PE19-010

NISSAN

6-16-2020

ATTACHMENT B

REQUEST NUMBER 2

DOCUMENT

CONSUMER COMPLAINTS

1 OF 2

PART 1

2 OF 16

Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] AnaMaria Rangel
Contact Email		Type	CA
Home Phone		Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	12/13/2017	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	11/20/2017 2:00 PM
Social Media Involvement		Date/Time Closed	12/13/2017 2:49 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Hamilton	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	5		
Description	IIR- SENSOR- EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	3,000	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1AT2MV2H[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	BRIDGEWATER NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	04	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		[redacted]	
LS Response Time		Work Phone	
		Mobile Phone	
		Email	
		Alternate Email	

Verbatims

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

DTS Inspection

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

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AT2MV2H[redacted]	Root Cause	
Created By	AnaMaria Rangel, 11/20/2017 2:00 PM	Root Cause Code	SCFA
Last Modified By	NNAETL, 12/13/2018 9:40 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	902		
Action Code	NT8H		
What action was taken?	8H Referred Customer to Dealer/Retailer		

Agent Comments

Agent Comments	llamar Eric para preguntar ETA / enviar dealer concern
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
12/13/2017 2:49 PM	AnaMaria Rangel	Changed **Status** from Open to **Closed**.
		Closed.
12/12/2017 4:47 PM	Nancy Gomez	Changed **Follow Up Date** from 12/12/2017 to **12/13/2017**.
12/12/2017 4:46 PM	Nancy Gomez	Changed **Case Owner** from Dakota McGregor to **AnaMaria Rangel**.
12/12/2017 4:27 PM	Nancy Gomez	Changed **Reopen Date** from 12/6/2017 2:30 PM to **12/12/2017 4:27 PM**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment

Created By: AnaMaria Rangel (12/13/2017 2:49 PM)
CASE SUMMARY
C contacted Nissan CA requesting assistance with Financial assistance / sensor did not work VEH collision

STATEMENT OF DECISION

SPARCAS-AR advised C the Case has been thoroughly reviewed and Nissan is not in the position to offer assistance at this time due to C's vehicle being outside of warranty parameters.

Created By: AnaMaria Rangel (12/13/2017 2:48 PM)
SPARCAS-AR placed an outbound call advising that call may be recorded fr quality and training purposes

C agreed

SPARCAS-AR verified address

C stated that ARBS was so negative and the explanation was not good and C stated that C can't
C stated that the DLR informed that a DTS will be requested by DLR
C stated that ARBS informed that the insurance needs to pay for it
C stated that the insurance has nothing to do with it
C stated that DLR at the beginning they said the sensor will work after 24 hours
C stated that ARBS was so rude and ARBS did not help C

SPARCAS-AR informed that in this case the insurance needs to be contacted as per ARBS and SM
SPARCAS-AR informed that if DLR told C that DTS, C can contact DLR and ask for the appointment as SM Suki informed that thisis not a defect problem on the previous telephone conversation with SPARCAS-AR

C stated taht C is so upset with SPARCAS-AR response
C stated that C will contact a lawyer for this case

SPARCAS-AR agreed

Call ended mutually

Created By: Nancy Gomez (12/12/2017 4:46 PM)
SPARCAS-NG received an inbound call from C, Carlos Turcios
SPARCAS-NG verified C's name, address, phone number and email

Best number to be contacted 732-5956920

C sated that the person that contacted C from ARBS was totally negative and closed for that reason didn't want to talk with that person anymore
C stated that the person didn't want to help C and C admitted that was rude to ARBS
C stated that the DLR inspected the VEH
C stated that the DLR diagnostized the VEH and for that reason is trying to help C
C stated that DLR informed that is expecting a call from NNA in regards C's GW request to repair the VEH

SPARCAS-NG asked why the case has a IIR when also has a GW request
C stated that the VEH was sold as an intelligent VEH that brakes when the VEH needs

C stated that the sensor has a defect and C reported to DLR
C stated that when was parking at 3 RPM the VEH hit something and the bumper got damaged.
C stated that due to the concerns with the Sensor SPARCAS-AR opened an IIR
C stated that due to the VEH didn't work properly C hit something at C's parking lot. and damaged the bumper.

SPARCas-NG asked if C wants the GW

C stated that SPARCAS-AR advised C talking with the body shop to repair the bumper and the sensor
C stated the DLR made the estimate and would repair the sensor and the body shop would repair the bumber
C stated that the DLR is expecting an answer from NNA in regards C's case
C stated that asked for the IIR agent name and the ID and this agent didn't provide nothing to C
C stated that was rude to the ARBS person and stated that has to help customers and not going against C
C stated that C wasted time explaining to the incident specialist
C requested to keep working with SPARCAS-AR in regard's C's concern
C stated that the DLR engineer will review the VEH and diagnostic the VEH
C stated that needs a call from SPARCAS-AR
C stated that the concern is before the incident happened to the VEH due to the sensor
C stated that the VEH had a light on and for that reason is requesting help with the sensor
C stated that the seller informed C that the VEH's sensor will reprogrammed
C stated that the VEH has a manufacture defect
C stated that is owner of 7 Nissan vehicles
C stated that is paying a lot of money $43.000 and is not fait being paying that for a bad product.

SPARCAS-NG stated that will notify SPARCAS-AR about C's request

C thanked
Call ended mutually

Created By: Dakota McGregor (12/12/2017 12:48 PM)
CASE CLOSING SUMMARY

✓ ARBS closing case

ARBS notes C refused assistance

Created By: Dakota McGregor (12/12/2017 11:03 AM)
ARBS placed utilized Spanish Translation to C
ARBS verified C had time to speak to ARBS

C states that C hit a small container in Cs driveway going 3mph
C states that damaged the front bumper
C states that C has had problems with the veh ever since owning the veh
C states that C believes the sensor malfunctioned

C states C has also had automatic braking when going underneath a railroad with a train on the tracks
C states that did not cause an incident but did malfunction

C states that C would like assistance with getting bumper repaired by Nissan
C states C would also like to get sensor checked

ARBS explained FEB System operation to C and explained that the FEB system has limitations and a small container would not have been picked up by the FEB system
ARBS explained that this information is provided in the owner's manual
C refuted explanation 3 times and kept refuting this information
ARBS informed that this is an insurance claim, and informed that can send to SPARCAS-AC to review for some potential assistance with repair to bumper but is not guaranteed

ARBS offered inspection to C for automatic braking and informed that would be a 6-8 week process
✓ C states that processes should be the same as a malfunction is a malfunction
C states that would like Nissan to send inspector to look at both concerns
ARBS explained that the system is not designed to operate in the way that C has detailed, and explained that Nissan would not be in a position to inspect for this concern
ARBS referred C to and informed that is an insurance claim, but if C would like reviewed by SPARCAS
ARBS could send to SPARCAS
C refuted information and informed that would like both concerns addressed and would like inspector to look at both concerns
ARBS informed that Nissan would not be in a position to do this
ARBS inquired how or if C would like to proceed
C would not answer ARBS
ARBS inquired how or if C would like to proceed
C would not answer

ARBS reviewed case with ARBS SD

ARBS informed C that if C cannot decide how to proceed that case would be closed
ARBS informed that Nissan is happy to assist C, but does need to know which process C would like to do
C would not answer ARBS, and informed that ARBS does not know if malfunctioned or not
C became verbally abusive to ARBS in English
ARBS informed C to keep the call professional
C continued to be verbally abusive
ARBS apologized for any miscommunication, and informed that Nissan would refer C to work with insurance
ARBS informed that would be disconnecting the call
ARBS disconnected the call

Created By: Dakota McGregor (12/12/2017 9:49 AM)
ARBS placed outbound to DLR
ARBS spoke to SD Sukhi Singh
✓ SD informed that C attempted to test the FEB system in Cs driveway
SD informed that veh was only going 4 or 5 mph
SD informed that is a master technician and regarding the specifics, there are limitations to the system
SD informed that C expected the veh to stop and the FEB would not have activated as was not a situation that FEB radar would have sensed and stopped the veh

Created By: Dakota McGregor (12/12/2017 9:41 AM)
✓ ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE
****

Created By: AnaMaria Rangel (12/11/2017 1:03 PM)
SPARCAS-AR received a transferred call from SPARCAS-AC

C stated that C is desperate as C has no response about case

SPARCAS-AR informed that FOM sent a MSG asking to fill an IIR report for case

C stated that C nees a response as VEH has a defect and DLR did not fix it

SPARCAS-AR proceed to do IIR report as FOM advise

SPARCAS-AR informed that C wil be contacted within 24 hours.

Created By: Daniela Castellanos (12/11/2017 12:38 PM)
SPARCAS-AC received inbound call from C.

C stated C has been trying to contact a department with no luck.

SPARCAS-AC asked if C had a case.

C stated yes.

SPARCAS-AC verified C's name,phone # and address.
SPARCAS-AC transferred call over to SPARCAS-AR.

Created By: AnaMaria Rangel (12/8/2017 3:11 PM)
SPARCAS-AR summitted To FOM

Created By: AnaMaria Rangel (12/8/2017 12:59 PM)
SPARCAS-AR palced an outbound call to Service Director asking for recommendation of GW
Service Director informed that this is manufature defect, this is an isurance claim not a NIssan concern

Created By: AnaMaria Rangel (12/8/2017 12:46 PM)
SPARCAS-AR placed an outbound call advising that call may be recorded for quality and training purposes
SPARCAS-AR verified address
SPARCAS-AR informed that SM informed that the warranty department won't pay for it at it was a colision involved with the issue
SPARCAS-AR informed that SM is going to send a fax with the estimate

C stated that C sent videos and proof of the colision and it was because of the sensor.
C stated that the sensor did not work and then C hit the VEH but it was not too bad
C stated that C is expecting an answer tomorrow and C is not going to pay for the sensor as this is a manufacture defect so C is requesting that NNA pay for the repair as it was not C fault
C stated stated that C will leave VEH at the DLR and not paying it anymore if NNA does not pay for the repair and hire a lawyer

SPARCAS-AR informed that SM will send a fax with the estimate of the repair and when it is received SPARCAS-AR will send an a GW request to FOM

C stated that C needs to know if C can keep loaner or not

SPARCAS-AR informed that C needs to contact the DLR for that concern

SPARCAS-AR informed that C will be contacted 12/11/17 for a follow up

Call ended mutually

Created By: AnaMaria Rangel (12/8/2017 12:15 PM)
SPARCAS-AR spoke with SM Suki- stated that the VEH had a colision when VEH was taken to DLR that is why it is taking too long

Created By: Adis Leyva (12/8/2017 12:00 PM)
SPASRCAS-AL sent Task to Case's manager informing of C's request.

Created By: Adis Leyva (12/8/2017 11:54 AM)
SPASRCAS-AL received a call from C.
SPASRCAS-AL was provided with case# [redacted]
SPASRCAS-AL VERIFIED Account Info including: C's name, home & email address, phone# & best contact#.
SPASRCAS-AL NOTED concern is: C requested a resolution for C's case.

SPASRCAS-AL asked C how would C like NNA to assist.

C stated C has been trying to have this Case resolved for a long time.
C stated DLRSHP called C to pick VEH up but VEH has not been repaired yet.
C stated Vice-president of NNA Customer Service Dave Masu & Wally emailed C requesting C to reply to their email.
C stated C just want to put nice things about Nissan knowing that sensor has been replaced, but VEH is still at the DLRSHP.
C stated C has bought 3 Altimas, 1 Xterra, 2 Muranos, 1 Pathfinder & now this Rogue.
C stated NNA has been treating C very well.
C stated C is very thankful to NNA but C needs this situation figured out.

SPASRCAS-AL apologized for C's experience.
SPASRCAS-AL asked C 2 mins hold to checked resources.

C agreed.

SPASRCAS-AL informed C based on Case's notes, SM - Suki from Bridgewater Nissan contacted one NNA's rep. informing of C's request.
SPASRCAS-AL informed C NNA's rep. informed SM that Case's manager is requesting repair's estimate.
SPASRCAS-AL added SM FAXED the information over to NNA's rep.
SPASRCAS-AL also added that Case's manager saw the notes & requested NNA"s rep. to fax the information.
SPASRCAS-AL assured C Case's manager is working on the Case & is waiting for that information to move forward with this Case.

C understood.
C stated what happened to this VEH it not even noticeable.
C stated C is just afraid that C will have an incident due to sensor not being operating as designed.
C stated C is paying for all these sensors & C is expecting them to operate as designed.
C stated due to sensor not working, the warning light is not informing that there is an object.

SPASRCAS-AL understood.

C stated C feels more relieved after speaking to SPASRCAS.
C stated C is not going to pick VEH up until VEH is repaired.

SPASRCAS-AL understood.

C stated in this case it is not DLRSHP's fault.
C stated this is a manufacture's defect.
C stated C reported the incident right away taking the VEH to the DLRSHP.
C stated C has been dealing with this situation for a month & needs a resolution.

SPASRCAS -AL offered further assistance.

C declined.
C stated C is very glad that CA Nissan has people like SPASRCAS, Ana Maria & Mario.

SPASRCAS-AL appreciated C's words.

C requested Case's manager to contact C.

SPASRCAS-AL stated Case's manager will be informed.
SPASRCAS-AL offered further assistance.

C delcined.

SPASRCAS-AL provided C with SPASRCAS's name.
SPASRCAS-AL branded call.

Call ended mutually.

BC# [redacted]

Created By: AnaMaria Rangel (12/8/2017 11:16 AM)
SPARCAS-AR left a VMX to C asking to call back direct line

Created By: AnaMaria Rangel (12/8/2017 11:14 AM) | Last Modified By: AnaMaria Rangel (12/8/2017 11:14 AM)
SPARCAS-AR sent an email to Keli asking to send the fax if She got it

Created By: AnaMaria Rangel (12/8/2017 11:10 AM)
SPARCAS-AR placed an outbound call to DRL and SM advised that he sent the information to : Kelli Donovan

Created By: Kelli Donovan (12/8/2017 10:21 AM)
RCAS-KD received call from SM-Suki at Bridgewater Nissan.

SM stated that c is seeking assistance on the forward emergency warning sensor.
SM stated that c pulled into c's other veh in the driveway and feels NNA should be responsible as the warning did not go off.

✓ RCAS stated that it looks like by the case notes the other agent was attempting to get the estimate as c has not provided it as of yet.

SM stated that SM can fax over the estimate.

RCAS thanked SM.
RCAS provided fax number.
Call ended mutually.

