have any other questions and have a great day.

VSC: None
DTS Inspection: None

Repairs/visits summary:

1 visit for C/S THEY WOULD LIKE US TO CUT AND PROGRAM A NEW KEY AND REMOTE FOB.
–1. CUT AND PROGRAMMED 2 KEYS AND 2 REMOTE FOBS.

3 visits for C/S THE SCREEN FOR THE AUDIO AND PHONE IS SWITCHING TO DIFFERENT SCREENS BY ITSELF. THE HEAD UNIT WILL REBOOT ITSELF.
–1. AV UNIT ON ORDER.
–2. REPLACED AV UNIT. CONFIGURED UNIT. ALL OK NOW.
–3. DLR working with Techline regarding concern as DLR has not been able to duplicate concern with VEH while in DLR possession at this time.TL stated that radio system reboot was normal operation.

1 visit for C/S THAT WHEN PLAYING MUSIC THROUGH THE USB CORD THE MUSIC WILL CRACKLE AND SKIP. ALSO WHEN YOU TURN THE VOLUME ALL THE WAY DOWN A MESSAGE.
–1. Performed software update that was just released by Nissan, rechecked all functions of the radio all ok at this time.

1 visit for C/S THERE IS A CLUNKING NOISE IN THE REAR OF THE VEHICLE.
–1. DLR adjusted loose striker under veh.

22 total days down as of 11/14/2018.

Created By: Brandon Johnson (11/14/2018 8:49 AM)
ARBS notes the following:

5/29/2018 @ 5,506 miles.. RO#[redacted]. 7 days down.

Concern
1. C/S THEY WOULD LIKE US TO CUT AND PROGRAM A NEW KEY AND REMOTE FOB.
Action
1. CUT AND PROGRAMMED 2 KEYS AND 2 REMOTE FOBS

8/27/2018 @ 10,925 miles.. RO#[redacted] 1 day down.

Concern
1. C/S THE SCREEN FOR THE AUDIO AND PHONE IS SWITCHING TO DIFFERENT SCREENS BY ITSELF. THE HEAD UNIT WILL REBOOT ITSELF.
Action
1. AV UNIT ON ORDER

8/29/2018 @ 10,992 miles.. RO#[redacted]. 1 day down.

Concern
1. C/S THE SCREEN FOR THE AUDIO AND PHONE IS SWITCHING TO DIFFERENT SCREENS BY ITSELF. THE HEAD UNIT WILL REBOOT ITSELF.
Action
1. REPLACED AV UNIT. CONFIGURED UNIT. ALL OK NOW.

9/6/2018 @ 12,408 miles.. RO#[redacted]. 6 days down.

Concern
1. C/S THAT WHEN PLAYING MUSIC THROUGH THE USB CORD THE MUSIC WILL CRACKLE AND SKIP. ALSO WHEN YOU TURN THE VOLUME ALL THE WAY DOWN A MESSAGE.
Action
1. Performed software update that was just released by Nissan, rechecked all functions of the radio all ok at this time.

11/8/2018 @ 15,145 miles.. RO#[redacted]. 7 days down.

Concern
1. C/S THAT THE RADIO SHUTS OFF ON HER AND TURNS BACK ON. RADIO IS ALSO SKIPPING.
Action
1. DLR working with Techline regarding concern as DLR has not been able to duplicate concern with VEH while in DLR possession at this time.TL stated that radio system reboot was normal operation.

Concern
2. C/S THERE IS A CLUNKING NOISE IN THE REAR OF THE VEHICLE.
Action
2. DLR adjusted loose striker under veh.

22 total days down as of 11/14/2018.

✓ Created By: Makhaila Elder (11/14/2018 8:43 AM)
RCAS-ME placed outbound call to ZIMBRICK NISSAN.
RCAS-ME spoke to SA-Max Annon.
RCAs asked for status of VEH and what DLR is doing.

SA stated C stated radio is shutting off and skipping.

SA stated techline case started.
SA stated that techline is stating that radio should reboot once or twice a month according to software that C has.
SA stated there was a clunking noise from rear hatch and DLR adjusting the striker that was loose.
SA stated SA told C and C seemed pretty happy with that answer and is coming to get VEH today or tomorrow.

RCAS stated okay.
RCAS thanked SA.

Call ended mutually.

Created By: Brandon Johnson (11/14/2018 8:42 AM)
ARBS requested information on what repairs are being completed for open RO and ETA for repairs if able from RCAS-ME.

Created By: Brandon Johnson (11/14/2018 8:39 AM)
ARBS noting information from TL case #[redacted]

Description:

• Tech email report:
• Technician Findings
• HAVE NOT BEEN ABLE TO DUPLICATE CONCERN IN MY POSESSION
• BUT CUSTOMER SAYS RADIO TURNS OFF
• AND BACK ON BY ITSELF.
• CONFIMRED PIN FIT AT HEAD UNIT IS OK
• AND IS WORKING PROPERLY AT THIS TIME.
•
• Repairs Made
• REPLACE A/V UNIT, MADE SURE LATEST SOFTWARE VERSION IS UPDATE
•
• Question for TECH LINE
• What is the most likely cause for this incident?

Recommendation:

• Thank you for the information,[redacted]
• I was unable to find any trending issues related to your concern.
• We have linked similar symptoms to devices paired through Bluetooth or connected to the vehicle via 12v outlets/ usb ports.
• Let's make sure the issue will duplicate without any aftermarket equipment connected to the vehicle.
• With this type of technology, we expect the system to perform a reboot or a software corrective action a few times per month, just like a personal computer or smart phone.
• If the issue frequency falls into this description, this would be characteristic.
• Let us know if you have any other questions and have a great day.

Created By: Brandon Johnson (11/14/2018 8:38 AM)
ARBS placed outbound call to DLR-ZIMBRICK NISSAN @ # 608-241-1122 and left vmx for SM-Daryl Enzinger.
ARBS inquired about what repairs (if any) were being completed for RO[redacted]
ARBS provided ARBS contact #, email and hours of operation for SM contact back.
Vmx ended.

Created By: Nicki Barror (11/14/2018 7:49 AM)
DRTS received the RHR. The RHR was assigned to ARBS Brandon Johnson for review

✓ **Created By: Makhaila Elder (11/13/2018 4:15 PM)**
RCAS-ME completed RHR.

✓ **Created By: Makhaila Elder (11/13/2018 3:58 PM)**
RCAS received email from SM with ROs and SM advised RCAS that techline is saying concerns may be normal.

RCAS emailed SM asking about C's concerns with chrome bar noise underneath VEH.

✓ **Created By: Makhaila Elder (11/12/2018 4:34 PM)**
RCAS-ME received email from SM-Daryl Enzinger stating tech is working on submitting case to techline and that DLR told C that C's VEH wouldn't be started on until today.

RCAS stated okay.
RCAS stated RCAS will follow up with SM tomorrow or Wednesday regarding techline updates.

✓ **Created By: Makhaila Elder (11/12/2018 3:25 PM)**
RCAS-ME emailed SM-Daryl Enzinger requesting info about recent visit and copy of open RO.

Created By: Makhaila Elder (11/12/2018 3:22 PM)
RCAS-ME placed outbound call to C @[redacted]
RCAS-ME advised C that call will be recorded for quality and training purposes.
RCAS stated RHR is still under review.
RCAS confirmed C wen to DLR last Friday for diagnosis.
RCAS stated RCAS is waiting on info from the DLR regarding that visit as well.

C stated DLR still has VEH since last Thursday.
C stated that underneath the VEH there is a chrome bar that is lop sided.
C stated that C showed it to SA-Max at DLR.
C stated C was told that bar is connected to exhaust.
C stated that radio is still a problem.
C stated DLR told C that tech was not in until today.
C stated C hasnt heard anything from the DLR.
C stated thatis unacceptable.

RCAS understood and stated RCAS is hoping to hear from DLR by EOB today or tomorrow so RCAS can have updated info sent over for RHR.
RCAS stated RCAS will follow up no later than 11/15 with update of RHR and update regarding visit.

C stated okay.
C stated Nissan will take this VEH back whether it means c has to seek legal action.
C stated this is lemon law.

✓
RCAS stated okay and stated RCAS doesnt know if VEH can be repurchased or replaced or not.
RCAS stated review is actually based on repair history as it relates to C's state lemon laws.
RCAS stated that once a decision is made RCAS will let C know.

C stated okay.
C stated RCAS can document that if NNA offers replacement then C doesn't want it.

RCAS stated repurchase or replacement is what C can discuss if VEH is eligible for repurchase or replacement.

C stated okay.

RCAS asked if C has any questions or concerns at this time.

C stated no.
C stated C just wants this over with because its getting ridiculous.

RCAS stated RCAS will follow up no later than Thursday and earlier if RCAS knows anything before.

C stated okay and thanked RCAS.

RCAS thanked C for time.
Call ended mutually.

✓ **Created By: Makhaila Elder (11/12/2018 3:07 PM)**
RCAS-ME placed outbound call to DLR.
RCAS-ME reached SM-Daryl Enzinger's VMX.
RCAS left name and number and asked for call back about C's case and recent visit.

✓ **Created By: Makhaila Elder (11/12/2018 3:04 PM)**
RCAS-ME placed outbound call to C @[redacted]
RCAS-ME left VMX including name, case # and RCAS-ME contact of 615-725-7537.
RCAS-ME stated on VMX that RCAS-ME will continue to follow up with C no later than end of business day 11/15/2018.

RCAS-ME requested that if C calls back and reaches VMX, to please reference case # provided.
RCAS-ME thanked C.

Created By: Stephen Sibbitt (11/7/2018 9:28 AM)
RCAS-Stephen Sibbitt placed outbound call to C @[redacted]
RCAS-SS ADVISED "This call may be recorded for quality and training purposes."

RCAS advised that RCAS was assisting RCAS-Makhaila Elder.
RCAS stated that decision for repurchase is still under review.
RCAS advised of follow up on 11/12.

C asked if VEH was repurchased for how much?

RCAS advised at that point another team would take the case over and go over decision with C.

C asked if C should take the "pile of junk" in for appointment of 11/8.

RCAS encouraged C take VEH into DLR if any additionally problems have been diagnosed.

C understood.
C stated NNA needs to hurry.

RCAS stated understanding of situation and would be notified when decision has been made.
RCAS-SS asked C if there were any other question C had.

C declined.

RCAS-SS wished C to have a good day.

Call ended mutually.

Created By: Makhaila Elder (11/5/2018 2:19 PM)
RCAS-ME received info below from SM-Daryl Enzinger:
- How many times has the customer's vehicle been in for repairs? 3 times
- What repairs were performed? Software update, replaced A/V unit.
- How many days has the vehicle been kept out of service at your dealer for repairs? 7 days
- 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? no
- Has the Dealer Technical Specialist (DTS) been involved? no
- Is the veh currently down? : no
- Is the customer in a loaner veh: no
- Is there an open RO:no

Customer did threaten to start vehicle on fire in parking lot.