Created By: AnaMaria Rangel (12/7/2017 3:34 PM)
Added comments to the previous notes:

C stated that C can't drive VEH with the defect
C stated that C will sue Nissan becasue the VEh has a defect of fabrication and nobody responds to the C

SPARCAS-AR informed that C will receive a call tomorrow for follow up

Call ended mutually

Created By: AnaMaria Rangel (12/7/2017 3:31 PM)
SPARCAS-AR placed an outbound call to C advising that call may be recorded for quality and training

C stated that SM called yesterday
C stated that C is going to Sue Nissan if they call C again to pick up the VEH with no repair like
C stated that SPARCAS-AR needs to speak with the president
C stated that C is so upset and C
C stated that SPARCAS-AR needs to speak with

SPARCAS-AR

Created By: AnaMaria Rangel (12/7/2017 3:17 PM)
SPARCAS-AR Placed an outbound call to SA Eric and he said that SM is off in a meeting and SA will talk to him tomorrow about case

Created By: AnaMaria Rangel (12/7/2017 10:19 AM)
SPARCAS-AR OPENED Account Info including: C's name, home & email address, phone# & best contact#
SPARCAS-AR VERIFIED Veh Info including: VIN#, Current Mileage 7,000
Warranty & Service History

SPARCAS-AR CHECKED for open recalls/campaigns and found: 0
SPARCAS-AR CHECKED for previous UNRELATED Case(s) and found: 0
SPARCAS-AR CHECKED previous RELATED Case(s) and found: 0
SPARCAS-AR NOTED concern is: Front sensor

C stated that C left VEH on Monday 4th
C stated that estimate for repair of the damage that was done because of the sensor
C stated that DLR called in and the got an estimate but they did not fix the sensor
C stated that C is very upset and Eric Carrero that the body shop did not provide the estimate for the repair.
C stated that they did not explain anything about the sensor. DLR just informed that pick up the VEH but the sensor is not replaced
C stated that SM was not nice.
C stated that C is driving a loaner and C wants his VEH back
C stated that C received an email from the vice. President of customer service but C does not want to respond as C does not want to provide bad survey as C is very upset

SPARCAS-AR informed that SPARCAS-AR will call DLR to ask about the ETA of VEH and SPARCAS-AR wil follow up with C 12/08/17 the latest
SPARCAS-AR provided id Case #
SPARCAS-AR offered further assistance C declined
SPARCAS-AR Informed case # and Id Employee

C understood and appreciated the assistance

Best Contact #

Call ended mutually

Created By: Brandon Villalobos (12/6/2017 5:32 PM)
SPATL-BV changing FUP after case was reopened due to incoming email.

Created By: AnaMaria Rangel (11/22/2017 2:45 PM)
SPARCAS-AR is closing Case as no further assistance can be offered at this time.

CASE SUMMARY
C contacted Nissan CA requesting assistance with GW / accident due to a sensor thet is not working / expecting diagnosis ad quote of repair

Created By: AnaMaria Rangel (11/22/2017 2:44 PM)
SPARCAS-AR received a call to direct extension.

C stated that C sent a video with the information of the accident

SPARCAS-AR informed that video can't be opened.
SPARCAS-AR informed that C needs to call back when C has the apointment with DLR 3

Call endd mutually

Created By: Jane Wills (11/22/2017 2:02 PM)
ECRR-JW sent email advising that unable to open and view video C sent and requested that C send in another format.
ECRR-JW changed FU date as unsure if RCAS will be able to view the video.
ECRR-JW exited case.

Created By: Jane Wills (11/22/2017 1:57 PM)
ECRR-JW logging email was received through case # [redacted] that was unable to open.
Re: Video
ECRR-JW exiting case.

Created By: AnaMaria Rangel (11/21/2017 10:45 AM)
SPARCAS-AR is closing Case as no further assistance can be offered at this time.

CASE SUMMARY
C contacted Nissan CA requesting assistance with GW damage bumper as front sensor did not work. /expecting pictures and quote of damage

Created By: AnaMaria Rangel (11/21/2017 10:44 AM)
SPARCAS-AR OPENED Account Info including: C's name, home & email address, phone# & best contact#
SPARCAS-AR VERIFIED Veh Info including: VIN#, Current Mileage
Warranty & Service History

SPARCAS-AR Received a call to direct line

SPARCAS-AR CHECKED for open recalls/campaigns and found: 0
SPARCAS-AR CHECKED for previous UNRELATED Case(s) and found: 0
SPARCAS-AR CHECKED previous RELATED Case(s) and found: 0
SPARCAS-AR NOTED concern is: Front sensor

C stated that C has an appointment on Friday
C stated that C the VEH has a defect of fabrication
C stated that C is so upset for this situation s today it happened again
C stated that the bumper is lose and C needs to repair

SPARCAS-AR informed that C needs to send an email with pictures and quote about the damage in order ti apply for a GW as C stated that the damage was because the sensor did not work when C was driving

Call ended mutually

Created By: Adis Leyva (11/20/2017 2:58 PM)
SPASRCAS-AL is closing Case as no further assistance can be offered at this time.

CASE SUMMARY
C contacted Nissan CA requesting financial assistance to have VEH repaired as a sensor was not operating as designed.

STATEMENT OF DECISION
SPASRCAS-AL advised C to follow Case's manager instructions for further assistance if possible.
SPASRCAS-AL closing case pending C's contact.

Created By: Adis Leyva (11/20/2017 2:57 PM)
SPASRCAS-AL was provided with case#
SPASRCAS-AL VERIFIED Account Info including: C's name, home & email address, phone# & best contact#.
SPASRCAS-AL NOTED concern is: C requested to speak to Case's manager.

SPASRCAS-AL asked for 2 mins hold to check Case's manager availability.

C agreed.

SPASRCAS-AL thanked C for holding.
SPASRCAS-AL informed C Case's manager had another C on the line.
SPASRCAS-AL offered further assistance.

C understood.
C stated DLR said they are going to check the sensor but they have not confirm if they are going to repir the VEH.
C stated every morning the sensor is showing on the instrumentation panel.
C stated the sensor is suppose to inform if there is something in front or around the VEH.
C stated sensor was not operating as designed.
C stated C has an appointment for this coming Friday 11/24 to check sensor.
C stated Case's manager informed C to ask DLRSHP for a Certified Body Shop & gather the estimate to have VEH repaired in case DLRSHP does not want to repaired it.
C stated Case's manager will be waiting for that information.
C stated C is going to be provided with a rental.
C stated this is not a DLRSHP's fault.
C stated this is a manufacture's defect.

SPASRCAS-AL understood.
SPASRCAS-AL stated if those were Case's manager suggestions, then C must do as requested.
SPASRCAS-AL informed C there is no guarantee NNA will approve the repair but Case's manager will work on the case for any financial assistance if possible.

C understood & thanked.

SPASRCAS -AL offered further assistance.

C declined.

SPASRCAS-AL provided C with name & ID.

Call ended mutually.

BC# [redacted]

Created By: AnaMaria Rangel (11/20/2017 2:17 PM)
SPARCAS-AR OPENED Account Info including: C's name, home & email address, phone# & best contact#
SPARCAS-AR VERIFIED Veh Info including: VIN#, Current Mileage
Warranty & Service History

SPARCAS-AR CHECKED for open recalls/campaigns and found: 0
SPARCAS-AR CHECKED for previous UNRELATED Case(s) and found: 0
SPARCAS-AR CHECKED previous RELATED Case(s) and found: 0
SPARCAS-AR NOTED concern is: Front sensor

C stated that C hit the front of the car
C stated that it was because of the sensor
C stated that the sensor does not work
C stated that the DLR is fixing the sensor but they did not not inform if they will cover the damage
C stated that Eric service manager informed SM will call C to inform about fixing the damage or not
C stated that C had 7 VEH Nissan in the past

SPARCAS-AR informed that C needs to wait till DLR responds if they will fix it or not and if not C can contact NNA SPARCAS-AR and SPARCAS-AR will apply for a GW
SPARCAS-AR provided id Case #
SPARCAS-AR offered further assistance C declined
SPARCAS-AR Informed case # and Id Employee

C understood and appreciated the assistance

Best Contact #

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	DISTANCE CONTROL ASSIST (DCA)	POOR OR IMPROPER OPERATION	26	11/20/2017	YX	AV	325500	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	AnaMaria Rangel, 12/11/2017 12:54 PM	12/11/2017

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [50] | Case Categorizations [2] | Forms [1]

Case Detail

Reopen Case | Clone Closed Case

Account Nam	[redacted]	Case Owner	Luis Rodriguez
Contact Email		Type	CA
[redacted]	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	1/24/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	11/28/2017 12:04 PM
Social Media Involvement		Date/Time Closed	2/6/2018 2:54 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Consumer Affairs Voluntary Repurchase due to 1 visit (0 repairs) and 69 days out of service for the FEB malfunction.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	DLR
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	10,226	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	1	RHR Started	1/24/2018
IIR Date		RHR Completed	1/24/2018
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN8AT2MV3HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	5
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	SMITHTOWN NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	

Bluetooth

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

Related Items

Approved Check Requests	$41,048.76	Goodwill Offered	
		VCAN	
		Goodwill Processed	0
		Vehicle Service Contract	
		VSC Reprint Request	Email

Contact Name [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date
LS Response Time

Home Phone
Work Phone
Mobile Phone
Email
Alternate Email

Verbatims

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

DTS Inspection

DTS Inspection Date
DTS Request Type
Inspection Time/Notes: Appointment Time:

Notes to Agent:

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

System Information

Subject: CUSTOMER [redacted] PHONE: [redacted] VIN: JN8AT2MV3H[redacted]
Created By: Brandi King, 11/28/2017 12:04 PM
Last Modified By: NNAETL, 11/11/2019 9:02 PM
Case Record Type: CA Closed Case
Days Closed: 847
Action Code: NT5E
What action was taken?: 5E Legal Department Repurchase

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

Agent Comments

Agent Comments: Next Steps: Please Call C and begin IIR for C.
Agent Next Step

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
2/6/2018 2:54 PM	Luis Rodriguez	Changed **Status** from Open to **Closed**.
		Closed.
2/5/2018 9:39 AM	Luis Rodriguez	Changed **Description**.
1/24/2018 11:49 AM	Luis Rodriguez	Changed **Case Owner** from Dakota McGregor to **Luis Rodriguez**.
1/24/2018 9:20 AM	Nicki Barror	Deleted Pending in **DRT Support Status**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public **Comment**

Created By: Paige Gilliam (3/8/2018 8:53 AM)
*** [Added after the case is closed.] ***
DRTS PW: Check(s) from NMAC for Overpayment in the amount of $478.23 sent to LOCKBOX #54457; FED EX TRACKING [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; 0624800004/20011131. Case documented and copy of check attached to case.

Created By: Luis Rodriguez (2/6/2018 2:49 PM)
ARBS contacted the customer at [redacted] and talked to the customer. ARBS informed the customer the checks and case have been transferred to Morley. ARBS stated a Morley agent will be contacting the customer to schedule the surrender date.

Customer thanked ARBS and the call ended mutually.

–

Created By: Luis Rodriguez (2/6/2018 2:30 PM)
ARBS notes the Morley [redacted] was submitted and transmitted.

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

–

Created By: Luis Rodriguez (2/5/2018 9:42 AM)
ARBS submitted check request payable to the customer in the amount of $7,986.89

ARBS submitted check request payable to the lienholder in the amount of $32,571.26 good thru 01/27/2018

–

Created By: Luis Rodriguez (2/5/2018 9:39 AM)
IIR- FEB- EST

Created By: Luis Rodriguez (2/2/2018 12:55 PM)
ARBS contacted the customer at [redacted] and talked to the customer regarding the email sent to ARBS.

ARBS explained to the customer that we can either wait for the payment is withdrawn from the customer's account and then ARBS requests an updated payoff and sends an updated repurchase letter or we can continue with the process and once the vehicle is surrendered and the account is paid off, ARBS will be getting a notification there was an over payment on the customer's account and ARBS will be sending the customer a check in the amount of the last vehicle payment.

Customer agreed to continue with the repurchase process and stated the signed agreement will be sent tonight.

[redacted]

ARBS also asked the customer if the customer will be purchasing another Nissan vehicle and customer stated she has not made a decision yet.

ARBS offered VPP and customer accepted it.

ARBS stated the VPP Code will be requested and the repurchase process will continue once the signed agreement is received.

Customer thanked ARBS and the call ended mutually.

–

Created By: Luis Rodriguez (2/2/2018 12:46 PM)
ARBS received the following email from the customer:

Hi Luis,

I received the forms but I wanted to know if I am responsible for the up coming half of my payment next Friday ? I have my payment withdrawn for my checking account every two weeks so next Friday February 9th a portion of my car payment will be withdrawn from my account . I want to sign the paper you sent me and send it back to you but If this partial payment is withdrawn from my account this check amount above will not reflect this upcoming payment.. Please give me a call so I can better explain[redacted]

thank you
[redacted]

–

Created By: Luis Rodriguez (1/31/2018 2:32 PM)
ARBS received the vehicle pictures from SA-Stephanie (attached to case).

–

Created By: Luis Rodriguez (1/31/2018 2:11 PM)
ARBS contacted the Smithtown Nissan dealer at[redacted] and talked to the SA-Stephanie who stated she forgot to send the pictures to ARBS but will be sending those to ARBS today.

ARBS thanked SA-Stephanie and the call ended mutually.

–

Created By: Luis Rodriguez (1/31/2018 2:07 PM)
ARBS sent the following email to the customer:

Good day Ms.[redacted]

Attached please find the Vehicle Repurchase Agreement that needs to be signed. I received confirmation the vehicle payment that was withdrawn from your account was processed yesterday by NMAC so the last vehicle payment is included in your refund.

You may fax the signed agreement to[redacted] or email it to me.

Please let me know if you have any questions.

Regards,

Luis Rodriguez | Arbitration Specialist I

–

Created By: Luis Rodriguez (1/31/2018 2:04 PM)
ARBS notes the following repurchase figures:

(+) Down Payment including 1st payment $2,886.87
(+) Additional 13 Payments $6,623.36
(=) Total Amounts Paid $9,510.23

(-) Sales Tax $1,523.34
(=) Total Deductions $1,523.34

Refund Amount to Customer $7,986.89

–

Created By: Luis Rodriguez (1/31/2018 2:03 PM)
Additional note:

ARBS also got the following updated payoff from NMAC-PH:

$32,093.03 good through 02/27/2018

–

Created By: Luis Rodriguez (1/31/2018 1:50 PM)
ARBS contacted NMAC-Peggy Holder to confirm the customer's payment was processed or not.

NMAC-PG confirmed the customer's payment was received and it was processed on 01/30/2018 in the amount of $490.61

ARBS thanked NMAC-PG and the call ended mutually.

–

Created By: Dakota McGregor (1/30/2018 5:02 PM)
ARBS sent resolution letter to C via FEDEX
ARBS notes FEDEX Tracking Label#[redacted]
ARBS attached letter and label to case

Created By: Dakota McGregor (1/25/2018 2:33 PM)
ARBS notes that ARBS received e-mail from PL-WR advising that no defect was found

ARBS attached e-mail to case

Created By: Luis Rodriguez (1/25/2018 11:46 AM)
ARBS contacted the Smithtown Nissan dealer at[redacted] and talked to the SA-Stephanie and informed Nissan will be repurchasing the customer's vehicle. ARBS asked to please send pictures of the vehicle (front, back, sides and interior). ARBS also confirmed the customer has been on a rental since November and provided the SA with the bulletin no. WBP 11-004.

SA-Stephanie thanked ARBS for the follow up and stated the pictures will be sent to ARBS today.

The call ended mutually.

–

Created By: Luis Rodriguez (1/25/2018 11:35 AM)
ARBS received the following email from the customer:

Good afternoon Luis ,

It was a pleasure speaking to you yesterday

Please see attached
Please let me know you have received all the paperwork you need to move forward

Thank you
[redacted]
Case #[redacted]

*** The lease agreement and the vehicle registration have been attached to the case.

ARBS replied to the customer with the following email:

Good day Ms.[redacted]

I have received the documents you sent me and I'm waiting for NMAC to send me the payoff information. As soon as I get that email from NMAC I will put the repurchase agreement offer ready and send it to you to review it. I asked NMAC to send me the payoff information on Monday to have Friday's vehicle payment reflected. I should send you the repurchase agreement on Moday afternoon or Tuesday morning.

Thank you,

Luis Rodriguez | Arbitration Specialist I

–

Created By: Luis Rodriguez (1/24/2018 2:04 PM)
ARBS sent email to NMAC requesting the payoff information.

–

Created By: Luis Rodriguez (1/24/2018 2:01 PM)
ARBS contacted the customer at[redacted] and talked to the customer. ARBS introduced himself and informed the customer the reason of the call. ARBS apologized for the concerns the customer has had with the vehicle. ARBS confirmed the vehicle and concern (FEB not working) and also the request to have the vehicle repurchased.

ARBS confirmed with the customer the vehicle has been at the dealership since November 28th. ARBS apologized and stated that the customer's request for vehicle repurchase has been reviewed and at this time Nissan is in a position to offer a vehicle repurchase. ARBS explained the process and asked the customer to please provide a copy of the following documents:

- Lease agreement
- Vehicle registration

Customer stated she will be stopping by the Nissan dealership today because the documents are in the glove box compartment.

ARBS stated an email will be sent to NMAC requesting the payoff information.

Customer stated the customer's next vehicle payment will be automatically drafted this coming Friday (11/26/2018). ARBS stated ARBS will wait until Monday to request the payoff to have the Friday payment reflected on the payoff/payment history.

Customer agreed. ARBS stated an email will be sent to the customer asking for the documents and to please either email them or fax them to ARBS.

Customer appreciated the assistance and the call ended mutually.

–

Created By: Luis Rodriguez (1/24/2018 11:40 AM)
- Replacement/Repurchase Reason: Consumer Affairs Voluntary Replacement/Repurchase due to 1 visit (0 repairs) and 58 days out of service for the FEB malfunction.

- Lemon Law: Yes - NY

- Usage: No usage since vehicle does not have more than 12,000 miles on the odometer

–

Created By: Luis Rodriguez (1/24/2018 11:39 AM)
ARBS notes the following Summary of service history:
State: New York
In-service date: 12/19/2016
Purchased: New ___ Lease _X_ Pre-Owned ___ CPO ___
Additional CA cases: None
Tech Line cases: [redacted] crash light stays on and it brakes on its own / No repairs recommended
VSC: None
DTS Inspection: Kevin McKay _ 12/19/2017 _ FEB concern

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

1 visit for the driver's side door is rusting:
– Parts ordered

1 visit for kickplates rusting
– Parts ordered

1 visit for the FEB concern:
– Vehicle at dealer / No repairs performed

Total days down: 58 (as of 01/24/2018)

–

Created By: Luis Rodriguez (1/24/2018 11:39 AM)
ARBS notes the following vehicle history repair:

6/23/17 ~ Mileage 5,054 ~ RO[redacted] ~ Days down 1
Concern
1.CS driver side door still rusted
Action taken
1.Ordered part

11/28/17 ~ Mileage 10,226 ~ RO[redacted] ~ Days down 57 (as of 01/24/2018)
Concerns
1.CS veh crash warning lights stay on and veh brakes on its own, 3 times
2.CS kickplates were ordered in June for rusting issue
3.LOF
4.CR tire rotation
5.Rental
6.MPI
7.NY State inspection
Actions taken
Vehicle at dealer

–

Created By: Luis Rodriguez (1/24/2018 11:35 AM)
ARBS contacted the Smithtown Nissan dealer at [redacted] and talked to the SM-Andrew Jones who confirmed the vehicle has been at the dealer since 11/27. The RO was opened the next day.

ARBS thanked the SM and the call ended mutually.

–

✓ **Created By: Dakota McGregor (1/24/2018 9:29 AM)**
ARBS sent e-mail to PLNR-CA and PLNR-AM requesting RHR be completed

– **Created By: Nicki Barror (1/24/2018 9:20 AM)**
DRTS attached RHR

Created By: Nicki Barror (1/24/2018 7:38 AM)
DRTS confirmed with SD Andrew Jones that C has been in a rental since the vehicle was brought in.

Created By: Nicki Barror (1/24/2018 7:20 AM)
DRTS attached RO's dlr 2691

Created By: Nicki Barror (1/24/2018 7:01 AM)
DRTS called dlr 3214 for R O's. Dawn faxing, only has PDI.
▌ DRTS called dlr 2691 for RO's including open. Andy giving to SM Andrew Jones to send.

DRTS attached PDI dlr 3214

✓ **Created By: Dakota McGregor (1/23/2018 3:55 PM) | Last Modified By: Dakota McGregor (1/23/2018 3:55 PM)**
ARBS reviewed case with SRPLNR FD
ARBS to submit RHR and have further reviewed by ARBS agent

Created By: Dakota McGregor (1/23/2018 10:14 AM)
ARBS received vmx and inbound from C
ARBS inquired how ARBS can assist C
C informed that CRR informed C that ARBS office was supposed to call C on 01/22/18
C states that C has not received an update
ARBS apologized and informed this was not correct
✓ ARBS apologized for the miscommunication and informed that ARBS does not have an update
C states just to call C when the update is available
ARBS informed that going forward ARBS office is the best POC for the claim
ARBS informed that CRR will not be in a position to advise on the claim
C understood
ARBS offered further assistance
C declined
Call ended mutually

Created By: Krina Patel (1/22/2018 10:14 AM)
CRR-KP VERIFIED VEH Info including: VIN#
CRR-KP VEFIRIED ACCOUNT Information including: Name, Address, Best Contact, and Email.
CRR-KP CHECKED for OPEN Campaign(s) and Found:0
CRR-KP CHECKED for RELATED Case(s) and Found:0
CRR-KP CHECKED for previous UNRELATED Case(s) and Found:0

CRR-KP NOTED Concern is: faulty veh.

C Stated veh is sitting at th dlr for 8 weeks and its been 5 weeks somone came to look at veh.

C stated C is loyal to Nissan for 16 years and is facing problm with the veh.
C stated C does not feel safe in th veh.
C stated ARBS is rude, not helpful , does not communicate well and is unprofessional.

CRR-KP apoligized for the problm C is facing.
CRR-KP Advised C tht the follow up date is on 1/22/2018 and C would receive a call on specified date.
CRR-KP send an internal email on behalf of C.
CRR-KP asked C what is C looking from NNA.

C wants the decision asap.
C requested for a supervisor.

CRR-KP asked for any further assistance.
C appreciated help and declined.

CRR-KP Provided C with Case # and agent ID

Best contact - @[redacted]

Call ended mutually.

✓ **Created By: Dakota McGregor (1/22/2018 8:32 AM)**
ARBS sent e-mail to PL-WR inquiring about resolution

Created By: Dakota McGregor (1/16/2018 2:21 PM)
ARBS placed outbound to c[redacted]
ARBS verified C had time to speak to ARBS
C requested update in claim
ARBS informed that a resolution has not been provided
C inquired does C need to retain an attorney
C demanded that ARBS repurchase the veh from C
ARBS informed that if C is wishing to have a request for repurchase reviewed, ARBS can honor request, but would not include for resolution from inspection as has not been completed
ARBS did inform that a repurchase would not be guaranteed
ARBS informed that Nissan is still currently reviewing the claim
C states that ARBS told C that a resolution would be available to C today
ARBS informed that ARBS never told C this, ARBS informed that even informed C that "is hoping to provide a resolution soon, but cannot provide a guarantee"
ARBS did inform that process is 6-8 weeks, and ARBS did inform C that there has been a delay
C informed that ARBS did state that could not provide C a guarantee
C states that C is unhappy with process
C states that C would like to get rid of the veh
✓ C states C would like to speak to someone else
ARBS informed that is Cs highest point of contact, and is Cs correct point of contact for the claim
ARBS assured C that Cs claim was in the correct department
C states C still would like to speak to someone else
ARBS apologized for Cs concerns
C inquired does C have to retain an attorney
ARBS informed that if C is choosing to retain an attorney then all current correspondence with Nissan would stop, and Cs claim would go through a different process
ARBS informed that Nissan would like the opportunity to work with C
ARBS inquired if C would be retaining an attorney or would C like to continue working with Nissan
C kept telling ARBS that ARBS is incorrect about CS case multiple times and kept asking for a specific date and time a resolution would be available
ARBS informed that call has become unproductive, and that ARBS would be happy to answer any other questions C may have
C states C would like ARBS to just contact C once the resolution is available
*ARBS informed that would have on file that C is unhappy with process, unhappy with ARBS and would like repurchase request reviewed upon completion of review
C understood
ARBS thanked C for time
C thanked ARBS
Call ended mutually

✓ **Created By: Dakota McGregor (1/16/2018 2:05 PM)**
ARBS received vmx from C requesting callback

Created By: Dakota McGregor (1/16/2018 10:36 AM)
✓ ARBS received e-mail from PL-WR informing that review was started on 01/08
ARBS changing followup accordingly

✓ **Created By: Dakota McGregor (1/16/2018 9:06 AM)**
ARBS sent e-mail to PL-LO and PL-WR inquiring about a resolution

Created By: Dakota McGregor (1/10/2018 4:26 PM)
ARBS placed outbound to C[redacted]
ARBS verified C had time to speak to ARBS
ARBS informed that does have on file that C was requesting an update on Cs claim
ARBS informed that due to both holidays, there has been a delay
ARBS informed that is hoping to provide C with a resolution soon, but cannot provide a guarantee
C inquired about a timeline
✓ ARBS informed that is hoping for a resolution in the near future maybe a week or more
C understood and agreed
ARBS offered further assistance
C requested ARBS direct number or way to contact ARBS
ARBS provided direct number
ARBS thanked C
C thanked ARBS
Call ended mutually

Created By: Emmanuel Asman (1/10/2018 2:52 PM)
CRR-EA sending ARBS Agent a courtesy email

Created By: Emmanuel Asman (1/10/2018 2:51 PM)
CRR-EA OPENED Account Info including: C's name, home & email address, phone#
CRR-EA CHECKED for previous UNRELATED Case(s) and found: 0
CRR-EA CHECKED previous RELATED Case(s) and found: 0

CRR-EA NOTED concern is: Lack of Follow Up/Communication

CRR-EA received inbound call from C

C stated C has a case with NNA and would like to know the decision on C's claim or what is going oin
C stated C is very displeased with the lack of communication between C and the agent handling the case
C stated C is not even looking for an apology, C just wants to be informed of what is going on

CRR-EA acknowledged C's concern
CRR-EA apologized to C for C's experience with NNA
CRR-EA advised C that since the case is being handled by the highest authority of NNA, CRR-EA would not be able to provide C any information or assistance as case is no longer in our department

C understood

CRR-EA advised C of the next follow up date

C understood and appreciated the assistance

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

C declined.

Call ended mutually

Created By: Dakota McGregor (1/2/2018 8:23 AM)
✓ ARBS placed outbound to C[redacted]
ARBS informed that does take 2-4 weeks from inspection date before resolution is available
ARBS informed that due to holidays may be a small delay

✓ **Created By: Dakota McGregor (1/2/2018 8:19 AM)**
ARBS notes that IIR was uploaded to FTP

Created By: Barbara Adamson (12/29/2017 10:16 AM)
SCRR-BA received inbound call from C who provided Case #
SCRR-BA authenticated name, address, tel and email

C states Nissan sent an engineer out two weeks ago and C is following up with status
because the VEH is still at DLRSHP
C states the last time C spoke with anyone was when C was called to make the appointment
SCRR-BA advised per Case that a callback is scheduled for 1/2/18
C accepted
C confirmed BEST CALLBACK is [redacted]

SCRR-BA to email ARBS, cc TL with update

Created By: Dakota McGregor (12/8/2017 8:41 AM)
ARBS placed outbound to DLR Smithtown Nissan
ARBS spoke to Receptionist Kim
✓ ARBS informed that SM wanted ARBS to leave date with SM
Receptionist informed that would handle this and informed is okay
Receptionist informed that would put date for inspection on SM's desk
ARBS understood

Created By: Dakota McGregor (12/8/2017 8:38 AM)
ARBS placed outbound to DLR Smithtown Nissan
ARBS spoke to Receptionist Kim
✓ Receptionist states will take date for inspection
ARBS provided inspection date of 12/19/17 at 12 with DTS
Receptionist confirmed

Created By: Dakota McGregor (12/8/2017 8:37 AM)
ARBS placed outbound to C [redacted]
ARBS verified C had time to speak to ARBS
✓ ARBS informed that inspection is set for 12/19/17 at 12
C states ok and confirmed
ARBS thanked C
C thanked ARBS
Call ended mutually

✓ Created By: Dakota McGregor (12/6/2017 12:33 PM)
ARBS submitted DTS Request

Created By: Dakota McGregor (12/6/2017 12:33 PM)
ARBS placed outbound to DLR Smithtown Nissan
ARBS spoke to SM Mike
✓ ARBS informed that DTS will be coming out to perform an inspection of the veh and informed of process and time period for process
*SM requested ARBS leave DTS appointment date with SM
ARBS agreed
ARBS informed that rental/loaner veh would be provided to C for duration of review process
SM understood and agreed

Created By: Dakota McGregor (12/6/2017 12:17 PM)
ARBS placed outbound to C [redacted]
ARBS verified C had time to speak to ARBS
ARBS apologized and informed that phone line was down, so the call dropped
✓ ARBS offered further assistance
C declined
ARBS thanked C
C thanked ARBS
Call ended mutually

Created By: Dakota McGregor (12/6/2017 11:49 AM)
✓ ARBS notes that placed immediate outbound to C [redacted]
ARBS notes that phones are down
ARBS unable to place any outbound calls to DLR or C currently