Created By: Makhaila Elder (11/2/2018 3:19 PM)
RCAS-ME sent SM-Daryl Enzinger email requesting dealer RHR questions:
- How many times has the customer's vehicle been in for repairs?
- What repairs were performed?
- 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 that contain the technician time stamps.
- Has Tech line been involved?
- Has the Dealer Technical Specialist (DTS) been involved?
- Is the veh currently down? :
- Is the customer in a loaner veh:
- Is there an open RO:

Created By: Makhaila Elder (11/2/2018 3:16 PM)
RCAS-ME placed outbound call to C @[redacted]
RCAS-ME ADVISED "This call may be recorded for quality and training purposes ".
RCAS-ME VERIFIED C's name, mailing address, e-mail.
RCAS-ME CHECKED for open recalls/campaigns and found: N/A
Previous RELATED Case(s) Found:0
Previous UNRELATED Case(s) Found: 0
RCAS-ME advised C that RCAS-ME role to C is the case manager meaning RCAS is to act as the point of contact on behalf of NNA corporate regarding C's concerns with VEH or DLR.
RCAS confirmed C was seeking to voice displeasure with VEH.

C stated yes.

RCAS asked C to voice displeasure with product.
RCAS stated RCAS does not see any specific concerns with VEH listed from call yesterday and is wondering what things C is displeased with.

C stated service, quality, and one thing after another.
C stated C was on phone with CRR-Cora StLaurent yesterday for a long time and it is not documented
C stated C is frustrated that c has to repeat self.

RCAs understood and apologized.
RCAS stated that RCAS will be sure to document thoroughly what C's concerns with VEH are.

C stated C took VEh in a couple months ago because radio would juts shut off completely and restart a few time.
C stated C took it to ZIMBRICK NISSAN.
C stated DLR replaced radio.
C stated C got VEH back and c had to take VEH back for update.
C stated last week radio shut off on C again.
C stated that C has another clunking noise and there is a chrome bar that is lope sided and hanging down.
C stated C thinks thats what it is but c is taking VEH in next week and shouldn't be happening.
C stated VEH is uncomfortable and cheaply made.
C stated C has concern with AEB system and VEH brakes by itself.
C stated that c did research and C is having all these problems.
C stated that NNA needs to take it back.
C stated C does not want to be impacted financially either.
C stated C never had problems like this.

RCAS apologized for concerns so early in ownership of VEH.
RCAS advised C that RCAS can certainty have case reviewed for repurchase or replacement.
RCAS stated that it is a repair history review as it relates to state laws to determine if the VEH is eligible or not for repurchase or replacement but it is not guaranteed.
RCAS explained entire RHR process.

C stated okay.
C stated C got in with wrong company.
C stated C seen online that NNA is having all kinds of concerns with same thing C is having problem with.
C stated C just got with wrong company.
C stated if NNA has CA then it must be a lot of complaints and c can hear chatter in background when speaking with CRR.

RCAs understood and asked if C would like RCAS to start RHR.

C stated what are other options.
RCAS stated other options can be discussed with DLR regarding getting out of VEH but this is only review that NNA has.

C stated go head.
C asked what if VEH isnt eligible.

RCAS stated that C and RCs and DLR will have to work to diagnose and resolve concerns.

C stated DLR as done all DLR can and is waiting on Nissan to tell DLR what to do.
C stated RCAS can do what RCAS needs to do.
Why do you want to return the vehicle to Nissan North America? Radio concerns that aren't fixed, emergency braking concerns with VEH stopping randomly, DLR not knowing how to fix VEH.
Where is the vehicle currently? With C.
Where was the vehicle purchased? Zimbrick Nissan.
Was it purchased new or used? new
If used, when was the vehicle purchased? N/a.

Where is the vehicle serviced? ZIMBRICK NISSAN.
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers? no

RCAS stated RCAS will follow up with C next Wednesday and send email with contact info as well.
C stated C would like that.

RCAS asked if C had any questions or concerns.

C stated no

RCAS thanked C for time.
C thanked RCAS.
Call ended.

Created By: Makhaila Elder (11/2/2018 2:57 PM)
RCAS-ME placed outbound call to C @[redacted]
✓ RCAS-ME left VMX including name, case # and RCAS-ME contact of 615-725-7537.
RCAS-ME stated on VMX that RCAS-ME will continue to follow up with C no later than end of business day 11/5/2018.
RCAS-ME requested that if C calls back and reaches VMX, to please reference case # provided.
RCAS-ME thanked C.

Created By: Cora StLaurent (11/1/2018 4:32 PM) | Last Modified By: Stephen Sibbitt (11/7/2018 8:53 AM)
CASE SUMMARY

✓ C Contacted NNA Concerning possible RHR/Dissatisfied with purchase

CRR-CS escalating case to RCAS

Created By: Cora StLaurent (11/1/2018 4:31 PM) | Last Modified By: Stephen Sibbitt (11/7/2018 8:53 AM)
✓ # Note

C stated that C had a clunking noise under the driver's side, and that the DLRSPH is looking at it on November 8 2018

Created By: Cora StLaurent (11/1/2018 4:30 PM) | Last Modified By: Stephen Sibbitt (11/7/2018 8:53 AM)
CRR-CS VERIFIED Account/ information including: C's name, home & e-mail address,
phone number & best contact [redacted]
CRR-CS VERIFIED VEH Information including KNMAT2MV1JR[redacted]
CRR-CS CHECKED for open recalls/campaigns and found: 0
CRR-CS CHECKED for previous UNRELATED Case(s) and found: 0
CRR-CS CHECKED previous RELATED Case(s) 0
MAIN REASON FOR CONTACT To voice displeasure with product/ possible RHR

C stated that Nissan is no good
C stated that C is calling to voice displeasure
C stated that C is wondering what Nissan can do because C doesnt want this lease, believes that Nissan produces cheap products
C stated that toyota is better, and C doesnt want this vEH
C Stated that C wants out of the lease
C stated that C has put up with enough with a brand new VEH
✓ C stated that C can hear people at the call center and how many people work at the call center

CRR-CS advised C that CRR-CS is not authorized to devouge that information

C stated C hears alot of people and that is alot of complaints
C stated how many complaints does CRR-CS get in a day

CRR-CS stated that Nissan gets all sorts of calls/some for bluetooth and other things/technical support
CRR-CS apologized for C's experience, assured C that the RCAS will be in contact with C at the end of the following business day.
CRR-CS provided Identification number[redacted]
CRR-CS inquired if further assistance was needed

C stated that C did not need further assistance

Branded call
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]	AUDIO/VIDEO/NAVI	SATELLITE RADIO	POOR OR IMPROPER OPERATION	11	11/1/2018	YX	AA	[redacted]	OA

Forms

Forms Help

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [19] | Case Categorizations [1] | Forms [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Russell Lawyer
Contact Email		Type	T5
Home Phone		Case Origin	Data Load
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	11/27/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	11/1/2018 7:43 PM
Social Media Involvement		Date/Time Closed	11/27/2018 2:18 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Collision Mitigation Brake System		

Call Script

Who contacted us?	Survey	Vehicle Maintained Location	FUTURE NISSAN OF FOLSOM
# Vehicles Owned	1	Previous Repair Date	9/12/2018
Vehicle Purchased	New	Previous Repair Location	FUTURE NISSAN OF FOLSOM
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	839	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	5N1AT2MT5JC[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22318	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	FUTURE NISSAN OF FOLSOM	Data Net	✓
Case Servicing Dealer Region	West Region	Datanet Dealer Date	11/2/2018
Responsible District	01	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
LS Response Time

Home Phone
Work Phone [redacted]
Mobile Phone
Email [redacted]
Alternate Email

Verbatims

Alert Trigger Verbatim

Survey Verbatim

B2540U, Collision Mitigation Brake System, DF
It happened on this last weekend. I was driving home from the store at night so it was dark, there was no one around me, thank goodness and the emergency collision system hit the breaks which sounded like it was grinding a little but it just lasted a few seconds and then it went off. I pulled over for a minute and it hasn't done it since.

F1210B, Power/Charging Port - Not enough ports, DS
We had driven a few vehicles and even though I got the same car (rogue) it was a different style so we didn't look to see if there were USB ports in the back seat like the other version. It wasn't until I had my sons in the back seat that we realized the only ports are in the front.

Dealer Action History

NNA Notes

Customer Conversation Notes

DTS Inspection

DTS Inspection Date
DTS Request Type
Inspection Time/Notes

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

Appointment Time:

Notes to Agent:

System Information

Subject CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AT2MT5JC[redacted]
Created By FFETL, 11/1/2018 7:43 PM
Last Modified By NNAETL, 12/8/2018 10:31 PM
Case Record Type CA Closed Case
Days Closed 553
Action Code NT1A
What action was taken? 1A Repaired – Under Warranty

Root Cause
Root Cause Code SCSH
Root Cause Code (2)
Document ID [redacted]

Agent Comments

Agent Comments

11/27/18 - 3rd follow up call to C regarding diagnosis by DLR to see if completed

unable to contact email sent to C on 11/26/2018 at 2:15pm

Agent Next Step

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
11/27/2018 2:18 PM	Russell Lawyer	Changed **Status** from Open to **Closed**.
		Closed.
11/27/2018 2:12 PM	Russell Lawyer	Changed **Description**.
11/26/2018 2:15 PM	Russell Lawyer	Changed **Follow Up Date** from 11/26/2018 to **11/27/2018**.
11/21/2018 12:55 PM	Russell Lawyer	Changed **Follow Up Date** from 11/21/2018 to **11/26/2018**.

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Case Comments

New

Case Comments Help

Public	Comment
	Created By: Russell Lawyer (11/27/2018 2:17 PM) ********** CASE SUMMARY ********** • Customer Concern: C contacted NNA CA regarding vehicle concerns with collision mitigation brake system poor or improper operation. • Agent actions: TCS-RL made contact with SM-Nick Tate at FUTURE NISSAN OF FOLSOM and notes SM-NT advised no open RO's or appointments for C but that DLR will be happy to diagnose vehicle concerns. TCS-RL made contact with C and notes that C stated C has not taken vehicle to DLR for diagnosis. TCS-RL completed conference call with C and DLR and notes that appointment was scheduled for DLR to diagnose vehicle. TCS-RL contacted SM-NT after vehicle repair and obtained copy of RO. TCS-RL made contact with C and notes C stated vehicle is operating correctly and that no further assistance is needed at this time. • Customer purchased vehicle: New
✓	• Current mileage: 2,764 miles • OOW- Basic: 0 miles / 0 months, Power Train: 0 miles / 0 months • VSC: Standard 6/5000 MY14+ • Last service visit: 11/26/2018 • Previous owned veh: N/A • Total cost of repair: N/A ********** STATEMENT OF DECISION ********** TCS-RL notes C stated vehicle was repaired by DLR and no further assistance is needed at this time. TCS-RL is closing case as no further assistance can be offered at this time.
	Created By: Russell Lawyer (11/27/2018 2:12 PM) Collision Mitigation Brake System Power/Charging Port - Not enough ports
	Created By: Russell Lawyer (11/27/2018 2:11 PM) TCS-RL placed outbound call to C's Home Phone / Work Phone, [redacted] TCS-RL advised C that TCS-RL has been in contact with DLR and that TCS-RL understands that DLR reprogrammed front collision warning system. TCS-RL inquired if C has had an opportunity to drive the vehicle at this time. C stated vehicle is operating correctly at this time.
✓	TCS-RL advised C that TCS-RL was glad to hear that. TCS-RL inquired if any additional assistance can be provided at this time. C declined and thanked TCS-RL for assistance. TCS-RL wished C a good day. Call ends mutually.