Created By: Dakota McGregor (12/6/2017 11:48 AM)
ARBS placed outbound to C [redacted]
ARBS verified C had time to speak to ARBS
ARBS verified and completed partial probe

C states that was driving to a parkway
C states that was driving to work
C states that had automatic braking from FEB
C states that was almost rear ended
C states that does not have a specific address of where incident happened
C states that stopped at light, and had already gone a little past light then C stated veh started to brake on own
C states that there was no accident or injury
C states that heard beeping noise that sounded like warning that C was going over the lane
C states that screen was red and the veh automatically braked
C states that did not see screen in time to verify what warning light illuminated
C states no vehicles directly ahead of C
C states that was a one lane road, so no one was beside C
C states that one lane road across way had no one coming from opposite direction either
C states there was no construction
C states that there were no overhead obstructions including signs overpasses or intersection lights
C states that C had already passed intersection when automatic braking occurred
✓ C states that veh corrected itself as C pressed on the gas more
C states that veh continued on
C states that just went to work
C states that was the day before Thanksgiving so DLR was not open
C states that C had an appointment the Monday after
C states that DLR could not duplicate concern

ARBS advised c that NNA would be interested in inspecting the veh
ARBS advised c that it can take 3-5 weeks to get an inspector out and another 2-4 weeks to get the results depending on the inspector's schedule
ARBS advised c that c would have to make the vehicle available at the Nissan dealer for the inspection and the inspection would take 4-6 hours then c would take the veh back with c and wait for the results
c stated ok
C states C is already in a loaner/rental from DLR
C inquired about leaving the veh at DLR
ARBS advised that if C can store veh at DLR on property or not will be between DLR and C
C understood
ARBS advised rental/loaner would be provided during review process only
c stated ok
ARBS advised c that ARBS will request the inspection and will call c once a date is available
C agreed
ARBS offered further assistance
C had a question
ARBS attempted to answer
ARBS notes that call dropped

Created By: Dakota McGregor (12/6/2017 11:41 AM)
✓ ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE
****

▌ Created By: Samantha Dixon (12/5/2017 11:17 AM)
IIR rejected- In the Quick Description or Summary of Incident on the IIR probe the allegation of defect is not clear on what the customer is alleging failed on the veh. Please correct and resubmit.

Created By: Samantha Dixon (11/30/2017 2:52 PM)
C contacted CA with 2017 Rogue FEB concern.

✓ Created By: Kelsey Christiansen (11/30/2017 1:02 PM)
CRT-KC placed outbound call to [redacted]
CRT-KC advised that "this call may be recorded for quality and training purposes."
CRT-KC verified information e-mail, mailing address, phone, and best contact.
CRT-KC apologized for C concerns.
CRT-KC asked for C to explain concerns

C stated the EOB is braking out of known
C stated Carlton Avenue was the most recent. The service rode right before the long island express way overpass. And Phil's Rode the other 2 times.
C stated DLR has been in touch with Techline.
Almost was reended both
CRT-KC asked IIR questions.
CRT-KC advised that someone will follow up within 3 business days. by the end of business day Tuesday.
C declined further questions.
Call ended mutually.

Created By: Kyra Walton (11/29/2017 2:30 PM)
RCAS-KW placed outbound call to C on [redacted]
✓ RCAS-KW left VMX for C.
RCAS-KW provided C with case #, CRT-KC's phone #, and work hours.
RCAS-KW set follow up for 11/30/17.

Created By: Kelsey Christiansen (11/29/2017 11:08 AM)
CRT-KC received an e-mail from Service Manager Michael Scanlon.
✓ SM stated There is no diagnostic on this vehicle as the customer concern has not been duplicated yet.
SM stated that the 2017 Rogues are having issues with FEB braking on the VEH when not needed.
SM stated This is currently under engineering investigation. Please contact the technical department for further details.

✓ Created By: Kelsey Christiansen (11/29/2017 10:45 AM)
CRT-KC sent e-mail to Service Manager and Service Director.

Created By: Brandi King (11/28/2017 12:08 PM)
CASE SUMMARY
CRR-BZ Is transferring case to RCAS for VEH concerns

Created By: Brandi King (11/28/2017 12:08 PM) | Last Modified By: Kelsey Christiansen (11/29/2017 9:10 AM)
CRR-BZ Verified Account information including: C's name, home & e-mail address,
Phone number & best contact number

CRR-BZ VERIFIED VEH Information including:
VIN: JN8AT2MV3HW[redacted]
Current Mileage: 10,101

CRR-BZ CHECKED for open recalls/campaigns and found: None
CRR-BZ CHECKED for previous UNRELATED Case(s) and found: None
CRR-BZ CHECKED previous RELATED Case(s) and found: None

CRR-BZ received inbound call from C
CRR-BZ NOTED concern is: VEH concerns

C Stated the front collision doesn't work correctly
C Stated the VEH just stopped
✓ C Stated took VEH to DLRSHP yesterday and DLRSHP has the VEH
C Stated DLRSHP informed C the VEH is under engineering investigation
C Stated DLRSHP cannot duplicate C's concerns
C Stated C got a loaner VEH and would like to know what5 C should do with the loaner

CRR-BZ Empathized with C and informed C that CRR-BZ will document all C's concerns
CRR-BZ Informed C that C should contact DLRSHP about the policy for the loaner
CRR-BZ Advised C that the case will now be forwarded to RCAS for further review. Set Follow-Up date for 11/29/2017 no later than EOB

C understood.

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

C declined.

CRR-BZ provided C with agent ID 7319045 and case number

Call ended mutually

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
	[redacted]	NISSAN PRODUCT INQUIRIES	ROGUE	CRITICISM	QF	11/28/2017	ZH	AZ	270500	OF
	[redacted]	BRAKES	INTELLIGENT BRAKE ASSIST (IBA)	POOR OR IMPROPER OPERATION	26	11/28/2017	YX	AD	328000	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Kelsey Christiansen, 11/30/2017 1:02 PM	11/30/2017

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	Diamond Milan
Contact Email	[redacted]	Type	CA
Home Phone	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	2/15/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	12/4/2017 10:37 AM
Social Media Involvement		Date/Time Closed	2/15/2018 11:05 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	2		
Description	IIR- FEB- EST ARBS noting ARBS is closing case as no further assistance can be offered at this time. ARBS noting ARBS has offered a settlement for the concern. ARBS noting DTS and Dlrshp have not been able to duplicate any concern or run a code after test drives. ARBS noting dlr and DTS have test driven the veh in area that C advises concern occurs. ARBS noting C has advised that C will work with BBB or attorney to resolve matter.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	Nissan of Mansfield
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	4,664	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	1	RHR Started	12/26/2017
IIR Date		RHR Completed	2/2/2018
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN8AT2MV6HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	NISSAN OF MANSFIELD	Data Net	
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	15	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	
LS Response Time		Work Phone	
		Mobile Phone	
		Email	
		Alternate Email	

Verbatims

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

DTS Inspection

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

System Information

Subject	CUSTOMER: [redacted] VIN: JN8AT2MV6H[redacted]	Root Cause	
Created By	Anshroop Sidhu, 12/4/2017 10:37 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/10/2018 9:45 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	838		
Action Code	NT4D		
What action was taken?	4D Customer Refused Assistance		

Agent Comments

Agent Comments	
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
2/15/2018 11:05 AM	Diamond Milan	Changed **Status** from Open to **Closed**.
		Closed.
2/15/2018 11:04 AM	Diamond Milan	Changed **Description**.
2/14/2018 4:34 PM	Diamond Milan	Changed **Follow Up Date** from 2/14/2018 to **2/15/2018**.
2/12/2018 4:38 PM	Diamond Milan	Changed **Follow Up Date** from 2/12/2018 to **2/14/2018**.

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Case Comments

New

Case Comments Help

Public Comment

Created By: Diamond Milan (2/15/2018 11:04 AM)
IIR- FEB- EST

Created By: Diamond Milan (2/15/2018 11:04 AM)
ARBS noting ARBS is closing case as no further assistance can be offered at this time.
ARBS noting ARBS has offered a settlement for the concern.
ARBS noting DTS and Dlrshp have not been able to duplicate any concern or run a code after test drives.
ARBS noting dlr and DTS have test driven the veh in area that C advises concern occurs.
ARBS noting C has advised that C will work with BBB or attorney to resolve matter.

ARBS noting the following veh summary:

In Service date: 8/7/2017
State: OH
Retail State: OH
Days Down: 13
Last Reported mileage: 4,664

4 service visits for emergency braking activating without warning
1. Unable to duplicate
2. Unable to duplicate
3. Unable to duplicate
4. Unable to duplicate

No Open Campaigns
No warranty Cases
2 Additional CA Cases: [redacted]
No Tech Line Cases
No VSC's
1 DTS Inspections completed by Jeff Silverthorn

Created By: Diamond Milan (2/15/2018 11:02 AM)
ARBS placed a call to C.
ARBS advised C that ARBS did reach out to the dlrshp.
ARBS advised C that ARBS spoke with Jason.
ARBS advised c that the dlr has been test driving the veh in areas that C has advised concern occurs.
ARBS advised C the dlr has not been able to verify the concern or run any codes.

C asked why ARBS supervisor is not calling C back.
C stated ARBS is not doing ARBS job.
C stated there is supposed to be a loaner available for C.

ARBS advised C a loaner for the diagnosis.
ARBS advised C the dlr can only provide a longtime loaner if the concern was duplicated.
ARBS explained to C the concern was not duplicated.
ARBS advised there is no customer facing supervisor.

C stated NNA is being negligent.
C stated C sent in a video but it is not good enough for ARBS and the dlr.
C stated there are complaints with the NHTSA.
C stated people are filing complaints about concern.
C stated there should be a recall for the concern.

ARBS understood.
ARBS advised C if the NHTSA find a recall should be issued, one will be issued for VINs that have concern.
ARBS advised c that NNA is not in the position to offer a repurchase or replacement.
ARBS advised C that the dlr has looked into the concern and a DTS has as well.
ARBS advised c that video shows a light flashing but the speed remained the same.
ARBS noting the veh does not show the veh stopping.
ARBS advised C that ARBS can offer a settlement but ARBS cannot offer a settlement in the amount that C is seeking.

C stated C will now go through the BBB or an attorney.
C stated C will just keep taking veh in until a code is found or the dlrshp duplicates the concern.
C stated the concern happened again last week.
C stated C does not accept offers from ARBS-DM.

ARBS understood.
ARBS advised C at this time there are no repairs available for the concern.
ARBS advised C that NNA is looking into a repair to come out in April for the VINs that have the concern only.

C understood.
C explained C will go through another route.
Call ended mutually.

Created By: Diamond Milan (2/15/2018 10:47 AM)
ARBS noting case has been reviewed by DTS and dlr multiple times.
ARBS noting IIR found no defect with the operation of FEB system.
ARBS noting dlr tested veh in area of concern that C provided.
ARBS noting that no defect was found and dlr was unable to duplicate the concern.
ARBS noting ARBS will offer $2500 settlement.
ARBS noting ARBS not in the position to offer a repurchase or replacement.

Created By: Diamond Milan (2/15/2018 10:41 AM)
ARBs noting ARBS placed a call dlr.
ARBS spoke with SA-Jason.
ARBS noting that SA stated Dlr has test driven the veh multiple times today.
SA stated dlr test drove vehs in place at the places C is stating and the dlrshp has not been able to duplicate the concern.
SA stated SA and another technician drove the veh.
SA stated no concern has been found.
SA stated C sent in a video of the light coming on but the dlrshp does not see where the veh stopped.
SA stated there are two parts to the FEB concern.
SA stated that with Cs veh it appears that the FEB light is coming on and small pressure is being applied to the brakes, but the veh is not coming to a complete stop.
ARBS understood.
ARBS thanked SA for that information.
ARBS advised SA that ARBS will speak with C about concern.

Created By: Kellisha McSween (2/15/2018 9:36 AM)
CRR-KM VERIFIED Account Info including: C's name, home & email address, phone#
CRR-KM CHECKED for open recalls/campaigns and found:
CRR-KM CHECKED for previous UNRELATED Case(s) and found:
CRR-KM CHECKED previous RELATED Case(s) and found:
CRR-KM NOTED concern is:

C provided case number [redacted]
C stated C would like to speak to ARBS-DM supervisor
C stated ARBS-DM not doing her job

C stated veh was at the dlrshp again
C stated this was the 5th time in 6 months veh being to the dlrshp
C stated C would like to be contacted at the earliest convenient time

C stated C would like Nissan to replace veh
C stated ARBS-DM told C this was not possible
C stated C gave ARBS-DM a dollar amount
C stated ARBS-DM refused this amount

C stated diamond offered C a rental until the update become available
C stated Dlrshp stated dlrshp have not heard from the ARBS about the loaner
C stated dlrshp did not have a loaner available
C stated dlrshp knows nothing about this case and drshp was not aware of the loaner

CRR-KM informed C C would be contacted about this case

C understood

CRR-KM offered further assistance

C declined

Call ended mutually

Created By: Diamond Milan (2/12/2018 4:37 PM)
ARBS placed a call to C.

ARBS advised C that ARBS wanted to follow up on the settlement.

C stated the settlement is a slap in the face.
C stated Cs father is looking into an attorney for C.

ARBS advised C that ARBS is not in the position to offer a repurchase or replacement.

C stated NNA knows there is a concern and refuses to assist.
C stated IIR sent a letter to the dlr and advised the dlr not to do repairs.

ARBS advised C no repairs are available
ARBS advised C the dlr has not been able to duplicate Cs concern.

C stated NNA knows of concern.

ARBS advised C that ARBS can work to get C in a loaner veh.

C stated C doesn't want the veh and the $2500 is not enough.

ARBS asked C what C is seeking.

C stated C is seeking $7500.00.

ARBS advised C that ARBS could offer C $2500.00

C stated that is not enough.

C stated C is taking the veh back into the dlrshp.

ARBS advised C that ARBS can reach out to the SM to see if the veh can be driven in the area that C is stating the concern occur.

C understood.
Call ended mutually.

Created By: Jason Labombarbe (2/8/2018 1:33 PM)
CRR-JL VERIFIED Account information including: C's name, home & e-mail address,
Phone number & best contact number
CRR-JL CHECKED for open recalls/campaigns and found: 0
CRR-JL CHECKED for previous UNRELATED Case(s) and found: 0
CRR-JL CHECKED previous RELATED Case(s) and found: 1
CRR-JL Noted Best Contact Number: [redacted]
CRR-JL Noted Spoke to: [redacted]
CRR-JL NOTED concern is: Follow up with ARRBS

C is calling to speak with ARRBS agent regarding Cs case

CRR-JL stated that CRR-JL will send a courtesy email to ARRBS letting them know of Cs call

C agreed

Email sent to ARRBS agent

Created By: Diamond Milan (2/7/2018 4:18 PM)
ARBS placed a call to C about concern.

ARBS advised C that ARBS did have a chance to review the case.
ARBS noting ARBS reviewed the videos that were sent by C as well.
ARBS advised C at this time, NNA is not in the position to offer a repurchase or replacement for the veh.
ARBS advised C that ARBS is in the position to offer a settlement.
ARBS advised C that ARBS can continue to work with C and dlr if the concern does occur again.

C stated this is a serious safety concern.
C stated C is surprised Nissan does not take the concern seriously.

ARBS apologized for the concern.
ARBS advised C that NNA can definitely continue to look into the concern and have the dlrshp look at the veh.
ARBS advised C that NNA can offer C a cash settlement of $2500.00.

C asked will that extend Cs lease or eliminate C from being in the class action.

ARBS advised C that ARBS is not aware of any class action.
ARBS advised C that it will not affect the lease.

C stated C is trying to get out of the lease.
C stated C was told by RCAS that NNA would only be able to repurchase or replacement. .
C stated C is upside down $8,000 in lease.
C stated the veh has lost value.

ARBS understood.
ARBS advised C that ARBS apologizes.
ARBS advised C that NNA is working on a solution.
ARBS advised C that the sensors are sensitive on the veh.
ARBS advised C that NNA can offer a settlement/

C stated the dlr just showed C how to disable the FEB system.
C stated it has not been on in the veh.

ARBS advised C that it would have to be disabled each time C gets into the veh.

C understood.
C stated C will talk settlement over with Cs husband and with a family member with legal expertise.

ARBS understood.
ARBS advised C that ARBS would follow up on Monday.

C understood.
Call ended mutually .

Created By: Diamond Milan (2/5/2018 4:26 PM)
ARBS placed a call to C.

ARBS advised C that ARBS has received Cs case.
ARBS advised C that ARBS wanted to get information on Cs FEB concern.
ARBS asked if the concern happens in the same location.

C stated the veh is not doing it in the same spot anymore.
C stated at first it was at a specific light.
C stated now it is not an isolated area.
C stated it happens all over Cs area of Mansfield.
C stated now it happens 3 times each week.
C stated C cannot predict when it will happen.
C stated it did not do it when the veh was test driven.
C stated C thinks the inspection was a joke.
C stated C the DTS drove the veh maybe 10 miles when looking into the concern.
C stated every time it happens, it was after a while of driving.
C stated it just doesn't happen when C first gets to the veh.
C stated C did send in a video as well.

ARBS understood.
ARBS advised C in the video it appears the light flashed but the veh did not stop.

C stated in the video shows it does stop.
C stated the red light does come on and the brakes it.
C stated the brakes were hit but not as hard and it did not come to a complete stop.

ARBS understood.
ARBS advised C that ARBS will be looking into this information and seeing what NNA would be in the positon to do.

C understood.
Call ended mutually.

Created By: Diamond Milan (2/5/2018 10:29 AM)
ARBS noting ARBS-DM is taking over the case for further case handling.

Created By: Diamond Milan (2/5/2018 10:28 AM)
ARBS noting the following veh summary:

In Service date: 8/7/2017
State: OH
Retail State: OH
Days Down: 12
Last Reported mileage: 4,664

3 service visits for emergency braking activating without warning
1. Unable to duplicate
2. Unable to duplicate
3. Unable to duplicate

No Open Campaigns
No warranty Cases
2 Additional CA Cases: [redacted]
No Tech Line Cases
No VSC's
1 DTS Inspections completed by Jeff Silverthorn

Created By: Diamond Milan (2/5/2018 10:25 AM)
ARBS noting ARBS reviewed video C sent in, that is attached to the email from C, and the vehicle did not stop when FEB light flashed. ARBS noting Speed remained the same.

Created By: Diamond Milan (2/5/2018 10:10 AM)
ARBS noting the following veh history:

11/15/17 @ 3030 miles... RO Number [redacted] 1 days down
Concern
1.C/S emergency braking activated on it's own without warning or cars in front of the vehicle while driving.
Action
1.Test drove and able to get all safety shield working. Lane departure, active cruise control and emergency braking all working as designed. Possible something on radar cover caused braking to engage-clear Plexiglas cover must be kept clean and debris free at all times.

12/15/17 @ 3738 miles... RO Number [redacted] 9* days down
Concern
1.DTS opened the RO
Action
1.DTS opened the RO

01/29/18 @ 4664 miles... RO Number [redacted] 2 days down
Concern
1.FEB activating on its own
Action
1.Road tested, unable to duplicate

Created By: Keyahanna Alexander (2/2/2018 2:48 PM)
RCAS-KA placed outbound call to C @ (419)[redacted]
RCAS-KA ADVISED "This call may be recorded for quality and training purposes."
****
RCAS advised C that the RHR is still under review.
RCAS promised a follow up for Wednesday.

✓ C asked if the pictures and videos sent.

RCAS advised C that pictures and videos are attached to C's case.

C understood.

Call ended mutually.

Created By: Nicki Barror (2/2/2018 9:34 AM)
DRTS received the RHR. The RHR was assigned to ARBS Diamond Milan for review.

Created By: Keyahanna Alexander (1/30/2018 3:36 PM)
RCAS-KA placed outbound call to C @ (419)[redacted]
RCAS-KA ADVISED "This call may be recorded for quality and training purposes."
****
RCAS verified that C contacted CA because the concern is happening again.

C agreed.
C stated that C either wants a buyback or another veh.
C stated that C took the veh back to the DLR.
C stated that C us sick of the DLR's crap.
C stated that the DLR took the veh for a test drive, and only drove the veh a little ways.
C stated that the managers of the DLR advised C to continue to call CA to get the veh bought back.
C stated that the concern has happened three times this week.
✓ C stated that C has a 5 year old son.
C stated that C does not want someone to rear end C.
C stated that the veh slams on the breaks.
C stated that C has videos.

RCAS apologized for the concern.
RCAS advised C to send in the videos.
RCAS advised C that the process can take up to 10 business days and RAS has already requested the newest RO.

C understood.

RCAS promised a follow up for Friday.

Call ended mutually.

Created By: Keyahanna Alexander (1/30/2018 8:53 AM)
RCAS-KA placed an outbound call to Nissan of Mansfield.

✓ SA-Ben stated that the veh was taken to the DLR on Monday evening, and left this morning.
SA-Ben stated that the concern could not be duplicated.
SA-Ben agreed to send the RO.

Call ended mutually.

Created By: Courtney Gordon (1/29/2018 3:14 PM)
CRR-CG VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-CG CHECKED for previous UNRELATED Case(s) and found:
CRR-CG CHECKED previous RELATED Case(s) and found: 1 = [redacted]

CRR-CG received inbound call: 0
CRR-CG Noted concern is: 0

C requesting case be re-opened
C states hat the VEHs braking system is has automatically engaged 2x last week
C states the VEH was brought back to the DLRSHP
C states C was advised that there is something seriosuly wrong with the VEH
C states Cs husband was able to capture the concern on video
C states the VEH is a safety hazard

CRR-CG advised C that CRR-CG will reach out viz Email to advise RCAS that C has called in.
CRR-CG advised C concerns have been documented and will be forwarded to RCAS who will follow up with C no later than EOB Jan 30th 2018
CRR-CG offered further assistance

C declined

CRR-CG provided C with employee ID & Case #
Call ended mutually

Created By: Lynzi Lee (1/15/2018 4:38 PM)
SRCAS-Lynzi Lee is closing Case as no further assistance can be offered at this time.

*** CASE SUMMARY ***
✓ C contacted Nissan requesting RHR due to veh braking on its own.

RCAS-Keyahanna Alexander reviewed Case with ARBS-Brandon Johnson, SM-Jason Rupp and DTS-Jeff Silverthorn.

*** STATEMENT OF DECISION ***
SRCAS stated without any further repairs, Nissan cannot review for repurchase.

✓ **Created By: Lynzi Lee (1/15/2018 4:34 PM)**
SRCAS-Lynzi Lee placed outbound call to C @ (419)[redacted] 1/15/18 at 4:28pm.

SRCAS-LL ADVISED "This call may be monitored and recorded for quality and training purposes."

SRCAS stated SRCAS is supe[redacted] RCAS-Keyahanna Alexander.

SRCAS sta[redacted] cannot review for repurchase.

C stated [redacted]
C inquir[redacted]t night.
C stated C[redacted]
C stated C[redacted]
C stated [redacted]
C stated[redacted]
C stated th[redacted]
C inquired i[redacted]

SRCAS[redacted]all the service history of the veh as well as state laws.
SRCAS sta[redacted]rchase or replace the veh.

C inqire[redacted]

SRCAS sta[redacted]se.

C stated[redacted]ther.

SRCAS sta[redacted]tact RCAS-KA and RCAS-KA can review for repurchase.

C stated[redacted]
C thank[redacted]

Created By: Keyahanna Alexander (1/12/2018 11:55 AM)
RCAS-KA placed outbound call to C at[redacted]
RCAS-KA provided RCAS-KA's contact # as[redacted]
RCAS-KA advised that RCAS will follow up Monday.

Created By: Keyahanna Alexander (1/12/2018 11:54 AM)
RCAS-KA reviewed case with IIR-Brandon Johnson and was advised to reiterate the decision .

Created By: Adaure Ibe (1/10/2018 10:10 AM)
CASE SUMMARY
CRR-AI transferring case to RCAS for RHR request review

Created B[redacted]
CRR-AI VE[redacted]
CRR-AI CHE[redacted]nd: 0
CRR-AI[redacted]RELATED Case(s) and found: 0
CRR-AI CH[redacted]nd found: 1
CRR-AI NO[redacted]

C state[redacted]chase back leased VEH as C knows that there is a safety issue with VEH
C stated C has filed IRR prior to this and reported VEH issue to the National Highway Traffic Association
C stated that C is aware that NNA sent document to DLRSHP stating that NNA is aware this is a safety issue and cannot be fixed
C stated that C would like leased VEH repurchased as c knows there is safety issue with VEH

CRR-AI inf[redacted]o a Regional Consumer Affairs Specialist who will contact the C by close of business day 1/11/2018 regarding C's concern

C understood and[redacted]

CRR-AI pr[redacted]nt ID 7310097 ADA
Best Conta[redacted]

Call en[redacted]

Created By: Brandon Johnson (12/27/2017 1:33 PM)
ARBS closing C's case as NNA found no manufacturer's defects on C's veh.
ARBS noting C's veh FEB and braking systems were tested and found to be fully functional.
ARBS noting 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.

Created By: Brandon Johnson (12/27/2017 1:27 PM)
ARBS placed outbound call to C-Lauren Hammons @ # (419)[redacted]
ARBS stated that NNA was able to review C's case for a repurchase or replacement.
ARBS stated that at this time 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 apologized and C understood.
Call ended.

Created By: Trisha Zamarron (12/27/2017 11:46 AM)
ARBS-TZ 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.

Created By: Brandon Johnson (12/27/2017 11:12 AM)
ARBS emailed ARBS-TZ stating that the inspection was completed.

Created By: Trisha Zamarron (12/27/2017 11:00 AM)
ARBS-TZ notes with the current DTS inspection not being completed ARBS-TZ is not able to provide a good faith review of C's concerns until the current inspection is completed.

ARBS-TZ will request ARBS BJ to resubmit RHR review once there has been an update on the current inspection.

Created By: Trisha Zamarron (12/27/2017 10:53 AM)
ARBS-TZ r[redacted]

7/11/17[redacted]
1.PDI[redacted]
2.Internal N[redacted]

11/15/17[redacted]
Concer[redacted]
1.C/S eme[redacted]thout warning or cars in front of the vehicle while driving.
2.Short insp[redacted]
Actions:[redacted]
1.Test d[redacted]ty shield working. Lane departure, active cruise control and emergency braking all working as designed. Possible something on radar cover caused braking to engage-clear plexiglass cover must be kept clean and debris free at all times.
2.Completed

==========
ARBS-TZ r[redacted]
State: OH
In Servi[redacted]

NMAC leas[redacted]

No othe[redacted]
No Tec[redacted]

DTS Jeff Si[redacted]ed)

Currentl[redacted]

Created By: Brandon Johnson (12/27/2017 7:54 AM)
ARBS sent email to DRT-CA and DRT-AM requesting RHR attached to case be reviewed.

Created By: Nicki Barror (12/26/2017 8:08 AM)
DRTS attached RHR

Created By: Nicki Barror (12/26/2017 7:52 AM)
DRTS confirmed no open RO's. Vehicle is not at the dealership per Ben.

Created By: Nicki Barror (12/26/2017 7:46 AM)
DRTS attached RO's.

Created By: Nicki Barror (12/26/2017 7:22 AM)
DRTS called dlr 5171 for all RO's. Ben faxing.

✓ Created By: Brandon Johnson (12/22/2017 11:28 AM)
ARBS submitted tasks for DRTS to gather ROs and complete RHR on C's veh.

Created By: Brandon Johnson (12/22/2017 11:26 AM)
ARBS placed outbound call to C-Lauren Hammons @ # (419)[redacted]
ARBS stated that ARBS had a resolution on C's case.
ARBS stated that NNA found no manufacturer's defects on C's veh.
ARBS stated that C's veh FEB and braking systems were tested and found to be fully functional.
✓ C asked what C did next and ARBS stated for C to take C's veh in to C's local DLR for diagnosis if C has the concerns again in the future.
C/s that C did not want the veh.
ARBS stated that ARBS could have C's case reviewed for a repurchase or replacement.
ARBS stated that was a ten day review and was not a guarantee for repurchase or replacement.
C understood and C agreed.
ARBS stated that ARBS would start that process for C and ARBS would contact C back once ARBS had further information for C.
C understood and call ended.

Created By: Brandon Johnson (12/22/2017 11:17 AM)
ARBS attached PL resolution email, PL resolution letter and Fedex label.
✓
ARBS sent PL resolution letter to C via Fedex.
Tracking #: 7710-7501-8701.

Created By: Brandon Johnson (12/21/2017 11:11 AM)
ARBS placed outbound call to C-Lauren Hammons @ # (419)[redacted]
✓ C asked about if C's veh qualified for lemon law.
ARBS stated that was a separate review that would have to be done after NNA's inspection.
C understood and call ended.

✓ Created By: Brandon Johnson (12/21/2017 10:46 AM)
ARBS received vmx from C.

✓ Created By: Brandon Johnson (12/19/2017 9:58 AM)
1/3/2018

Created By: Brandon Johnson (12/19/2017 9:57 AM)
✓ ARBS received email from DTS-JS stating that IIR was uploaded to the FTP site.

ARBS setting case for 1/3/2017 to wait for PL resolution.