✓ **Created By: Russell Lawyer (11/26/2018 2:48 PM)**
TCS-RL received email from SM-Nick Tate at FUTURE NISSAN OF FOLSOM and notes RO # [redacted] was attached to email.
TCS-RL attached RO to case.
TCS-RL notes that RO indicated that DLR reprogrammed Laser / Radar Control Unit and that DLR completed software update for audio unit intermittently turning on when vehicle started.

✓ **Created By: Russell Lawyer (11/26/2018 2:14 PM)**
TCS-RL sent unable to contact email to C and requested return contact from C or best contact # and best contact time for C.

✓ **Created By: Russell Lawyer (11/26/2018 2:12 PM)**
TCS-RL placed outbound call to C's Home Phone / Work Phone [redacted]
TCS-RL left VMX with TCS-RL name, contact #, and case #.
TCS-RL stated on VMX that TCS-RL was calling to find out if C has been able to drive vehicle since DLR completed repair.
TCS-RL stated on VMX that TCS-RL would like to know if further assistance could be provided to C.
TCS-RL stated on VMX that TCS-RL will make one more attempt to contact C on 11/27/18.
TCS-RL requested return call from C.

✓ **Created By: Russell Lawyer (11/26/2018 2:08 PM)**
TCS-RL placed outbound call to FUTURE NISSAN OF FOLSOM, 916-608-5300, and requested to speak with SM- Nick.
TCS-RL inquired if C had been to DLR for diagnosis.

SM Nick advised that C had been to DLR on 11/21/18, that DLR reprogrammed front collision warning system, that RO # [redacted] was created and closed out, and that C has vehicle at this time.

TCS-RL reviewed vehicle service history in SF and notes unable to see RO # [redacted]
TCS-RL requested SM-Nick send copy of RO via fax or email.

SM-Nick advised RO can be sent via email.

TCS-RL provided SM-Nick with TCS-RL email address.

SM-Nick advised will send RO via email.

Call ends mutually.

✓ **Created By: Russell Lawyer (11/21/2018 12:55 PM)**
TCS-RL placed outbound call to C's Home Phone / Work Phone, [redacted]
TCS-RL left VMX with TCS-RL name, contact #, and case #.
TCS-RL stated on VMX that TCS-RL was calling to verify that C had appointment at DLR this morning at 9am.
TCS-RL stated on VMX that TCS-RL will be OOO on 11/22/18 and 11/23/18 returning 11/26/18.
TCS-RL requested return call from C.

✓ **Created By: Zachary Adams (11/20/2018 3:46 PM)**
TCS-Zachary Adams placed outbound call to Future Nissan of Folsom @877-635-4447 and asked to speak with SM-Nick Tate.

TCS asked if C had made an appointment with DLR for diagnosis at this time.

SM stated yes for 11/21 at 9:00 AM.

Call ended mutually.

✓ **Created By: Russell Lawyer (11/14/2018 3:07 PM)**
TCS-RL placed outbound call to C's Home Phone / Work Phone, [redacted]
TCS-RL inquired if C was able to take vehicle to DLR for diagnosis.

C stated C will take vehicle to DLR for diagnosis.
C stated C was supposed to take vehicle to DLR last weekend but had to take a loved one to the hospital.

TCS-RL offered to complete conference call to DLR to schedule appointment.

C declined and stated C will contact DLR directly.

TCS-RL offered to follow up with C after C has taken vehicle to DLR.

C stated C would like follow up call on 11/21/2018.

TCS-RL agreed.

TCS-RL inquired if any additional assistance can be provided at this time.

C declined.

TCS-RL wished C a good day.

Call ends mutually.

✓ **Created By: Russell Lawyer (11/13/2018 2:21 PM)**
TCS-RL sent unable to contact email to C and requested return contact from C or best contact # and best contact time for C.

✓ **Created By: Russell Lawyer (11/13/2018 2:19 PM)**
TCS-RL placed outbound call to C's Home Phone / Work Phone, [redacted]
TCS-RL left VMX with TCS-RL name, contact #, and case #.
TCS-RL stated on VMX that TCS-RL was calling in regards to survey that C had completed.
TCS-RL requested return call from C.

✓ **Created By: Russell Lawyer (11/12/2018 3:39 PM)**
TCS-RL placed outbound call to C's Home Phone / Work Phone, [redacted]
TCS-RL left VMX with TCS-RL name, contact #, and case #.
TCS-RL stated on VMX that TCS-RL was calling in regards to survey that C had completed.
TCS-RL requested return call from C.

✓ **Created By: Russell Lawyer (11/12/2018 3:37 PM)**
TCS-RL placed outbound call to FUTURE NISSAN OF FOLSOM, 916-608-5300 and spoke with SA-Chris.
TCS-RL inquired if DLR was able to duplicate concerns for C's appointment on 11/10/18.

SA-Chris advised there is no RO for C in system.

Call ends mutually.

✓ **Created By: Paula Neal (11/9/2018 9:17 AM)**
TL-PN placed outbound call to FUTURE NISSAN OF FOLSOM, 916-608-5300 and spoke with SA-Chris.
TL-PN stated wanted make sure SA-Chris was aware that tech will need to be available to ride with customer for possible duplication of concern and realize that Saturday's are short staffed.
SA-Chris advised understand and understood that customer could only come in on Saturday's and will work with customer and is aware.

✓ **Created By: Russell Lawyer (11/5/2018 4:17 PM)**
TCS-RL placed outbound call to C's Home Phone / Work Phone, [redacted]
TCS-RL verified C's name, home & email address.
TCS-RL advised C that TCS-RL has received C's survey comments.
TCS-RL advised C that TCS-RL was calling to offer C the opportunity to discuss C's comments with an agent.

C stated the forward emergency braking randomly went off one day while C was driving home from the store at night time.
C stated that there was no one behind C and the vehicle just stopped itself.
C stated that was the only time that issue occurred.

TCS-RL apologized for C's concern with the vehicle and inquired if C would like to take vehicle to DLR for diagnosis.

C stated C would like to go to FUTURE NISSAN OF FOLSOM

TCS-RL placed outbound call to FUTURE NISSAN OF FOLSOM, 916-608-5300 and notes call was answered by SA-Chris who advised there is no diagnostic fee for C to have vehicle looked at.
TCS-RL notes appointment was scheduled for 11/10/2018 at 10am.
TCS-RL advised C that TCS-RL will follow up with C on 11/12/18 after DLR has had an opportunity to diagnose vehicle.

C agreed.

TCS-RL inquired if any additional assistance can be provided at this time.

C declined.

TCS-RL wished C a good day.

Call ends mutually.

Created By: Russell Lawyer (11/2/2018 10:06 AM)
TCS-RL placed outbound call to FUTURE NISSAN OF FOLSOM, 916-608-5300, and requested to speak with SM-Nick Tate.
TCS-RL advised SM of C's survey concerns and asked if C's vehicle is currently in DLR or if C has appointment scheduled soon to have C's vehicle reviewed.

✓ SM-NT advised no open RO and no appointment for C.
SM-NT advised DLR had a 2017 Rogue recently with similar concern and DLR replaced throttle body.
SM-NT advised DLR will be happy to diagnose C's vehicle.

Call ends mutually.

Created By: Russell Lawyer (11/2/2018 9:56 AM)
TCS-RL received case for handling as a result of QC survey response received from C.
TCS-RL notes copied survey notes below:

Survey Verbatim
B2540U, Collision Mitigation Brake System, DF
It happened on this last weekend. I was driving home from the store at night so it was dark, there was no one around me, thank goodness and the emergency collision system hit the breaks which sounded like it was
✓ grinding a little but it just lasted a few seconds and then it went off. I pulled over for a minute and it hasn't done it since.

F1210B, Power/Charging Port - Not enough ports, DS
We had driven a few vehicles and even though I got the same car (rogue) it was a different style so we didn't look to see if there were USB ports in the back seat like the other version. It wasn't until I had my sons in the back seat that we realized the only ports are in the front.

TCS-RL checked for open/related previous CA cases and found: None
TCS-RL checked for closed CA cases and found: None
TCS-RL checked for open recalls/campaigns and found: None

Created By: Russell Lawyer (11/2/2018 9:51 AM)
Quality Connection Hot Alert

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	11/27/2018	YX	AV	[redacted]	OA

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted]Sean Marshall
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	1/4/2019	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	11/2/2018 11:58 AM
Social Media Involvement		Date/Time Closed	1/4/2019 10:22 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Repurchase review in progress		

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	1,120	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	11/5/2018
IIR Date		RHR Completed	11/23/2018
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN8AT2MV1JW[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22218	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	LEGEND NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	11/21/2018
Responsible District	07	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	Repurchase review in progress

Bluetooth

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

Related Items

Approved Check Requests	$548.08	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	12/18/2018 10:00 AM	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: JN8AT2MV1JW[redacted]	Root Cause	
Created By	Sherika Brown, 11/2/2018 11:58 AM	Root Cause Code	SCSV
Last Modified By	NNAETL, 1/18/2019 9:05 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	515		
Action Code	NT9H		
What action was taken?	9H DTS Inspection - Settlement		

Agent Comments

Agent Comments	Review for 2 monthly reimbursement
Agent Next Step	Customer

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
1/4/2019 10:23 AM	Sean Marshall	Changed **Status** from Open to **Closed**.
		Closed.
1/2/2019 3:31 PM	Sean Marshall	Changed **Follow Up Date** from 1/3/2019 to **1/4/2019**.
1/2/2019 3:21 PM	Sean Marshall	Changed **Follow Up Date** from 1/4/2019 to **1/3/2019**.
1/2/2019 11:35 AM	Sean Marshall	Changed **Follow Up Date** from 1/2/2019 to **1/4/2019**.

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Case Comments

New

Case Comments Help

Public	Comment
	Created By: Sean Marshall (1/4/2019 10:22 AM) RCAS-SM is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with a DLR complaint. C requested that NNA repurchase VEH due to ongoing ABS concerns. ***STATEMENT OF DECISION*** RCAS-SM advised C NNA was not in the position to repurchase the VEH and offered 2 monthly payment reimbursement. C was satisfied with this information
✓	**Created By: Sean Marshall (1/3/2019 10:57 AM)** ***GW TEMPLATE*** C purchased veh: New Current mileage: 1,120 OOW- Basic: 0 Power train: 0 VSC: N/A Total customer pay at retailer: $2084.00 Last service visit: 10/21/18 Previous owns veh: 0
✓	**Created By: Sean Marshall (1/3/2019 10:55 AM)** ****GOODWILL REIMBURSEMENT**** The following are the details of the reimbursement: C is eligible for # 2 months VEH payment reimbursement only. Monthly Payment: $274.04 Total Amount: $548.08 Approved by: [redacted] Mailing Address verified: [redacted] Farmingdale, NY, [redacted] RCAS-SM SUBMITTING CHECK REQUEST.
✓	**Created By: Sean Marshall (1/3/2019 10:53 AM)** RCAS-SM placed outbound call to C at [redacted] RCAS-SM ADVISED "This call may be recorded for quality and training purposes." RCAS-SM advised that C's checks would be sent out immediately and confirmed mailing address as: [redacted] Farmingdale, NY [redacted] C verified. RCAS-SM advised that checks take an average of 2 – 4 business weeks to arrive. C understood. RCAS-SM asked if C had any further questions or concerns. C declined.

RCAS-SM thanked C for time.
Call ended mutually.

✓ **Created By: Sean Marshall (1/3/2019 10:38 AM)**
RCAS-SM placed outbound call to C at [redacted]
RCAS-SM left a VMX stating name, case number, contact info, and requested a call back.

✓ **Created By: Sean Marshall (1/3/2019 10:34 AM)**
RCAS-SM received a proof of payment from C via email.

Created By: Sean Marshall (1/2/2019 3:31 PM)
RCAS-SM placed outbound call to C at [redacted]
RCAS-SM ADVISED "This call may be recorded for quality and training purposes."

C stated when C goes online to make a payment it shows a screen with C's monthly payments.
C stated it doesn't include the VIN.
C stated that C also has an excel spreadsheet that logs the payments but it doesn't have a VIN.
✓ RCAS-SM advised C to ask the lean holder for a copy of the monthly statement.
C stated C has a coupon payment booklet that may contain the appropriate information.
C stated C will send that in.
RCAS-SM confirmed.

RCAS-SM advised C that case was still under review for OOW FA.
C confirmed.
RCAS-SM set follow up for EOB 1/04.
C confirmed.

✓ **Created By: Sean Marshall (1/2/2019 11:52 AM)**
RCAS-SM received a VMX from C requesting a call back.

✓ **Created By: Sean Marshall (1/2/2019 11:35 AM)**
RCAS-SM made outbound call to C at [redacted]
RCAS-SM left a VMX stating name, case number, contact info, set follow up for 1/04, and requested a call back.

✓ **Created By: Brandon Seay (12/26/2018 10:56 AM)**
RCAS-BS emailed C requesting POP.

Created By: Brandon Seay (12/26/2018 10:54 AM)
RCAS-BS placed outbound call to C at [redacted]
RCAS-BS stated call may be recorded for quality and training purposes.
RCAS-BS stated RCAS-BS was filling in for RCAS-SM.
RCAS-BS stated it looks like NNA would like to reimburse C 2 monthly payments.
RCAS-BS asked C to send in POP.

C understood.
C stated C is not financed through NMAC.
C stated DTS did not fix anything.

RCAS-BS apologized for the inconvenience C is facing with VEH.
RCAS-BS stated C's VEH is operating normally.
RCAS-BS stated certain environmental factors can cause the FEB to activate.
RCAS-BS stated DTS explained this to C.

C stated this is a defect.
C stated C can't believe NNA is okay with this.
C asked could NNA re-review to repurchase VEH.

RCAS-BS stated no repairs were made to C's VEH.
✓ RCAS-BS stated C's VEH is operating normally.

C understood.
C stated C can't believe C bought a lemon.

RCAS-BS apologized for the inconvenience C is facing.
RCAS-BS stated C's VEH is operating normal.
RCAS-BS stated those railroad tracks C went over were unusual.

C understood.

RCAS-BS stated RCAS-BS would email C requesting POP.

C understood.

RCAS-BS asked C does C have any other questions for RCAS-BS.

C declined.

RCAS-BS thanked C for time.

Call ended mutually.

✓ **Created By: Sean Marshall (12/21/2018 9:48 AM)**
RCAS-SM received a VMX from C requesting a call back and stating that C had received information stating that the VEH had not been repaired by the DLRSHP.

✓ **Created By: Sean Marshall (12/21/2018 9:52 AM)**
RCAS-SM placed outbound call to C at [redacted]
RCAS-SM left a VMX stating name, case number, contact info, set follow up 12/26, and requested a call back.

✓ **Created By: Sean Marshall (12/20/2018 3:16 PM)**
RCAS-SM sent email to NMAC requesting the monthly payment amount for C's VEH.

✓ **Created By: Adrienne Jones (12/20/2018 3:14 PM)**
TL-AJ reviewed case with RCAS-SM. TL approves reimbursement for 2 monthly payments due to C's vehicle being down for 57 days while waiting on DTS to try and duplicate concerns.

Created By: Sean Marshall (12/20/2018 2:16 PM)
RCAS-SM made outbound call to C at [redacted]
RCAS-SM ADVISED "This call may be recorded for quality and training purposes."

RCAS-SM advised the VEH is fine.
C asked if the DLR was just going to give the VEH back to NNA.
RCAS-SM advised that DLR cleared the error codes and can't duplicate the concerns.
C stated that all the DLRSHP did was clear the codes which doesn't count as a repair.
RCAS-SM advised that the error codes were gone and the VEH was no longer having the concern.
RCAS-SM apologized if C is unsatisfied with repair options but stated that VEH was repaired.
✓ C asked what to do if the VEH repeats the concern in the future.
RCAS-SM advised that C could take the VEH back to DLRSHP or to a different DLRSHP for a second opinion.
C stated that this was the stupidest answer C had ever heard.
C stated C will never buy another Nissan again.

C asked what form of compensation C would be receiving.
RCAS-SM stated that RCAS-SM would review and set follow up for EOB 12/21.

RCAS-SM asked if C had any further questions or concerns.
C declined.
RCAS-SM thanked C for time.
Call ended mutually.

✓ **Created By: Sean Marshall (12/19/2018 12:58 PM)**
RCAS-SM made outbound call to C at [redacted]
RCAS-SM ADVISED "This call may be recorded for quality and training purposes."

RCAS-SM asked how the DTS appointment went.
C stated the DTS advised that RCAS would be following up with C with the details.
RCAS-SM stated that DTS had not followed up with RCAS as of yet and apologized for the inconvenience.
C understood.

RCAS-SM set follow up for EOB 12/20.
C confirmed.

RCAS-SM asked if C had any further questions or concerns.
C declined.
RCAS-SM thanked C for time.
Call ended mutually.

Created By: Sean Marshall (12/19/2018 10:28 AM)
RCAS-SM placed outbound call to DLR at 5164968181.
RCAS-SM asked to speak with SM-Vinny Gianni.
RCAS-SM was told SM-VG was unavailable.

Created By: Sean Marshall (12/19/2018 10:25 AM)
RCAS-SM placed outbound call to DTS-Kevin Mackay at 6156480817.
RCAS-SM left a VMX requesting a call back

Created By: Lori Lamon (12/18/2018 8:18 AM)
SRCAS-Lori Wells transferring case back to RCAS- Sean Marshall for further case handling.

Created By: Lori Lamon (12/18/2018 8:18 AM)
SRCAS-Lori Wells placed outbound call to C at [redacted]
SRCAS stated this is Lori with NNA CA.
SRCAS asked if now is a good time to speak with C per C's request for a sup. call back?
C stated yes.

SRCAS-LW thanked C for C's time.
SRCAS-LW advised C, "This call may be recorded for quality and training purposes."
SRCAS-LW understood that C has been working with RCAS- Sean.
C agreed.

SRCAS-LW asked what further questions C has?

C stated that C's VEH is still at the DLR after one month and a half.
C stated that C received an letter that NNA is not going to repair.
C stated that according to Sean it was not exceeded amounts to repair the VEH.
C stated that the VEH has not been repaired and advised that the VEH cannot be bought back.
C stated that C is having to take off to speak with DTS.

SRCAS-LW apologized for the concerns and experience.
SRCAS-LW advised that SRCAS did look into C's request for repurchase and at this time NNA is not in the position to assist with replacement or repurchase.
SRCAS-LW advised However, NNA will continue to honor the terms and conditions of all applicable warranties.
SRCAS-LW advised that will also be receiving a denial letter via mail.

SRCAS-LW advised that if C is not satisfied C has the right to the Better Business Bureau.
SRCAS-LW advised that a denial letter will also be sent providing the BBB information.

SRCAS-LW advised that SRCAS-LW is not versed in state lemon law.

SRCAS-LW advised that C has DTS appointment was scheduled for 12/8 at 10:00am EST at Legend Nissan.
C confirmed.
SRCAS-LW advised that if DTS recommends or makes any repairs, NNA CA can review at that time.

C stated that this is the most ridiculous process.
C stated that C is going to attorney general.
C stated that C went to DLR and the VEH was sitting on the street.
C stated that C would like C's VEH off of the street.
C stated that NNA has had the VEH for over one month.
C stated that the VEH should be determined as a lemon.

C stated that C would like to speak with someone who is able to give answers.
SRCAS-LW advised that C is more than welcome to speak further with BBB.

C stated that C would speak with attorney general.
C stated that C thinks this should be a recall.
C stated that this is putting C's life at risk.

SRCAS-LW advised that SRCAS would like DTS to come out and look at the VEH and go from there.
SRCAS-LW advised that DTS would be able to inspect the VEH and answer any questions that C has regarding VEH.

C stated that C would like a call back from SRCAS supervisor.
SRCAS-LW advised that SRCAS is the supervisor over the entire Northeast Region.
SRCAS-LW advised that there is no further information to provide at this time.

C stated that C has not had the VEH for one month and half.
C stated that C would like to know if NNA can reimburse for features that C has on VEH that C is not able to use on loaner.
C stated that C has remote start and other features that do not work on the loaner.

SRCAS-LW advised that once DTS comes out and advises, RCAS would be able to review for any type of compensation.

SRCAS-LW asked if C had any further questions?
C stated that SRCAS has gave no answers and done nothing for C.
C stated that C is not satisfied with this call.
C stated that C would like the feature removed from the VEH.
C stated that C wants another VEH or feature disabled.

SRCAS-LW advised that C's dissatisfaction would be documented.
SRCAS-LW thanked C for time.
SRCAS-LW advised that RCAS-Sean would follow up by COB tomorrow to go over DTS inspection.

C stated okay.
SRCAS-LW thanked C.
Call ended mutually.

Created By: Sean Marshall (12/17/2018 1:41 PM)
RCAS-SM sent C an attorney letter of representation

Created By: Sean Marshall (12/17/2018 1:41 PM)
RCAS-SM made outbound call to C at [redacted]
RCAS-SM ADVISED "This call may be recorded for quality and training purposes."

RCAS-SM advised C that a DTS appointment was scheduled for tomorrow 12/8 at 10:00am EST at Legend Nissan.
C confirmed.
C stated C received denial letter in the mail.
C stated that C finds it outlandish that NNA is acknowledging that the VEH has not repaired but is not buying the VEH back.
C asked why it was denied.
RCAS-SM advised that the VEH had not been subjected to enough warrantable repairs at this point.
C wants to re-review for repurchase.
RCAS-SM stated that RCAS-SM would not be able to re-review as no changes have been made.
RCAS-SM stated that after the DTS inspection NNA may be able to take another look but RCAS-SM couldn't guarantee that the case would qualify for review.
C demanded that RCAS-SM re-review now.

RCAS-SM stated that RCAS-SM would ask internally if C's case could be re-reviewed but could not guarantee that C's case would qualify.
C stated that this is unacceptable and Nissan will be hearing from C's attorney.
RCAS-SM offered to send an attorney letter of representation.
C confirmed and stated that C would escalate all the way to the top of Nissan if necessary.
RCAS-SM advised that a supervisor will reach out by EOB 12/18.
C stated C wanted to speak with someone now.
RCAS-SM apologized for the hassle that C has been through and assured C that RCAS-SM was not trying to give C a hard time, but there is no guarantee that a supervisor will be in contact today and it could be as late as EOB 12/18.
C stated fine.

RCAS-SM asked if C had any further questions or concerns.

C declined and stated RCAS-SM couldn't help with anything.
RCAS-SM thanked C for time.
Call ended mutually.

****ERROR PLEASE DISREGARD PREVIOUS****

Created By: Sean Marshall (12/17/2018 11:17 AM)
RCAS-SM made outbound call to C at [redacted]
RCAS-SM ADVISED "This call may be recorded for quality and training purposes."