Created By: Brandon Johnson (12/18/2017 1:17 PM)
ARBS placed outbound call to C-Lauren Hammons @ # (419)[redacted] and left vmx.
ARBS stated that ARBS did not have an update for C as of yet.
ARBS stated that NNA had two to four weeks to review the inspection report after that was received.
ARBS stated that ARBS would contact C back once ARBS had further information for C.
ARBS provided ARBS contact # and hours of operation.
Vmx ended.

✓ Created By: Brandon Johnson (12/18/2017 1:13 PM)
ARBS received vmx from C requesting an update on C's case.

Created By: Brandon Johnson (12/11/2017 9:20 AM)
ARBS placed outbound call to DLR-NISSAN OF MANSFIELD @ #[redacted] and spoke with SM-Jason Rupp.
ARBS stated that ARBS had an inspection date and time for C's veh on 12/15/17 at 10:00 AM EST at DLR.
ARBS stated that was with DTS-JS.
✓ ARBS stated that C would be placed into a loaner veh for the duration of C's veh inspection.
ARBS stated that DTS may want the FEB turned back on.
ARBS stated to ARBS knowledge the FEB system should not be turned off.
SM understood and SM stated that SM would make C an appointment for Friday 12/15/2017.
ARBS understood and call ended.

Created By: Brandon Johnson (12/11/2017 9:13 AM)
ARBS placed outbound call to C-Lauren Hammons @ # (419)[redacted]
C/s that C took C's veh to DLR last Friday for 12/8/2017.
✓ C/s that the DLR stated that the veh was not throwing any codes.
C/s that the DLR turned off C's FEB system as well.
C/s that the DLR would not issue C a rental veh.
ARBS understood and ARBS stated that ARBS would contact DLR in reference to the rental veh as well.
C understood and call ended.

✓ Created By: Brandon Johnson (12/11/2017 9:05 AM)
ARBS received vmx from C.

✓ Created By: Brandon Johnson (12/8/2017 9:11 AM)
*12/27/2017

✓ Created By: Brandon Johnson (12/8/2017 9:08 AM)
ARBS setting case for 12/26/2017 for inspection to be completed.

Created By: Brandon Johnson (12/8/2017 9:06 AM)
ARBS placed outbound call to DLR-NISSAN OF MANSFIELD @ #[redacted] and left vmx for SM-Jason Rupp.
ARBS stated that ARBS had an inspection date and time of 12/15/17 at 10:00 AM EST at DLR.
✓ ARBS stated that was with DTS-JS.
ARBS stated for DLR to have a lift and extra technician available for the DTS if need be.
ARBS provided ARBS contact # and hours of operation.
Vmx ended.

Created By: Brandon Johnson (12/8/2017 9:00 AM)
ARBS placed outbound call to C-Lauren Hammons @ # (419)[redacted]
ARBS stated that ARBS had an inspection date and time of 12/15/17 at 10:00 AM EST at DLR-NISSAN OF MANSFIELD.
ARBS asked if that date and time would work for C?
C/s that it would and ARBS stated that NNA would be covering a rental veh for C for the duration of the inspection if C did not want to drive the veh.
C understood and ARBS stated that ARBS would make DLR SM or SD aware of inspection date and time and that C would be issued a rental/loaner veh.
C understood and call ended.

✓ Created By: Brandon Johnson (12/6/2017 9:05 AM)
ARBS submitted DTS request.

✓ Created By: Brandon Johnson (12/6/2017 9:01 AM)
ARBS placed outbound call to C-Lauren Hammons @ # (419)[redacted]
ARBS stated that ARBS would need 15-30 minutes of C's time to complete probe.
C agreed and ARBS completed probe questions.

ARBS asked for C to explain the concern that had occurred in C's veh.

C/s that C had the concern where the veh gave C three audible beeps and then braked itself once before on November 11-12, 2017.
C/s that C took veh to DLR-NISSAN OF MANSFIELD once before on November 15, 2017 and DLR-NISSAN OF MANSFIELD stated that C's veh/sensor was dirty.

C/s that on 12/3/2017 C had the concern happen again with C's husband and child in the veh.
C/s that C was driving on Park Ave W in Mansfield, OH.
C/s that C was going around 35-40 mph.

C/s that there was nothing in front of C and nothing in the road for C to impact.
C/s that C heard an audible beep three times and the veh braked on its own.
C/s that C was taking C's veh back to DLR-NISSAN OF MANSFIELD for further diagnosis on Friday 12/8/2017.

C/s that C would like to have the vehs braking system repaired or C's veh to be repurchased due to the braking concern.

ARBS understood and ARBS apologized for C's concerns on C's veh.
ARBS stated that NNA would like to send an inspector to look at C's veh.
ARBS stated that the NNA IIR process was a six to eight week long process.
ARBS stated it could be two to four weeks before NNA could get an inspector out to look at C's veh.

ARBS stated that after inspection was completed NNA had two to four weeks to review the inspection report.
ARBS stated that C's veh had to be left in its original damaged state until inspection was completed.
ARBS stated that C could still have diagnosis done from DLR-NISSAN OF MANSFIELD on Friday 12/8/2017 but ARBS would not recommend C having any repairs done to C's veh.
ARBS stated that having any repairs done to C's veh could hinder NNA's inspection results.
C understood and ARBS stated that ARBs would reach out to NNA's inspector for a date and time for NNA's inspection at DLR-NISSAN OF MANSFIELD.
ARBS stated that once ARBS had that ARBS would make C and DLR aware.
ARBS stated at that time ARBS would also make DLR-NISSAN OF MANSFIELD aware that C would be issued a rental veh for the duration of the inspection process.
C understood and ARBS stated that ARBs would contact C back once ARBS had further information for C.
C understood and call ended.

✓ **Created By: Brandon Johnson (12/6/2017 8:26 AM)**
**********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********

✓ **Created By: Keyahanna Alexander (12/5/2017 3:07 PM)**
RCAS-KA notes IIR submitted for review.

Created By: Keyahanna Alexander (12/5/2017 3:07 PM)
RCAS-KA placed outbound call to C @ (419)[redacted]
RCAS-KA VERIFIED C's name, home & email address, concern, phone#, VIN#, mileage
RCAS-KA CHECKED for open recalls/campaigns and found: 0
Previous UNRELATED Case(s) Found: 0
Previous RELATED Case(s) Found: 0
RCAS-KA ADVISED "This call may be recorded for quality and training purposes."
RCAS-KA ADVISED that RCAS-KA would be C best point of contact as RCAS-KA is case manager.
****
RCAS verified that C contacted NNA seeking assistance with an emergency braking system concern.

C stated that the veh acts up at the same intersection.
C stated that the concern is not constant.
C stated that C will be driving, the veh will beep 3 times, and brake while driving.
C stated that C took the veh to the DLR, and was told that the veh was dirty.
C stated that the DLR washed the veh, and sent C away.
C stated that the veh acted up again on Sunday.
C stated that C does not get along with the DLR.
C stated that the DLR is making C sound crazy.
✓ C stated that C's son was in the veh when the concern happened on Sunday, and C's son was terrified.
C stated that C is afraid to drive the veh.
C stated that the veh is a death trap.

RCAS apologized for the experience with the veh.
RCAS asked for further information on the concern.

C stated that the incident happened at the Park Ave West on Sunday.
C stated the veh is with C.
C stated that C's date of birth is 8/8/86.
C stated that C would love to get the veh fixed, if the concern can be fixed.
C stated that if the concern cannot be fixed, C would like to lease another veh.

RCAS understood and thanked C for the information.
RCAS advised C that the information provided will be reviewed, and C will be followed up with no later than Friday.
RCAS provided contact information, in case C needs anything before Friday.

C understood.
C declined further assistance.

Call ended mutually.

Created By: Keyahanna Alexander (12/5/2017 2:45 PM)
✓ RCAS-KA placed outbound call to C at [redacted]
RCAS-KA provided RCAS-KA's contact
RCAS-KA advised that RCAS will follow up Friday.

Created By: Anshroop Sidhu (12/4/2017 10:42 AM)
CRR-AS sending case to RCAS

Created By: Anshroop Sidhu (12/4/2017 10:42 AM)
CRR-AS <VERIFIED> Account Info including: C's name, home & email address, phone# & best contact#
CRR-AS VERIFIED VEH Info including: VIN#, Current Mileage
CRR-AS CHECKED for open recalls/campaigns and found: 0
CRR-AS CHECKED for previous UNRELATED Case(s) and found: 0
CRR-AS CHECKED previous RELATED Case(s) and found: 0
CRR-AS received an inbound call from C

C stated C called the DLR and the VEH is going back to the DLR
C stated it is the emergency breaking system it's breaking itself
C stated DLR told c that there is nothing wrong with the
C stated C had the VEH for just 4 months and it is already going to the DLR for 2 time on Thursday

CRR-AS asked c what does the VEH actually do before the braking

C stated the VEH beeps 3 times and the emergency breaks come on

CRR-AS asked c if there is any similarity that C find when the VEH have the concern

C stated yes it happened at the same intersection

CRR-AS asked C when was the last time C felt the concern

C stated yesterday

CRR-AS asked C was it at the same intersection

C stated yes
C stated DLR told C that there is nothing wrong with the VEH and it is just dirty
C stated the VEH is not dirty and there was no bug that came in or anything

CRR-AS asked C what would C like NNA to assist c with

C stated C if NNA cannot fix the concern C would like to get out of the lease

CRR-AS provided case#[redacted]
CRR-AS informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by the end of business day December 5, 2017 regarding to C's concern

C understood and appreciated the assistance

Best contact# (419)[redacted]

Call ended mutually

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
	[redacted]	BRAKES	INTELLIGENT BRAKE ASSIST (IBA)	POOR OR IMPROPER OPERATION	26	12/4/2017	YX	AD	328000	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Keyahanna Alexander, 12/5/2017 2:58 PM	12/5/2017

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	Chase McBryar
Contact Email	[redacted]	Type	CA
Home Phone		Case Origin	Phone
Letter Sent Date		Executive Referral	✓
Letter Received Date		Exec-Received-Date	
Follow Up Date	3/2/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	12/7/2017 2:45 PM
Social Media Involvement		Date/Time Closed	3/1/2018 8:24 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	✓
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Consumer Affairs Voluntary Repurchase due to 3 repair visits with 18 days out of service due to audio unit resetting, stalling/no start and FEB concern.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	6,586	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	12/8/2017
IIR Date		RHR Completed	12/8/2017
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	5N1AT2MV4H[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	HOFFMAN NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	09	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	$31,440.36	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] : VIN: 5N1AT2MV4H[redacted]	Root Cause	
Created By	Leah Kinoshita-Robicheau, 12/7/2017 2:45 PM	Root Cause Code	SCSH
Last Modified By	NNAETL, 9/18/2019 9:25 PM	Root Cause Code (2)	SCMV
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	824		
Action Code	NT5F		
What action was taken?	5F Voluntary NNA Trade/Repurchase - NNA Inventory - 1 veh		

Agent Comments

Agent Comments	RHR completed. DTS appointment. C refused to accept the date, and wanted to speak with a supervisor.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
3/1/2018 8:24 AM	Chase McBryar	Changed **Status** from Open to **Closed**.
		Closed.
2/27/2018 8:45 AM	Chase McBryar	Changed **Follow Up Date** from 2/27/2018 to **3/2/2018**.
2/22/2018 9:24 AM	Chase McBryar	Changed **Description**.
2/22/2018 8:38 AM	Chase McBryar	Changed **Description**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Chase McBryar (3/1/2018 8:21 AM) ARBS-CM closing case at this time.
✓	***CASE SUMMARY*** ARBS-CM notes C contacted NNA requesting repurchase/replacement due to audio unit resetting, stalling/no start and FEB concern. ***CASE DECISION*** ARBS-CM notes NNA provided C with a Consumer Affairs Voluntary Repurchase due to 3 repair visits with 18 days out of service due to audio unit resetting, stalling/no start and FEB concern. ARBS-CM notes surrender date is scheduled for 3/9/18.
✓	**Created By: Chase McBryar (3/1/2018 8:20 AM)** ARBS-CM notes surrender date is scheduled for 3/9/18.
▬	**Created By: Chase McBryar (2/27/2018 8:45 AM)** ARBS-CM noting ARBS waiting on surrender date at this time.
✓	**Created By: Diamond Milan (2/23/2018 1:56 PM) | Last Modified By: Chase McBryar (2/27/2018 8:44 AM)** ARBS received check and transferred case to Morley Morley[redacted] Check #: 0141743865, 0141743859 Tracking: 771551460183
✓	**Created By: Chase McBryar (2/22/2018 9:24 AM) | Last Modified By: Chase McBryar (2/27/2018 8:44 AM)** Consumer Affairs Voluntary Repurchase due to 1 repair and 18 days out of service for Forward Emergency Braking/vehicle applying brakes with small bump in the road plus 1 repair for radio resets itself and 2 repairs for stall/no start.
✓	**Created By: Chase McBryar (2/22/2018 8:50 AM)** ARBS-CM submitted check request in the amount of $3,113.07 payable to Ravid M. Climor. ARBS-CM submitted check request in the amount of $28,327.29 payable to Nissan Motor Acceptance Corporation.
✓	**Created By: Chase McBryar (2/22/2018 8:47 AM)** ARBS-CM placed outbound call to Ravid Mizrahi @[redacted] ARBS-CM stated ARBS received the signed repurchase agreement. ARBS-CM stated the next step is Morley will contact C to schedule the veh surrender. C understood. C asked ARBS to give Morley C's email because C is not available by phone sometimes. ARBS-CM understood and stated Morley will have C's email. C understood. C asked when Morley would contact C? ARBS-CM stated usually within a week, so very soon. C understood.

C thanked ARBS for ARBS help.
C stated C wanted to apologize for losing C's patience from time to time.
C stated C is not American and C is a guest here and when C was not able to go to C's daughter's concert because of the veh, C was frustrated.

ARBS-CM thanked C and apologized to C for the frustrations.
ARBS-CM advised C to reach out to ARBS with any further questions, and Morley would be contacting ARBS to schedule the surrender.

C understood.

Call ended mutually.

✓ **Created By: Chase McBryar (2/22/2018 8:42 AM)**
ARBS-CM notes C emailing ARBS asking for next steps.

Created By: Chase McBryar (2/22/2018 8:38 AM)
Consumer Affairs Voluntary Repurchase due to 1 repair and 18 days out of service for Forward Emergency Braking/vehicle applying brakes with small bump in the road plus 2 visits for stall/no start.

Created By: Chase McBryar (2/22/2018 8:28 AM)
C is looking for a reliable vehicle. RHR.