RCAS-SM advised C that a DTS appointment was scheduled for tomorrow 12/8 at 10:00am EST at Legend Nissan.
C confirmed.
C stated C received denial letter in the mail.
C stated that C finds it outlandish that NNA is acknowledging that the VEH has not repaired but is not buying the VEH back.
C asked why it was denied.
RCAS-SM advised that the VEH had not been subjected to enough warrantable repairs at this point.
C wants to re-review for repurchase.
RCAS-SM stated that RCAS-SM would not be able to re-review as no changes have been made.
RCAS-SM stated that after the DTS inspection NNA may be able to take another look but RCAS-SM couldn't guarantee that the case would qualify for review.
✓ C demanded that RCAS-SM re-review now.

RCAS-SM stated that RCAS-SM would ask internally if C's case could be re-reviewed but could not guarantee that C's case would qualify.
C stated that this is unacceptable and stated that C would escalate all the way to the top of Nissan if necessary.
RCAS-SM advised that a supervisor will reach out by EOB 12/18.
C stated C wanted to speak with someone now.
RCAS-SM apologized for the hassle that C has been through and assured C that RCAS-SM was not trying to give C a hard time, but there is no guarantee that a supervisor will be in contact today and it could be as late as EOB 12/18.
C stated fine.

RCAS-SM asked if C had any further questions or concerns.
C declined and stated RCAS-SM couldn't help with anything.
RCAS-SM thanked C for time.
Call ended mutually.

Created By: Sean Marshall (12/17/2018 10:56 AM)
RCAS-SM placed outbound call to DTS-Kevin Mackay.

✓ RCAS-SM asked to confirm that DTS-KM had appointment at Legend Nissan with C at 10:00am EST.
DTS-KM confirmed appointment.

RCAS-SM thanked DTS-KM for time.
Call ended mutually.

Created By: Sean Marshall (12/5/2018 1:33 PM)
RCAS-SM placed outbound call to DLR at 5164968181.
✓ RCAS-SM asked to speak with SM-Vinny Gianni.
RCAS-SM informed SM-VG that C had a DTS inspection confirmed for 12/18 at 10:00am EST.
SM-VG confirmed.
Call ended mutually

Created By: Sean Marshall (12/5/2018 1:28 PM)
RCAS-SM placed outbound call to C at [redacted]
RCAS-SM ADVISED "This call may be recorded for quality and training purposes."

RCAS-SM stated that the DTS was unable to reschedule.
C stated C would work with the original offer and confirmed DTS appointment for 12/18 at 10:00am EST at Legend Nissan.
✓ RCAS-SM set follow up for EOB 12/17.
C confirmed.

RCAS-SM asked if C had any further questions or concerns.
C declined.
RCAS-SM thanked C for time.
Call ended mutually.

✓ **Created By: Sean Marshall (12/5/2018 12:37 PM)**
RCAS-SM placed outbound call to DTS-Kevin Mackay.
RCAS-SM left a VMX requesting information regarding C's request.

Created By: Sean Marshall (12/4/2018 1:44 PM)
RCAS-SM made outbound call to C at [redacted]
RCAS-SM ADVISED "This call may be recorded for quality and training purposes."

RCAS-SM advised that the DTS would like to inspect the VEH at 10:00am EST on 12/18.
C stated that the 17th would be better.
✓ C asked if there was any way the DTS could push back the time until noon.
RCAS-SM stated that RCAS-SM will contact DTS and find out and set follow up for EOB 12/5.
C confirmed.

RCAS-SM asked if C had any further questions or concerns.
C declined.
RCAS-SM thanked C for time.
Call ended mutually.

Created By: Sean Marshall (11/29/2018 1:04 PM)
RCAS-SM placed outbound call to DTS-Kevin Mackay at 6156480817.
✓ RCAS-SM advised DTS-KM that C will be unable to make C's appointment and would like to reschedule.
DTS-KM requested RCAS-SM send email with the same info and DTS-KM will provide a new date.
RCAS-SM confirmed.
Call ended mutually.

Created By: Sean Marshall (11/29/2018 1:01 PM)
RCAS-SM placed outbound call to C at [redacted]
RCAS-SM advised "This call may be recorded for quality and training purposes."

RCAS-SM advised C that DTS would like to inspect at 10:00am EST on 12/13.
C stated C will be out of town for 10th to the 15th.
RCAS-SM stated that RCAS-SM will call and try to reschedule.
C confirmed.

✓ C asked if C needed to be there for the inspection.
RCAS-SM stated yes for an interview with the DTS.
C understood.
C stated that C will not pursuing legal options and hopes Nissan will do the right thing.
RCAS-SM empathized and set follow up for EOB 12/4.
C confirmed.

RCAS-SM asked if C had any additional questions or concerns.
C declined.
RCAS-SM thanked C for time.
Call ended mutually.

✓ **Created By: Sean Marshall (11/26/2018 11:56 AM)**
RCAS-SM sent C an attorney letter of representation

✓ **Created By: Sean Marshall (11/26/2018 11:55 AM)**
RCAS-SM placed outbound call to C at [redacted]
RCAS-SM advised "This call may be recorded for quality and training purposes."

RCAS-SM advised that NNA was not in the position to repurchase VEH.
RCAS-SM advised that NNA would like to send a DTS to look at C's VEH.
C stated that the DTS will have to come on a Saturday to inspect the VEH as C will not be inconveniencing C's schedule for Nissan.
C stated C would also like a written notice stating that NNA is acknowledging there is a defect and is choosing not to repurchase VEH.
RCAS-SM stated that C will be receiving a denial letter in the mail but cannot guarantee that it will express those words precisely.

C stated C has contacted a lawyer and would like a letter to verify that NNA is not repurchasing this VEH despite the defect.
C stated that C is now very annoyed with Nissan.
RCAS-SM advised that RCAS-SM would send C an attorney letter of representation.
RCAS-SM set follow up for EOB 11/29.
C confirmed.

RCAS-SM asked if C had any additional questions or concerns.
C declined.
RCAS-SM thanked C for time.
Call ended mutually.

Created By: Sean Marshall (11/26/2018 11:25 AM)
RCAS-SM placed outbound call to DTS-Kevin Mackay.
RCAS-SM provided case information and asked if DTS-KM would be interested in coming out to look at C's VEH.
✓ DTS-KM stated that DTS-KM would be willing to inspect VEH.

RCAS-SM thanked DTS-KM for time.
Call ended mutually.

Created By: Sean Marshall (11/26/2018 11:20 AM)
RCAS-SM placed outbound call to DLRSHP at 5164968181.
RCAS-SM asked to speak with SM-Vinny Gianni.

✓ SM-VG stated DTS advised if DLR can duplicate concern DLR should contact DTS.
SM-VG stated DLRSHP still has been unable to duplicate.

RCAS-SM thanked SM-VG for time.
Call ended mutually.

Created By: Brandon Johnson (11/26/2018 9:45 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 follow up with DTS in reference to C's veh inspection.

Created By: Brandon Johnson (11/26/2018 9:42 AM)
**ARBS reviewed case with DRT-CA.
**DRT-CA stated to send case back to RCAS and if C had further concerns to send DTS.

**ARBS submitting CA DTS inspection for RCAS.

Created By: Brandon Johnson (11/26/2018 9:41 AM)
ARBS notes the following summary of service history:

In-service date: 9/6/2018
Additional CA cases: None
Tech Line cases: [redacted]

RECOMMENDATION:
• Thank you for the time on the phone today.
• As discussed, please have the Service Manger contact Nissan Consumer Affairs.

VSC: None
DTS Inspection: None

Repairs/visits summary:

2 visits for C/S veh stopping itself.
–1. TECH COULD NOT DUPLICATE CUSTOMERS CONCERN, TECH SCANNED FOR CODES AND FOUND CODES FOR RADAR STAIN, TECH REPROGRAMMED ICC/ADAS AND LASER RADAR UNIT, SET ALL TO SPECS. EVERYTHING WORKING AS DESIGNED.
–2. DLR unable to diagnose/duplicate as of 11/21/2018.

33 total days down as of 11/26/2018.

Created By: Brandon Johnson (11/26/2018 9:39 AM)
ARBS notes the following:

10/02/2018 @ 480 miles... RO# [redacted]. 9 days down.

Concern
1. C/S CAR IS STOPPING ITSELF.
Action
1. TECH COULD NOT DUPLICATE CUSTOMERS CONCERN, TECH SCANNED FOR CODES AND FOUND CODES FOR RADAR STAIN, TECH REPROGRAMMED ICC/ADAS AND LASER RADAR UNIT, SET ALL TO SPECS. EVERYTHING WORKING AS DESIGNED.

11/3/2018 @ 1,148 miles.. RO# [redacted]. 24 days down.

Concern
1. C/S 2nd time that veh came to complete stop after crossing same railroad crossing- Farmingdale where Central meets Hempstead turnpike.
Action
1. DLR unable to diagnose/duplicate as of 11/21/2018.

33 total days down as of 11/26/2018.

Created By: Nicki Barror (11/23/2018 3:17 PM)
DRTS received the RHR. The RHR was assigned to ARBS Brandon Johnson for review

✓ **Created By: Sean Marshall (11/23/2018 2:48 PM)**
RCAS-SM received an attached a copy of C's open RO

✓ **Created By: Sean Marshall (11/21/2018 10:37 AM)**
RCAS-SM shared case via DATA NET

Created By: Sean Marshall (11/21/2018 10:35 AM)
RCAS-SM placed outbound call to C at [redacted]
RCAS-SM advised "This call may be recorded for quality and training purposes."

RCAS-SM advised that DLR was not going to rack up a large quantity of miles.
C stated good.
RCAS-SM advised that C's case was still under review for possible repurchase.
✓ C confirmed.
RCAS-SM set a follow up for EOB 11/26.
C confirmed.

RCAS-SM asked if C had any additional questions or concerns.
C declined.
RCAS-SM thanked C for time.
Call ended mutually.

✓ **Created By: Sean Marshall (11/21/2018 10:30 AM)**
RCAS-SM placed outbound call to DLRSHP at 5164968181.
RCAS-SM asked to speak with SM-Vinny Gianni.

SM-VG stated that on 10/2 DLR updated SEB which did not fix the issue.
DTS recommended DLR drive test the VEH to duplicate.
SM-VG stated that DLR has been unable to diagnose.
RCAS-SM asked if SM-VG could email RCAS-SM a copy of C's RO.
SM-VG confirmed.

RCAS-SM thanked SM-VG for time.
Call ended mutually.

✓ **Created By: Sean Marshall (11/21/2018 10:22 AM)**
RCAS-SM sent another email to SM-Anthony Hernandez requesting a copy of C's open RO

✓ **Created By: Sean Marshall (11/16/2018 3:24 PM)**
RCAS-SM sent email to SM-Anthony Hernandez requesting open RO for C

Created By: Sean Marshall (11/16/2018 3:15 PM)
RCAS-SM placed outbound call to C at [redacted]
RCAS-SM advised "This call may be recorded for quality and training purposes."

RCAS-SM provided direct line for C's reference.
RCAS-SM advised that C's case was still under review for possible repurchase.
C understood.

RCAS-SM asked if C had any further questions or concerns.
C stated that DLRSHP has been driving the VEH to duplicate the concerns.
✓ C stated that DLRSHP does not have an ETA.
C is concerned that DLRSHP is going to rack up too many miles and expire the warranty.
C asked what to do in that situation.