Created By: Chase McBryar (2/22/2018 8:24 AM)
ARBS-CM notes the following updated summary:

1 visit for radio resets itself/drops navigation and calls
—1 repair for applied update to system and could not verify concern

✓ 1 visit for veh applied brakes with small bump in road
—1 repair for cleaned sensor

2 visit for veh "gets stuck"/dies in flight
—1 no dupe
—1 repair for replaced BCM, configured BCM and key

Created By: Chase McBryar (2/22/2018 8:22 AM)
ARBS-CM notes the following updated RHR review:

*****

9/21/17 @ 3,332 miles … RO[redacted] – Days Down: 5
Concern:
1. Customer states that if he is using the telephone while using navigation the radio console will reset itself dropping the navigation and the call. Please check and advise.
2. Customer states safety shield must be manually turned on every time he starts the vehicle, was wondering if an adjustment could be made to make it come on automatically.
3. Customer states that while leaving a parking lot a small bump in the road was coming up and the vehicle applied the brakes when nothing else was around, customer feels as if the vehicle detection system is out of calibration.
Action:
1. Test drove home upon customer's approval to verify customer concern. Applied update to system and could not verify customer concern, found no codes stored in navigation assembly. No further service performed.
2. Technician states this is normal operation, states when button is pressed the safety shield is turned off. No issue found. Rr
3. Technician found sensor on grille of vehicle dirty, this is where the sonar system is located. Found codes for communication issue. Cleaned off sensor and codes are no longer present. All ok at this time.

✓ 11/24/17 @ 5,408 miles … RO[redacted] – Days Down: 8
Concern: 5K maintenance, I have error messages and get stuck with the car all the time, this is the second time I have to send it to service due to this. I have photos and videos of the messages.
Action: Road test ok checked battery connections ok test battery ok, checked fuseable link connections ok, scanned for codes po101 stored in ECM for past code, also BCM b2562-00 code and other related low battery voltage codes stored in past, road test several times and put 80 miles on car and unable to duplicate concern, did email Nissan and have ticket number. Customer did state that he would be leaving the car here for at least 4 days so we could test drive and try to duplicate concern.

2/6/18 @ 6,586 miles … RO[redacted] – Days Down: 5
Concern:
1. C/s veh dies in flight, dash flickers
2.
Action:
1. Worked with district tech and check all battery connections, fuseablie link connected and found bad iKey. Check grounds and BCM connections… replaced BCM and key

*****

Total Days Down: 18

✓ **Created By: Chase McBryar (2/22/2018 8:11 AM)**
ARBS-CM notes receiving signed repurchase letter from C.
ARBS-CM attached to case.

✓ **Created By: Chase McBryar (2/21/2018 9:26 AM)**
ARBS-CM notes emailing repurchase letter to C.

Created By: Chase McBryar (2/21/2018 9:25 AM)
ARBS-CM placed outbound call to Ravid Mizrahi @[redacted]
ARBS-CM stated ARBS confirmed the additional payment made with NMAC.
ARBS-CM went over repurchase calculations with C.

C stated the VSC was something C paid monthly for?

ARBS-CM stated NNA is paying off the loan.
ARBS-CM stated that VSC is included in the loan so NNA deducts the contact due to it not being a NNA contract.
ARBS-CM stated C would need to contact that aftermarket VSC company and request a refund through them.

C understood.

✓ ARBS-CM stated ARBS will email the repurchase letter to C.
ARBS-CM stated once ARBS receives it back signed, ARBS can request Morley contact C to schedule the veh surrender.

C understood.

ARBS-CM stated ARBS will be OOO on 2/23/18.

C understood and stated C will get it back to ARBS today.
C asked when C would get C's check?

ARBS-CM stated Morley will provide the check to C at the surrender.

C understood.

Call ended mutually.

✓ **Created By: Chase McBryar (2/21/2018 9:06 AM)**
ARBS-CM notes the follow repurchase calculations:

Down Payment - $2,560.00
Additional Payments - $2,696.00

Total Amounts Paid - $5,256.00

**

Less Usage - $1,748.15
Less Easycare VSC - $394.78

Total Deductions - $2,142.93

**

Total Refund - $3,113.07

**

Lease Buyout/Payoff - $28,327.29
Total Repurchase - $31,440.36

Created By: Chase McBryar (2/21/2018 8:56 AM)
ARBS-CM notes NMAC-Peggy originally advised additional payment had not posted.
ARBS-CM notes C emailing ARBS stating the payment posted.
ARBS-CM notes emailing NMAC again asking for updated payoff.

****

ARBS-CM notes NMAC-Peggy advised the additional payment posted and received the following updated payoff information:

✓ SR#: 1[redacted]
Customer: [redacted]
1. Account#[redacted]
2. Payoff $ 28327.29 good thru 3/16/20/18 (good thru date is the same)
3. # of scheduled payments received 9
4. Scheduled Payment amount 337.00
5. Most Recent payment received 2/19/2018 for $ 337.00

Payment History is attached.

✓ **Created By: Chase McBryar (2/21/2018 7:58 AM)**
ARBS-CM received VMX from C.

✓ **Created By: Chase McBryar (2/20/2018 7:51 AM)**
ARBS-CM received title app from Executive Manager-Mike B.
ARBS-CM attached to case.

Created By: Chase McBryar (2/19/2018 4:00 PM)
ARBS-CM placed outbound call to Ravid Mizrahi @[redacted]
ARBS-CM stated ARBS received the photos.
ARBS-CM stated ARBS believes C made an additional payment as the payoff ARBS has is good through 2/16.
ARBS-CM stated ARBS is waiting on an updated payoff from NMAC before providing C with a detailed offer letter so ARBS can ensure C gets back that payment.

C understood.
C asked what amount C is getting back?

ARBS-CM stated around $2,400 with the usage deduction and aftermarket VSC.
ARBS-CM stated that will go up after ARBS gets the updated payoff info.

C understood.
C asked how the process works after C accepts the detailed offer.

✓ ARBS-CM stated Morley would contact C to schedule the surrender.
ARBS-CM stated C gets the check at surrender and NMAC is paid off after the surrender is successful.

C understood.
C asked if C could drive the veh in the meantime.

ARBS-CM stated the veh is still C's so that is up to the C.

C understood and thanked ARBS.

ARBS-CM stated as soon as ARBS gets the updated payoff, ARBS will email the detailed offer letter to C.

C understood.

Call ended mutually.

✓ **Created By: Chase McBryar (2/19/2018 3:52 PM)**
ARBS-CM notes emailing NMAC requesting updated payoff info.

✓ **Created By: Chase McBryar (2/19/2018 3:42 PM)**
USAGE CALCULATIONS:

6,586 miles / 120,000 miles * $31,852.24 = $1,748.15

✓ **Created By: Chase McBryar (2/19/2018 3:39 PM)**
ARBS-CM notes emailing Sales Manager-Robert Latorraca requesting title app.
ARBS-CM cc'ed Executive Manager-Mike B. and OLM-Irwin K.

✓ **Created By: Chase McBryar (2/19/2018 3:27 PM)**
ARBS-CM received photos from C.
ARBS-CM attached to case.

Created By: Chase McBryar (2/16/2018 1:24 PM)
ARBS-CM placed outbound call to Ravid Mizrahi @[redacted]
ARBS-CM stated ARBS has not received the photos.

C stated C will return home today and as soon as C lands, C will take the pictures and send them to ARBS.

✓ ARBS-CM understood.
ARBS-CM stated ARBS will wait on the photos.

C understood.

Call ended mutually.

Created By: Chase McBryar (2/13/2018 12:31 PM)
ARBS-CM placed outbound call to Ravid Mizrahi @[redacted]
ARBS-CM stated ARBS has received all of the documents, however, the photos were too dark and ARBS will need additional photos with brighter lighting.

C stated C will send additional photos on Friday when C gets home.
C stated if the veh is in perfect condition, what is C looking at?

ARBS-CM stated ARBS will need photos before ARBS drafts any detailed offers.

✓ C understood and stated C will send the photos Friday.

ARBS-CM stated ARBS will follow up with C on Monday, or ARBS will follow up Friday if the photos are received Friday.

C understood.

ARBS-CM wished C a good rest of the week.

C thanked ARBS.

Call ended mutually.

✓ **Created By: Chase McBryar (2/13/2018 12:24 PM)**
ARBS-CM notes SM-Justin emailing ARBS with DTS inspection RO stating:

The repairs have been completed and the customer is back in their vehicle. See attached repair order

✓ **Created By: Chase McBryar (2/13/2018 9:28 AM)**
ARBS-CM notes emailing DTS-Ben and SM-Justin requesting RO from DTS inspection where BCM was replaced.

✓ **Created By: Chase McBryar (2/12/2018 11:27 AM)**
ARBS-CM notes emailing C stating ARBS received the photos and documents, however, photos were dark and ARBS asked for additional photos with different lighting.

✓ **Created By: Chase McBryar (2/12/2018 11:24 AM) | Last Modified By: Chase McBryar (2/13/2018 9:22 AM)**
ARBS-CM notes C emailing ARBS stating:

Hi Chase,

As the car is now with me, I am attaching the pictures as requested in your letter.
Please could you confirm that you have received all the required documentation as well as the pictures?

Thanks, Ravid

Created By: Chase McBryar (2/12/2018 11:23 AM)
ARBS-CM notes C emailing ARBS stating:

I would like to give you an update.
As mentioned below I went to the dealership today to change the current car to another loaner, and was advised to take my car back.
I currently have the car with me, it is locked in the garage and will not move until further advise from you.

I wanted to keep you posted and waiting for your advice and next steps.

Created By: Chase McBryar (2/12/2018 11:22 AM)
ARBS-CM notes C emailing ARBS stating:

Hi Chase,

Thank you once again for your call this week and for initiating the process.
I was relieved that it has been finally confirmed that the car has a series of issues that prevented me from starting it on a random basis. I am sorry that the dealerships could not identify the issue earlier.
Since you mentioned in the call that there is not applicable fix to the computer and thus I might experience similar situation, I have chosen the repurchase path.

Following to your below Email, I am attaching the following documents:
1. Lienholder Information Release Agreement – filled and signed.
2. Vehicle's current registration
3. Copy of the sales (lease) contract
4. Payment History as taken from the account today.

Regarding photos of the car – The car is with the dealership and I do not have pictures, however I believe that you can contact them and they will confirm that the car is in a new condition – internally and externally. Let me know if you still need me to go there and take pictures or you can directly speak to Hoffman Nissan in Simsbury.

Regarding the loaner – following to our call, I contacted the dealership and asked them if it would be ok to remain with the loaner. I was sensitive since they gave me a car that they are about to sell (used that someone turned in). Justim asked me to stop by today and change to a loaner instead of the one I currently have. I will change the cars today and of course at any point of time when instructed I will return the loaner. My car is with the dealership.

Kindly let me know if there is any additional information required and I will provide.

Thank you once again for taking care of my case, I look forward to your guidance for the next steps.

Thank you and best regards,

Ravid

Created By: Chase McBryar (2/9/2018 8:02 AM)
ARBS-CM notes NMAC emailing ARBS stating:

SR#: 1[redacted]
Customer[redacted] MIZRAHI
1. Account#[redacted]
2. 30 day payoff $ 28642.47 good thru 2/16/20/18
3. # of scheduled payments received 8
4. Scheduled Payment amount 337.00
5. Most Recent payment received 1/17/2018 for $ 337.00
6. Eligible for SOC? Yes

Contract and Payment History are attached.

Created By: Chase McBryar (2/8/2018 3:09 PM)
ARBS-CM notes emailing DTS-Ben and SM-Justin stating:

We are repurchasing or replacing this customer's vehicle under the lemon law.

Is it okay for him to stay in the loaner vehicle until the process is completed?

Created By: Chase McBryar (2/8/2018 3:08 PM)
ARBS-CM notes emailing NMAC requesting payoff info.

Created By: Chase McBryar (2/8/2018 3:07 PM)
ARBS-CM notes emailing intent letter to C.

Created By: Chase McBryar (2/8/2018 3:02 PM)
ARBS-CM placed outbound call to Ravid Mizrahi @[redacted]
ARBS-CM stated ARBS is aware the DTS is able to repair the veh not starting concern.
ARBS-CM stated regarding the FEB concern and radio rebooting concern, the DTS confirmed the concern is still occurring and there is not a repair for these concerns yet.
ARBS-CM stated NNA is anticipating repairs to be available soon.
ARBS-CM stated if C is willing, C can wait for repairs to be available and then ARBS can provide C with a $3,000 cash settlement to apologize for the inconvenience.
ARBS-CM asked if C was interested in that?

C asked if C's veh would stay at the DLR until then?

ARBS-CM stated it would be at C's discretion if C wanted to pick up the veh.

C asked if there is a way to just replace the veh?

ARBS-CM asked if C is not interested in the settlement?

C stated C could talk about that, but C wants to know if NNA can replace the veh.

ARBS-CM stated if C was not wanting to accept the settlement, NNA can offer a repurchase or replacement.

C stated C would appreciate it very much.
C stated it would let C start fresh.
C stated C has suffered so much with this veh.

ARBS-CM understood.
ARBS-CM asked if C would like a repurchase or replacement?

C stated C would like to see what the numbers would look like.

ARBS-CM understood.
ARBS-CM staetd ARBS will email an intent letter to C letting C know what documents ARBS needs.

C understood.
C asked if C could stay in the loaner veh until this was done?

ARBS-CM stated the DLR would need to let C know that.
ARBS-CM stated ARBS will reach out to the DLR to see if the C can stay in the loaner.

C understood.
C thanked ARBS and stated C doesn't know how to thank ARBS for this.

ARBS-CM stated ARBS understands the concerns and thanked the C.
ARBS-CM apologized for the experience the C has had.

C understood.

ARBS-CM stated ARBS will reach out to C when ARBS has further information.

Call ended mutually.

Created By: Chase McBryar (2/8/2018 2:47 PM)
ARBS-CM notes DTS inspection results stating:

DTS met with customer for several complaints. customer states that since he took delivery of vehicle he has gotten stuck repeatedly on the side of the road and unable to start vehicle.Customer states undesirable FEB operation continues to exist. Customer states that NAV system reboots continue after prior repair. Customer provided photos and videos showing all concerns continue to occur on vehicle after repairs. DTS confirmed IKEY issue current . DTS found faulty iKEY and advised dealer to order new key fobs and reprogram. FEB undesirable operation is under engineering review and no repairs can be performed at this time. NAV rebooting issue is under engineering review and software has not been released at this time. DTS reviewed the video of vehicle not starting and getting stuck for several hours on the side of the road. Video shows a possible power supply problem . Customer was very upset because this incident caused him to miss an important event for his daughter. DTS inspected all power and grounds and although the video confirms the incident occurred, DTS cannot isolate the cause of the concern and is still working with the dealer to try to isolate the condition. DTS is also working with senior TL staff to try to identify the incident in the video. Customer expressed his lack of trust in the vehicle and customer stated he has lost faith in the vehicle to the point that he rents vehicles when he travels because he has gotten stuck multiple times and does not trust the vehicle. DTS believes that IKEY issue is resolved but the FEB and NAV issues do not have a resolution at this time. The non starting incident in the vehicle is not duplicated as of yet, but DTS is working with the dealer to try to isolate concern. Possible BCM replacement will be directed by DTS

✓ **Created By: Chase McBryar (2/8/2018 2:44 PM)**
*****PLEASE DISREGARD THE PREVIOUS CASE COMMENT AS IT WAS POSTED IN ERROR*****

Created By: Chase McBryar (2/8/2018 2:44 PM)
ARBS-CM placed outbound call to Pedder Nissan @[redacted]
ARBS-CM spoke with SA-Ashley.
ARBS-CM provided C's name.