RCAS-SM stated that RCAS-SM would gather that information and follow up with C.
RCAS-SM set a follow up for EOB 11/21.

RCAS-SM asked if C had any additional questions or concerns.
C declined.
RCAS-SM thanked C for time.
Call ended mutually.

Created By: Hanah Vanderlaan (11/13/2018 12:54 PM)
RCAS-HV placed outbound call to C at [redacted] and advised the call may be recorded for quality and training

C stated that DLR still has VEH
C stated that DLR is trying to recreate what happened
C stated that C is showing the

C stated that the DLR told C that the DLR pulled codes the first day
C stated that C is just curious and confused about that
✓ C stated that no one from the DLR has contacted C about changing out the

C stated that SA has told C that DLR is trying to

C stated that C spoke with SM who stated that SM did not know why anyone talked to C about switching the loaner
RCAS-HV understood and stated that at CA RCAS-HV doesn't have any loaners but C would have to speak with the DLR about that
RCAS-HV stated that RCAS-HV can reach out to DLR on C behalf for the rental
C appreciated assistance
RCAS-HV stated that RCAS-HV will continue review and that RCAS-HV will contact C on Friday 11/16
RCAS-HV offered further assistance
C declined
Call ended mutually

Created By: Dezerick Frazier (11/13/2018 9:45 AM)
RCAS-DF placed outbound call to Legend Nissan.

RCAS-DF spoke with SA- Ken Lorthioir

RCAS-DF asked what repair is being done to the VEH.

SA-KL stated that the dealership cannot pull any codes regarding the FEB concern, so the dealership is just road testing the VEH.

✓ RCAS-DF asked how long has the VEH been at the dealership .

SA-KL stated that the VEH has been at the dealership since 11/3/18.

RCAS-DF asked for the open RO.

RCAS-DF provided fax number.

Call ended mutually

Created By: Brandon Johnson (11/12/2018 8:11 AM)
11/12/2018 @ 805 am CST

ARBS noting RHR rejected.

Open RO and open RO information on what is being done needed in order to complete review. Physical days down at dealer needed for open RO as well.

Please provide and re-submit.

Created By: Brandon Johnson (11/12/2018 8:11 AM)
11/12/2018 @ 801 am CST

ARBS placed outbound call to DLR-LEGEND NISSAN @ # 516-496-8181 and attempted to speak with SA-Anthony Hernandez.
ARBS reached message from DLR stating that DLR was closed.
Call ended.

Created By: Brandon Johnson (11/12/2018 8:10 AM)
11/12/2018 @ 748 AM CST

ARBS placed outbound call to DTS-KM.
ARBS inquired about C's veh concern and the DLR.
DTS stated that DLR was fully aware of the ABS countermeasure.
ARBS and DTS looked at ROs and DLR had performed FEB countermeasure.
ARBS understood and DTS stated that DTS could go look at the veh.
ARBS understood and ARBS stated that ARBS just wanted to check.
DTS understood and call ended.

Created By: Nicki Barror (11/9/2018 3:49 PM)
DRTS received the RHR. The RHR was assigned to ARBS Brandon Johnson for review

Created By: Dezerick Frazier (11/9/2018 3:38 PM)
RCAS-DF placed outbound call to Legend Nissan.

RCAS-DF spoke with SA-Anthony Hernandez.

RCAS-DF asked for time stamped RO[redacted] and the open RO.

SA-AH stated that SA-AH tried multiple times but it says recipient busy

✓ RCAS-DF asked if SA-AH can email RCAS-DF the RO's.

SA-AH stated that the file is too big

SA-AH tried to fax RCAS-DF again while RCAS-DF is on the phone. the Fax did not go through

RCAS-DF confirmed fax number

Call ended mutually

✓ Created By: Dezerick Frazier (11/9/2018 10:41 AM)
RCAS-DF emailed service manager Vinny Gianni.

RCAS-DF asked for time stamped RO [redacted] and the open RO

Created By: Dezerick Frazier (11/9/2018 10:34 AM)
✓ RCAS-DF placed outbound call to Legend Nissan.

RCAS-DF was not able to get in contact with service manager or service advisor

Created By: Hanah Vanderlaan (11/8/2018 1:08 PM)
RCAS_HV placed outbound call to C at [redacted] and advised the call may be recorded for quality and training

RCAS-HV advised that RCAS-HV is still reviewing for repurchase or replacement of VEH and doesn't have an answer yet
✓ RCAS-HV advised that RCAS-HV will review and will contact C on 11/13
C understood
RCAS-HV offered further assistance
C declined
Call ended mutually

Created By: Dezerick Frazier (11/7/2018 8:41 AM)
RCAS-DF placed outbound call to Legend Nissan.

RCAS-DF spoke with SA-Anthony Hernandez.

✓ RCAS-DF asked for time stamped RO [redacted] and the open RO.

RCAS-DF asked for SA-AH to verify the days down for RO [redacted]

SA-AH stated that the VEH was down for 9 days.

Call ended mutually

Created By: Hanah Vanderlaan (11/5/2018 10:01 AM)
RCAS-HV made outbound call to C at [redacted]
RCAS-HV VERIFIED C's name, home & email address, concern, phone.
RCAS-HV CHECKED for open recalls/campaigns and found: 0
Previous UNRELATED Case(s) Found: 0
Previous RELATED Case(s) Found: 0
RCAS-HV ADVISED "This call may be recorded for quality and training purposes."

RCAS-HV stated that RCAS-HV is the case manager the case has been escalated too.
RCAS-HV stated that RCAS-HV will be the point of contact for C.

C stated that Abs is malfunctioning
C stated that this is second time
C picked up VEH in September
C stated that in October C had to take VEH to DLR because VEH stopped on railroad tracks
C stated that luckily no one was around C and no one hit C
C stated that C was concerns and C called DLR next day and the DLR stated that ABS malfunctioned and DLR fixed VEH
C stated that last week the VEH and the VEH stopped on the railaroad tracks again
C stated that C does not know what is happening all of the sudden
C stated that the DLR
C stated that the Owners Manuel said that the DLR

C stated that C doesn't want the problem fixed, C wants system replaced
C stated that C is annoyed that VEH has been in the shop twice in two months
✓ C stated that if situation happens again VEH falls under lemon law
C stated that C is worried about C safety
C stated that C doesn't know if happens with

C stated that C doesn't want the VEH and is not safe
RCAS-HV stated that RCAS-HV can do an internal review to see if Nissan can do a review for possible repurchase or replacement
RCAS-HV advised that RCAS-HV review will take at least 10 business days and that RCAS-HV will follow up every three
C understood
RCAS-HV asked C:

Why do you want to return the vehicle to Nissan North America? VEh is unsafe and has defective ABS
• Where is the vehicle currently? DLR
• Are you currently in a rental vehicle? Yes
• Where was the vehicle purchased? Legend
• Was the vehicle purchased new or used? New
• If used, when was the vehicle purchased?
• Where is the vehicle serviced? No
• Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers.

Legend

C stated that C likes the VEH and C was paying a loan on a VEH C isn't even in
C stated that DLR could have at least give C a comparable VEH
RCAS-HV understood and apologized
RCAS-HV set follow up for 11/08

Created By: Hanah Vanderlaan (11/5/2018 8:19 AM)
RCAS-HV placed outbound call to Legend Nissan 5164968181 and spoke with service manager Vinny Gianni

✓ RCAS-HV asked what is going on with VEH
SM-VG stated that VEH came into DLR and the C dropped VEH off over weekend
VEH is stopping at a particular railroad track
SM-VG stated that SM-VG is going to open a techline case on VEH

Created By: Sherika Brown (11/2/2018 12:11 PM) | Last Modified By: Dezerick Frazier (11/7/2018 8:44 AM)
Case Summary **
✓ C called in with an ABS issue

CRR-SB is sending case to RCAS for further review

✓ Created By: Sherika Brown (11/2/2018 12:10 PM) | Last Modified By: Dezerick Frazier (11/7/2018 8:44 AM)
CRR-SB < VERIFIED > Account information including: C's name, home & e-mail address, phone number & best contact number
CRR-SB VERIFIED VEH Information including: VIN #, Current Mileage, Warranty & Service History
CRR-SB CHECKED for open recalls/campaigns and found: 0
CRR-SB CHECKED for previous UNRELATED Case(s) and found: 0
CRR-SB CHECKED previous RELATED Case(s) and found: 0
CRR-SB NOTED concern is: ABS Issue
CRR-SB received inbound call from C

C stated ABS failed on the railroad tracks twice within two months
C stated took to the DLRSHP and once and now it's happening again
C stated C deactivated the ABS but is still worried that the VEH could cause an accident
C stated that this is a safety issue and would the system to be replaced
C stated that C contact DLRSHP and they told C that they were going to look into getting C a loaner VEH
C stated if it happens again C want NNA to replace the VEH

CRR-SB apologized for C concerns
CRR-SB informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 11/05/2018 regarding C's concern.

C understood.

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

C declined.

CRR-SB provided C with agent ID [redacted] and case number [redacted]

C understood

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	MULTIPLE REPAIR ATTEMPTS	04	11/2/2018	YE	AD	[redacted]	OA

Forms

Forms Help

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Case [redacted]

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Case History [5+] | Case Comments [27] | Case Categorizations [2] | Forms [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Evangeline Higgins
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	11/15/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	11/2/2018 2:33 PM
Social Media Involvement		Date/Time Closed	11/15/2018 7:36 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 filing complaint on VEH For FEB sensor needing to be replaced on second VEH.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	Loughead.
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	14,000	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	0	RHR Started	11/5/2018
IIR Date		RHR Completed	11/9/2018
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	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	LOUGHEAD NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	Please review and advise.

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] PHONE: [redacted] VIN: JN8AT2MV4HW[redacted]	Root Cause	
Created By	Christina Salutari, 11/2/2018 2:33 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/8/2018 10:32 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	565		
Action Code	NT1A		
What action was taken?	1A Repaired – Under Warranty		

Agent Comments

Agent Comments	CLOSE ONCE LETTER SENT
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
11/15/2018 7:36 AM	Evangeline Higgins	Changed **Status** from Open to **Closed**.
		Closed.
11/14/2018 3:49 PM	Evangeline Higgins	Changed **Follow Up Date** from 11/14/2018 to **11/15/2018**.
11/9/2018 10:38 AM	Evangeline Higgins	Changed **Follow Up Date** from 11/9/2018 to **11/14/2018**.
11/9/2018 8:11 AM	Nicki Barror	Changed **DRT Support Status** from Pending to **DRT Assigned**.

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Case Comments

New

Case Comments Help

Public	Comment
	Created By: Evangeline Higgins (11/14/2018 3:49 PM) RCAS-EH is closing the case as no further assistance can be given at this time. **********
✓	C contacted NNA for assistance with repurchase due to second FEB sensor being replaced. C was upset with NNA's decision to deny assistance at this time. ********** RCAS-EH advised with SM-Julius Walter on this case
	Created By: Evangeline Higgins (11/14/2018 3:47 PM) RCAS-EH noting sent C "Repurchase Denial Within Wty" letter.
	Created By: Evangeline Higgins (11/14/2018 3:45 PM) RCAS-EH placed outbound call to C at [redacted] RCAS-EH advised "this call is recorded for quality and training purposes." RCAS-EH advised that SRCAS did look into C's request for repurchase and at this time NNA is not in the position to assist with replacement or repurchase. RCAS-EH advised However, NNA will continue to honor the terms and conditions of all applicable warranties. RCAS-EH advised that will also be receiving a denial letter via mail. (If within warranty)
✓	RCAS-EH advised that if C is not satisfied C has the right to the Better Business Bureau. RCAS-EH advised that a denial letter will also be sent providing the BBB information. C stated will let the BBB know and let all Nissan owners know. C stated will not be leasing another VEH through Nissan. C stated thanks for calling. RCAS-EH apologized for.... C disconnected the call.
✓	Created By: Evangeline Higgins (11/14/2018 2:06 PM) RCAS-EH noting sent email to NMAC requesting payment amount.
	Created By: Evangeline Higgins (11/13/2018 1:33 PM) RCAS-EH placed outbound call to Loughead Nissan at 610-328-1500. RCAS-EH spoke with SM-Julius Walters
✓	SM-JW stated the C picked the VEH up today. RCAS-EH thanked. Call ended mutually.

Created By: Zachary Case (11/9/2018 1:23 PM)
ARBS notes based on a good faith review, NNA is not in a position to offer a repurchase or replacement of this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.

ARBS supports GW reimbursement in the amount of 1 monthly vehicle payment.

Created By: Zachary Case (11/9/2018 1:22 PM)
ARBS ZC notes the following:

29 days out of service.

State: PA
Mileage: 14,729
Inservice: 8/28/17

1 repair related to FEB engages.

1 repair related to gas cap failed emissions.

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

No repairs made within earlier of 1 year/12,000 miles.

Created By: Zachary Case (11/9/2018 1:21 PM)
ARBS ZC notes the following:

10/8/2018 @ 14,729 miles... RO # [redacted]. 29 days down
Issue:
1. C/s FEB engages on its own.
2. C/s gas cap failed emissions.
Action:
1. Replace laser control unit and reprogram icc/adas unit.
2. Replaced gas cap.

✓ Created By: Evangeline Higgins (11/9/2018 10:37 AM)
RCAS-EH placed outbound call to C at: [redacted]
RCAS-EH noting unable to leave VMX is not set up

✓ Created By: Evangeline Higgins (11/9/2018 10:36 AM)
RCAS-EH placed outbound call to C at [redacted]
RCAS-EH left VMX with C case number and direct line number.
RCAS-EH advised RHR still under review.
RCAS-EH stated will follow up on 11/14.

✓ Created By: Evangeline Higgins (11/9/2018 10:35 AM)
RCAS-EH placed outbound call to C at: [redacted]
RCAS-EH left VMX with C case number and direct line number.
RCAS-EH advised RHR still under review.
RCAS-EH stated will follow up on 9/14.

✓ Created By: Evangeline Higgins (11/9/2018 10:32 AM)
RCAS-EH noting received VMX from C requesting a call back.

✓ Created By: Tranisha Woods-Sweatt (11/9/2018 8:52 AM)
RCAS-TW received the accounting copy for the open RO via fax and attached it to the case.

Created By: Nicki Barror (11/9/2018 8:10 AM)
DRTS received the RHR. The RHR was assigned to ARBS Zach Case for review

✓ Created By: Tranisha Woods-Sweatt (11/9/2018 8:08 AM)
RCAS-TW attached and submitted the RHR.

Created By: Tranisha Woods-Sweatt (11/9/2018 8:05 AM)
RCAS-TW made outbound call to DLR at LOUGHEAD NISSAN.
RCAS-TW spoke with the Service Manager Julius Walter.

RCAS-TW asked for RO [redacted]
RCAS-TW asked if the RO is still open.

✓ SM stated the VEH is repaired C has not picked it up yet.

RCAS-TW asked for the SM to send the accounting copy.

SM asked for RCAS-TWs fax number.

RCAS-TW provided.

RCAS-TW thanked SM.
Call ended mutually.

✓ Created By: Evangeline Higgins (11/8/2018 2:27 PM)
RCAS-EH placed outbound call to C at: [redacted]
RCAS-EH noting unable to leave VMX is not set up

✓ Created By: Evangeline Higgins (11/8/2018 2:26 PM)
RCAS-EH placed outbound call to C at: [redacted]
RCAS-EH left VMX with C case number and direct line number.
RCAS-EH stated will follow up on 11/9.

✓ Created By: Evangeline Higgins (11/8/2018 2:24 PM)
RCAS-EH placed outbound call to C at: [redacted]
RCAS-EH left VMX with C case number and direct line number.
RCAS-EH stated will follow up on 11/9.

✓ Created By: Evangeline Higgins (11/5/2018 3:32 PM)
RCAS-EH received inbound call from C at [redacted]
RCAS-EH verified name, mailing address, and email.
RCAS-EH checked for open campaigns and found:0
RCAS-EH checked for open RELATED cases and found: [redacted]
RCAS-EH checked for open UNRELATED cases and found:0

RCAS-EH advised "this call is recorded for quality and training purposes."

RCAS-EH introduced self as C's case manager regarding VEH.

C stated happened one time and turned in to the shop the next day.
C stated the beeping sound was happening for no reason.
C stated this incident happened on a 4 lane road going about 35-40 MPH when it occurred.
C stated the beeps started and something went red and the VEH stopped and C heard brakes or gears grinding.
C stated should not have happened.
C stated is a very careful driver.
C stated the fact that this happened for no reason and the part is still being sold and put in VEHS.

RCAS-EH understood and apologized for frightening concerns.

C stated is very scary and started researching it and found countless reports of this concerns.

RCAS-EH stated understands and asked if have spoken with the DLR today.

C stated spoke with the owner of the company on Friday.
C stated told owner the same thing C told RCAS-EH.
C stated the SM told C that had ordered the part and that NNA has a verified fixed.
C stated the part had to be replaced.

C stated didn't hear anything after that.
C stated heard from salesperson and was told the VEH was hooked up to machines.
C stated has never had a situation like this.
C stated has never had to wait this long.
C stated the reason this is taking so long is because so many are going bad.

RCAS-EH understood.
RCAS-EH stated spoke with SM-Julius Walter this morning who stated VEH would be repaired this afternoon, and stated SM-JW will be calling C today.

C stated SM-JW did call.
C stated is not picking up the VEH.
C stated does not feel safe in VEH.

RCAS-EH understood nad stated at this time NNA does not have any purchase incentives for to get in to another VEH, but RCAS-EH can complete a RHR for C.

C asked for a walk through of that process.

RCAS-EH another department reviews, and would deem whether VEH needed to be repurchased by NNA for concerns.

C stated this is the 4th Nissan.
C stated has never had concerns.

RCAS-EH can conduct and RHR review to see if NNA is in the position to repurchase or replace the VEH.

Why do you want to return the vehicle to Nissan North America? feels unsafe driving VEH that stops when is not supposed to stop. C is also not convinced that the repair
Where is the vehicle currently? Loughead Nissan
Are you in a rental? Yes
Where was the vehicle purchased? Loughead
Was it purchased new or used? new
Where is the vehicle serviced? Loughead
Has the vehicle been taken to multiple Nissan dealers? no
Was a rental or loaner provided during repairs? yes
Who is the primary driver of the vehicle? Self

RCAS-EH advised this review can take an average of 10 business days to conduct

RCAS-EH stated will call C every 3 business days

RCAS-EH advised if NNA is in the position to repurchase or replace Cs VEH, another department will contact C to discuss the details, in the event NNA is not in the position to, RCAS will advise C and verify with the DLR that the VEH is in working order.

RCAS-EH advised of following up by the end of business day 11/8 with any further updates.

C stated the VEH is a lease and asked if that changed anything.

RCAS-Eh advised does not.
RCAS-EH advised for C to call if has any questions.

C thanked.

RCAS-EH thanked.

Call ended mutually.

Created By: Evangeline Higgins (11/5/2018 2:30 PM)
RCAS-EH placed outbound call to C at [redacted]

C advised is on the phone and will need to call RCAS-EH back.

✓ RCAS-EH provided number.

C thanked.

RCAS-EH thanked.

Call ended mutually.

Created By: Evangeline Higgins (11/5/2018 9:50 AM)
RCAS-EH received inbound call from Loughead Nissan at 610-328-1500.
RCAS-EH spoke with SM-Julius Walter

SM-JW stated VEH is in process on being repaired and will be ready today.
SM-JW stated had to replace emergency control sensor.
SM-JW stated C had one other VEH with same issue and repair and hasn't been back since.
SM-JW stated C has talked to the owner of the DLR as well.
✓ SM-JW stated C has been in a loaner for almost a month as the part was on backorder.

RCAS-EH asked when the VEH was brought in.

SM-JW stated the original RO date is 10/08/2018.

RCAS-EH thanked.

Call ended mutually.

✓ **Created By: Evangeline Higgins (11/5/2018 8:17 AM)**
****RCAS-EH noting this case cannot be shared with the DLR because DLR is not enabled for DataNet.****

✓ **Created By: Evangeline Higgins (11/5/2018 8:16 AM)**
RCAS-EH placed outbound call to Loughead Nissan at 610-328-1500.
RCAS-EH was advised to speak with SM-Julius Walters about this C and was told SM-JW will call RCAS back.

✓ **Created By: Evangeline Higgins (11/2/2018 4:57 PM)**
RCAS-EH sent SM-Julius Walter an email requesting RHR information.

Created By: Christina Salutari (11/2/2018 2:48 PM)
*** CASE SUMMARY ***
C contacted NNA seeking replacement VEH due to front collision warning sensor concern
CRR-CS forwarding case to RCAS for further review

Best Contact #[redacted]

Created By: Christina Salutari (11/2/2018 2:48 PM)
CRR-CS VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-CS VERIFIED VEH Info including: VIN#, Current Mileage
CRR-CS CHECKED for open recalls/campaigns and found: 0
CRR-CS CHECKED for previous UNRELATED Case(s) and found: [redacted]
CRR-CS CHECKED for previous RELATED Case(s) and found: 0
CRR-CS NOTED concern is: FORWARD COLLISION WARNING
CRR-CS received inbound call from C

C stated C is calling to file complaint that needs some action
C stated VEH has been in shop for a month
C stated VEH spontaneously stopped in middle of road while driving 35-40 miles/hour
C stated there are no other VEHS or objects around C
C stated C is extremely concerned and doesn't feel comfortable or safe getting back into VEH

CRR-CS apologized for concern
CRR-CS asked which DLRSHP VEH is currently at

C stated LOUGHEAD NISSAN

CRR-CS asked who C spoke with at DLRSHP

C stated sales person Ilene Grogin and C spoke with owner of DLRSHP Mr. Loughead

CRR-CS asked if DLR knows cause for concern or how to fix VEH

C stated there are countless complaints about this issue online
C stated C is shocked that Nissan isn't doing a recall on this
C stated the verified Nissan fix is to reprogram sensor or replace it
C stated in C's VEH's case, it needed to be replaced
C stated C was told part was on backorder because there have been so many of these cases
C stated it might now be Nissan, it might be the manufacturer of part but this is a serious issue

CRR-CS asked how NNA can assist with resolving concern

C stated C feels unsafe ever getting back into VEH
C stated C would like some type of credit toward getting into another VEH that does not have a history of this happening
C stated C doesn't want to have to pay a whole lot to get out of VEH due to a defect created by manufacturer
C stated C was given a loner VEH and C is noticing a similar issue
C stated a light will flash stating the sensor is obstructed

CRR-CS apologized again for concern and thanked C for bringing concern to NNA's attention
CRR-CS stated a Regional Consumer Affairs Specialist will review the case and contact C regarding concern before end of business day 11/5/2018

C understood and accepted

CRR-CS offered further assistance

C declined

CRR-CS provided C with Case # [redacted] and Agent ID # [redacted]
CRR-CS thanked C for contacting Nissan and wished C a great day

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	POOR OR IMPROPER OPERATION	26	11/2/2018	YX	AV	[redacted]	OA
		INTERIOR ELECTRICAL	FORWARD COLLISION WARNING	GENERAL INQUIRY	QA	11/15/2018	ZR	AV		OA

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [4] | Case Categorizations [1] | Forms [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Tara Mills
Contact Email		Type	CA
Home Phone		Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	11/5/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	11/3/2018 4:48 PM
Social Media Involvement		Date/Time Closed	11/6/2018 9:56 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Hamilton	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	1		
Description			

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	4,400	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	
IIR Date		RHR Completed	
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	5N1AT2MV6JC[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22218	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer		Data Net	
Case Servicing Dealer Region		Datanet Dealer Date	
Responsible District	00	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 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: 5N1AT2MV6JC[redacted]	Root Cause	
Created By	Kristine Tavares, 11/3/2018 4:48 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/8/2018 10:33 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	574		
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
11/6/2018 9:56 AM	Tara Mills	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AT2MV6JC[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: 5N1AT2MV6JC**[redacted]
		Changed **Status** from Open to **Closed**.
		Closed.
11/6/2018 9:55 AM	Tara Mills	Changed **Case Owner** from Kristine Tavares to **Tara Mills**.
11/6/2018 9:55 AM	Tara Mills	Changed **Reopen Date** to **11/6/2018 9:55 AM**.

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Case Comments

New

Case Comments Help

Public **Comment**

Created By: Tara Mills (11/6/2018 9:56 AM)
CASE SUMMARY
CRR-TM closing case as no further assistance can be provided
C contacted NNA CA regarding case follow up

Created By: Tara Mills (11/6/2018 9:55 AM)
CRR-TM VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number
CRR-TM CHECKED for previous UNRELATED Case(s) and found: 0
CRR-TM CHECKED previous RELATED Case(s) and found: [redacted]
CRR-TM NOTED concern is: case follow up

CRR-TM received inbound call from C

C stated C spoke to NNA CA the other day
C stated C was told that C would get a call back yesterday 11/5/2018
C stated C has not heard anything yet

CRR-TM assured C that CRR-TM could assist

C stated C spent a lot of time on hold
C stated the call dropped and C was not called back
C stated C is having a lot of concerns with C's VEH
C stated C wants to know why C was not called back

CRR-TM asked C how C would like NNA CA to assist

C stated C needs to have C's VEH looked at
C stated C needs a loaner
C stated C does not want to sit at the DLR all day

CRR-TM informed C that NNA CA does not provide loaner VEH's
CRR-TM informed C that loaners are provided at the discretion of the DLR

C stated C will contact the DLR
C stated C is wasting C's time
C stated the VEH has been nothing but a headache
C stated dealing with Nissan has been nothing but a headache

CRR-TM apologized for C's experience
CRR-TM asked C if there was anything else CRR-TM could assist with.

C declined.
C disconnected the call before CRR-TM could provide case number and agent ID

CRR-TM closing case
Best contact: [redacted]

Created By: Kristine Tavares (11/3/2018 4:48 PM)
CRR-KT closing case pending customer call back.
********** [CASE SUMMARY] **********
AEB malfunction
****

Created By: Kristine Tavares (11/3/2018 4:48 PM)
CRR-KT VERIFIED Account Info including: C's name, home & email address, phone number & best contact number
CRR-KT VERIFIED VEH Info including: VIN#, Current Mileage
CRR-KT CHECKED for open recalls/campaigns and found: 0
CRR-KT CHECKED for previous UNRELATED Case(s) and found: 0
CRR-KT CHECKED previous RELATED Case(s) and found: 0
CRR-KT NOTED concern is: AEB malfunction

CRR-KT received inbound call from C

C stated that C has a 2018 Rogue
C stated that the VEH warning light malfunction
C stated that the VEH is braking on its own
C stated C is nowhere near a VEH and the VEH just stops
C stated that C does not feel safe driving in the VEH
C stated that C does not have automatic braking
C stated C called the DLRSHP LEGEND Nissan to ask for a loner VEH
C stated that the VEH says Warning 1 of 1 malfunction is the warning

CRR-KT informed C The AEB system will function when your vehicle is driven at speeds above approximately 3 mph (5 km/h). If a risk of a forward collision is detected, the AEB system will firstly provide the warning to the driver by flashing the warning (yellow) in the vehicle information display and providing an audible alert.

CRR-KT noting that the call dropped

CRR-KT noting that pig was referred to for more information

Best Contact #: [redacted] no alternate #

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	11/3/2018	YX	AD	[redacted]	OA

Forms

Forms Help

No records to display

^ Back To Top

Always show me more records per related list

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [80] | Case Categorizations [1] | Forms [1]

Case Detail

Reopen Case | Clone Closed Case

Number of open vehicle campaigns = 2

Account Name	[redacted]	Case Owner	Freddie King
Contact Email		Type	CA
Home Phone		Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	11/28/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	11/5/2018 9:39 AM
Social Media Involvement		Date/Time Closed	2/5/2019 9:28 AM
Martiz Customer Id		Multiple Repairs	Yes
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Consumer affairs repurchase with 4 repairs 28 days down for the crash sensor light coming on		

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	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	1	RHR Started	11/5/2018
IIR Date		RHR Completed	11/12/2018
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	KNMAT2MV4JF[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22218	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	
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	$24,090.39	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] PHONE: [redacted] VIN: KNMAT2MV4JP[redacted]	Root Cause	
Created By	Amaka Odeyemi, 11/5/2018 9:39 AM	Root Cause Code	SCMV
Last Modified By	NNAETL, 9/18/2019 9:34 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	483		
Action Code	NT5F		
What action was taken?	5F Voluntary NNA Trade/Repurchase - NNA Inventory - 1 veh		

Agent Comments

Agent Comments	#RHR under review
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
2/5/2019 9:28 AM	Freddie King	Changed **Status** from Open to **Closed**. Closed.
1/31/2019 11:22 AM	Freddie King	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: KNMAT2MV4JP[redacted] to **CUSTOMER:** [redacted] **PHONE:** [redacted] **VIN: KNMAT2MV4JP**[redacted]
1/24/2019 4:26 PM	Freddie King	Changed **Description**.
12/3/2018 2:45 PM	Freddie King	Changed **Subject** from CUSTOMER: [redacted] PHONE: ([redacted] VIN: KNMAT2MV4JP[redacted] to **CUSTOMER:** [redacted] **PHONE: 6317419044 VIN: KNMAT2MV4JP**[redacted]

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Case Comments

New

Case Comments Help

Public Comment

Created By: Freddie King (4/15/2019 3:39 PM)
*** [Added after the case is closed.] ***
ARBS called the customer to provide the info from the check coming to ARBS

ARBS provided the details from the check

The customer understood

ARBS advised that ARBS will over night the check via Fed Ex

The customer understood

ARBS provided the Fed Ex tracking info

Fed Ex: [redacted]

The customer understood

The call ended mutually

Created By: Freddie King (4/15/2019 3:37 PM)
*** [Added after the case is closed.] ***
ARBS received the customer State Sales Tax refund

Created By: Freddie King (2/5/2019 9:27 AM)
ARBS closing the case due to no further assistance is needed at this time

Created By: Freddie King (1/31/2019 11:29 AM)
ARBS email to the customer:

Good day Mr. [redacted]

Here is the contact number for you to reach out to Morley, in order to speak with them about setting up your surrender date. Generally they will give you a call, but you can reach out to them if you would like. Regarding the payment if the surrender is not complete within the time frame of your grace period I can recall the checks from Morley to make the adjustments, or you can continue as is, and once the overpayment is confirmed from NMAC I will submit for a reimbursement for the overpayment.

Morley
Case# [redacted]

Thanks,

Created By: Freddie King (1/31/2019 11:22 AM)
Email from the customer:

Good morning Freddie,

Just want to double check that I'm not making my next car payment that do feb 2nd,

Also just want to let you know that I didn't get a date yet to surrender my car,

Best

Created By: Freddie King (1/28/2019 2:46 PM)
ARBS called the customer to provide the next step for the case

ARBS provided the details

The customer understood

The call ended mutually

Created By: Freddie King (1/28/2019 2:40 PM)
Email from the customer:

Hey Freddie,

Just wanted to double check that I have the green light to go ahead and start a new lease.

Also just to double check that my next step is to wait till I get a date to return the car back and steps to follow

Best

[redacted]

Created By: Freddie King (1/28/2019 2:37 PM)
ARBS submitting the case to Morley

Morley FedEx Tracking [redacted] for 1/28
Morley Case# [redacted]

Created By: Freddie King (1/24/2019 4:46 PM)
Lease Repurchase
Down Payment $552.75
Additional Payments $828.00
Total Amounts Paid $1,380.75

Less Sales Tax $857.23
Total Deductions $857.23

Total Refund $523.52
Lease Buyout/Payoff $23,566.87

Total Repurchase $24,090.39

Created By: Freddie King (1/24/2019 4:26 PM)
IIR rejected- This is not an IIR- there is no mention of an actual accident, property damage or injuries.

Created By: Freddie King (1/24/2019 3:43 PM)
ARBS email to the customer:

Good day Mr. [redacted]

Attached is the repurchase agreement for Nissan to close out the lease, and the tax form to request the reimbursement for the Sales Tax from the State. Let me know if you have any questions.

Thanks

Created By: Freddie King (1/24/2019 3:41 PM)
ARBS called the customer to provide the info on the repurchase process

ARBS advised that the customer will have to request reimbursement from the State for the Sales tax

The customer agreed

The customer stated that he is currently in a loaner vehicle while the dealership works on the car

ARBS understood

ARBS asked if the next payment is coming up

The customer stated that it is due on Feb 6

ARBS understood

The call ended mutually

Created By: Freddie King (1/24/2019 3:01 PM)
Hello Freddie,

Below is the payment/payoff information that you requested.

SR# [redacted]
Account#: [redacted]
Customer: [redacted]
Payoff amount is $ 23566.87 good thru 2/1/2019
Payments received 3
Payment amount $ 276.00
Recent payment received on 12/31/2018 in the amount of $ 276.00
SOC Eligible: Yes

Copy of Contract, Title and Payment History are attached.

Thanks,

Created By: Freddie King (1/22/2019 3:28 PM)
ARBS sent payoff request to NMAC

Created By: Freddie King (1/22/2019 3:28 PM)
ARBS email to the customer:

Mr. [redacted]

Unfortunately I am not a technician. The dealership will need to reach out to the tech line for the steps needed to correct the concern.

Thanks,

Created By: Freddie King (1/22/2019 3:27 PM)
ARBS email from the customer:

Hey Freddie,

I'm here at Nissan and they said they have no idea what you want them todo neither does Kevin,

Please follow up with me

Created By: Freddie King (1/22/2019 10:47 AM)
ARBS called the customer regarding the email

ARBS provided the details for the three options