✓ ARBS-CM asked if the C is in a loaner veh while the DLR is repairing the veh?

SA-Ashley stated the customer is a loaner veh right now as of 2/6/18.
SA-Ashley stated the advisor for C is with another guest right now.

ARBS-CM understood.

Call ended mutually.

Created By: Chase McBryar (2/7/2018 9:47 AM)
ARBS-CM placed outbound call to DTS-Ben @[redacted]

DTS-Ben stated DTS knew immediately that C had a bad i-key for the "no key" message.
DTS-Ben stated C has lost confidence in the veh with the concerns he has had.
DTS-Ben stated the C claims the concerns happen with both keys randomly.
DTS-Ben stated the C claims the lights coming on but veh not starting concern happens randomly.
DTS-Ben stated the lights coming on with no start concern is more than a key issue, that is a wiring concern.
DTS-Ben stated the radio rebooting concern was not duplicated but that concern is under review.
DTS-Ben stated C's FEB concern is under review as well.

ARBS-CM asked if DTS duplicated those concerns?

✓ DTS-Ben stated no.
DTS-Ben stated C has a video with the FEB warning light on after the sensor was cleaned.
DTS-Ben stated there were code showing that the FEB concern did happen so that is true.

ARBS-CM understood.

DTS-Ben stated DTS is working with techline and the DLR and if the DLR finds a ground wire is loose, DTS will be confident in what is needed but the veh may also need a BCM.
DTS-Ben stated even though DTS didn't see the concern with the lights coming on and not starting, C has a video and that could not be made up.

ARBS-CM understood.
ARBS-CM stated if C has FEB concern that is under review, NNA may offer repurchase or replacement.
ARBS-CM stated DTS can write report with concerns that were discussed/address and ARBS will review to see what NNA's offer is for C.

DTS-Ben understood.

Call ended mutually.

Created By: Chase McBryar (2/7/2018 9:25 AM)
✓ ARBS-CM placed outbound call to DTS-Ben @[redacted] and left a VMX.
ARBS-CM provided case number.
ARBS-CM stated ARBS was contacting DTS to discuss case/inspection.

Created By: Chase McBryar (2/5/2018 1:23 PM)
ARBS-CM placed outbound call to Ravid Mizrahi @[redacted]
ARBS-CM stated ARBS got C's VMX.
ARBS-CM stated ARBS just wanted to let C know ARBS just needed to confirm the inspection.

C stated yes it is confirmed and C will be there.
C asked if C needed to bring anything.

✓ ARBS-CM stated C would just need to bring both keys for the veh and C can go to the service department to let them know C is there.

C understood.

ARBS-CM stated ARBS will follow up with C once ARBS has results from DTS inspection.

C understood.

Call ended mutually.

✓ **Created By: Chase McBryar (2/5/2018 1:19 PM)**
ARBS-CM received VMX from C stating C will be at the inspection tomorrow and that ARBS could call C back if anything else was needed.

Created By: Chase McBryar (2/5/2018 11:01 AM)
ARBS-CM placed outbound call to Ravid Mizrahi @[redacted] and left a VMX.
ARBS-CM provided case provided
✓ ARBS-CM stated ARBS wanted to provide C with a reminder of the DTS inspection on 2/6/18 at 10:30 AM at Hoffman Nissan.
ARBS-CM stated ARBS will follow up with C once ARBS has results from DTS inspection.
ARBS-CM provided ARBS number.
ARBS-CM thanked C.

✓ **Created By: Chase McBryar (1/30/2018 1:36 PM)**
ARBS-CM notes emailing photos of malfunction lights and video to DTS-Ben.

Created By: Chase McBryar (1/30/2018 1:35 PM)
ARBS-CM placed outbound call to DTS-Ben @[redacted]
ARBS-CM stated ARBS asked C if C ever got out of the veh and when C got back in, the veh start.
ARBS-CM stated C claimed the veh never did that.
ARBS-CM stated C was advised by the tow truck company that C could disconnect the battery for 7 minutes and reconnect it.

DTS-Ben understood.

✓ ARBS-CM stated ARBS asked C if there were any other Nissan keys in the veh and C stated C only owns this one Nissan veh.
ARBS-CM stated C claims C drives with C's key and C's wife's key now because sometimes the wife's key works when C's key won't.

DTS-Ben understood.

ARBS-CM stated ARBS got the video that was attached to the emails in the case and ARBS will forward to DTS-Ben.

DTS-Ben understood.

Call ended mutually.

✓ **Created By: Chase McBryar (1/30/2018 1:28 PM)**
ARBS-CM placed outbound call to Ravid Mizrahi @[redacted]
ARBS-CM stated ARBS wanted to ask C about the scenario when the veh wouldn't start and then started again.
ARBS-CM asked if the veh wouldn't start, C got out of the veh, and when C got back in, it would start?

C stated that never happened.
C stated C attempted to do that.
C stated C tried to do that but it wouldn't start.

ARBS-CM asked if there are every any other Nissan veh keys inside the veh?

C stated no, this is the only Nissan that C owns.
C stated C's wife has the spare key to the veh.
C stated C gets the incorrect key ID message with C's key, but C was able to start the veh last week with C's wife's key.

C stated C has been traveling with the C's wife's key since it works sometimes.

ARBS-CM understood.

C stated the tow truck company told C that C could disconnect the battery for 7 minutes and reconnect it.

ARBS-CM understood.
ARBS-CM stated ARBS just wanted to get some further info to ensure the DTS is prepared.
ARBS-CM asked if C had any other questions right now?

C stated no.

ARBS-CM understood and thanked C.

Call ended mutually.

Created By: Chase McBryar (1/30/2018 1:14 PM)
ARBS-CM placed outbound call to DTS-Ben @[redacted]

DTS-Ben stated it sounds like the FEB concern was addressed after the DLR cleaned the sensor?

ARBS-CM stated C claimed C didn't experience the braking concern after the sensor was cleaned.

DTS-Ben understood.
DTS-Ben stated the DTS is not sure why the veh would turn on but not start.
DTS-Ben stated if the veh doesn't recognize a key at all, it will not even turn on.
DTS-Ben stated if C puts the key right on the button it will bypass the key problem and should start.
DTS-Ben stated the C claimed the veh wouldn't start and when C got back in, the veh started.
✓ DTS-Ben stated DTS is not sure if the C got out of the veh with C's wife still in the veh with a key, maybe that is why the veh is not detecting the right key.
DTS-Ben asked ARBS to get further information from C regarding that scenario and see what happened.

ARBS-CM understood.

DTS-Ben stated C also claims to have videos.
DTS-Ben asked if ARBS could get the videos.

ARBS-CM stated ARBS will request the videos be sent.

C understood.

Call ended mutually.

Created By: Chase McBryar (1/30/2018 12:59 PM)
✓ ARBS-CM received message from DTS-Ben asking ARBS to forward info to DTS.
ARBS-CM forwarded info to DTS.

Created By: Chase McBryar (1/30/2018 11:08 AM) | Last Modified By: Chase McBryar (1/30/2018 11:08 AM)
✓ ARBS-CM placed outbound call to DTS-Ben @[redacted] and left a VMX.
ARBS-CM stated ARBS wanted to let DTS know that there is communication from engineers reviewing the case.
ARBS-CM advised DTS that ARBS can provide DTS with info if DTS needs.

Created By: Chase McBryar (1/30/2018 11:08 AM)
✓ ARBS-CM reviewed case with ARBS Sr. Planner-Marsha McDougal.

Created By: Mariana Ndabarushimana (1/29/2018 3:39 PM)
✓ Mon 1/29/2018 1:03 PM

Created By: Mariana Ndabarushimana (1/29/2018 3:39 PM)
From: Ravid Climor Mizrahi <[redacted]
Date: 29 January 2018 at 8:25:01 PM GMT+4
To: <fred.diaz@nissan-usa.com>, <jose.munoz@nissan-usa.com>, <kent.ohara@nissan-usa.com>
Subject: HELP NEEDED PLEASE: FW: RAVID CLIMOR-MIZRAHI / 2017 Nissan Rogue / 5N1AT2MV4HC[redacted] / Case[redacted]
Dear Fred, Jose and Kent,

My name is Ravid Climor Mizrahi, and I am a Nissan Customer.
I am writing to you to let you know that I am going through a nightmare with a new Nissan Rogue that I leased in 2017.
Since the car was leased, I have constant issues with the car, that reboots itself, does not start, shows error messages on the screen, applied breaks for me in error once and got me stuck on a highway shoulders for few hours at night time and in other places in distance from my home.
The car visited different dealerships and they could not identify or fix the problem that occurs sporadically. The error messages as well as my tows are documented and have been provided to Nissan and the dealership in order to provide a direction.
At this point, since the car is life risking and not reliable, I rent cars almost on a weekly basis to drive long distance as part of my work. The car is parked in my garage for more than a month, the last time I drove it I got stuck in Stanford CT – 80 Miles away from home at night. The current practice for the road service is to disconnect the battery to reset the computer and start the car. This is a brand-new Nissan Rogue.
✓
I am traveling every week for a living. It took us a long time to schedule a technical specialist to take a look at the car on behalf of Nissan. Upon meeting confirmation on February 5th, I made plans to stay home for the week and not travel to be able to take the car to the dealership.

I have now received an Email from your representative that the technical specialist is having a conflict with the time that has been scheduled with me almost a month ago and confirmed in writing.

I am desperate at this point. The service is below any reasonable expectation, the car is not working and gets stuck often, I am unable to get a hold of a senior enough representative and thus decided to send you this Email and ask for your help in getting my issue resolved.
I could have gone different paths and gave any reasonable opportunity to Nissan to fix the problem. I am utterly disappointed with the brand and level of service I am getting and would appreciate your help in getting this matter resolved ASAP. Please find my case number and car details in the subject.

If you prefer to have a call to discuss, my direct number is[redacted]

Thank you and best regards,

Ravid Climor Mizrahi

Created By: Chase McBryar (1/29/2018 1:29 PM)
ARBS-CM notes C had emailed ARBS before ARBS spoke with C stating:

✓ Needless to say that since I travel every week I made sure I am home next week especially for you. I also sent you a certified letter to confirm the meeting after our call, which shows that it has been received.

Please advise ASAP on the new time on the same day.

Created By: Chase McBryar (1/29/2018 1:26 PM)
ARBS-CM notes emailing Exec TL-Beth Bly stating:

Thank you for the information.

✓ I just spoke with the customer. He expressed that his frustrations were due to the DTS inspection having to be moved. The DTS had a hearing come up on the day we had set aside and he needed to move the inspection. I definitely understand the customer's concerns and apologized for the frustration.

Please let me know if there is anything I can do to assist you all regarding this case.

ARBS-CM cc'ed Sr. Planner-Marsha McDougal and Sr. Planner-Stacy Gary.

Created By: Chase McBryar (1/29/2018 1:23 PM)
ARBS-CM notes emailing DTS-Ben and SM-Justin stating:

I spoke with the customer. He will be able to meet with you on 2/6/18 at 10:30 AM at Hoffman Nissan. I have changed the date of the DTS inspection in SalesForce.

✓ Regarding his current concerns, the radio/navigation unit reboots itself randomly. The vehicle will also not start randomly and he has the "incorrect key ID" error message.

The customer was upset that he could not meet on 2/5/18 as he travels. The customer sent an email to Nissan executives regarding his concerns.

At this time, we can proceed with the inspection on 2/6/18 at 10:30 AM at Hoffman Nissan.

✓ Created By: Chase McBryar (1/29/2018 1:19 PM)
ARBS-CM placed outbound call to Ravid Mizrahi @[redacted]

C stated C was frustrated when ARBS let C know that the DTS couldn't meet.

ARBS-CM stated ARBS understood and that NNA received email C sent.
ARBS-CM apologized that the DTS is not available to meet with C on 2/5/18.
ARBS-CM stated ARBS did get a date very close to 2/5 as C will be home that week.
ARBS-CM stated the DTS is available to meet on 2/6/18.
ARBS-CM asked if C could meet on that date?

C stated yes. C will make it to the meeting.
C stated as of yesterday, the veh wouldn't start and the veh an "incorrect key ID" message.
C stated C could start it with C's wife's key.

ARBS-CM understood.
ARBS-CM stated ARBS would confirm the inspection.
ARBS-CM asked if C is still having other concerns.

C stated C still has the concern of the radio/navigation system rebooting itself.
C stated the DLR told C that concern could not be verified.

ARBS-CM understood.
ARBS-CM stated C also complained of the brakes being applied when hitting a small bump in the road.
ARBS-CM asked if C experienced that concern after the DLR cleaned the sensor?

C stated no, C didn't experience that again.

ARBS-CM understood.

C stated C's concern right now is the rebooting and the veh not starting.

ARBS-CM understood.

C asked if C will need to leave the veh at the DLR?

ARBS-CM stated C will go to the service department for the inspection and SM-Justin is aware of the visit.
ARBS-CM stated C will meet with the DTS and the DTS can let C know what the step are based on the inspection results.

C understood.
C asked what time the inspection is?

ARBS-CM stated 2/6/18 at 10:30 AM at Hoffman Nissan.
ARBS-CM stated ARBS will follow up with C on 2/5/18 to provide C a reminder of the inspection.

C understood.

ARBS-CM apologized again for the frustration.

Call ended mutually.

✓ Created By: Chase McBryar (1/29/2018 1:18 PM)
ARBS-CM notes DTS-Ben emailing ARBS stating DTS can meet on 2/6/18.

Created By: Chase McBryar (1/29/2018 1:03 PM)
ARBS-CM received forward email from Exec TL-Beth Bly that was sent to Jose Munoz stating:

Dear Fred, Jose and Kent,

My name is Ravid Climor Mizrahi, and I am a Nissan Customer.
I am writing to you to let you know that I am going through a nightmare with a new Nissan Rogue that I leased in 2017.
Since the car was leased, I have constant issues with the car, that reboots itself, does not start, shows error messages on the screen, applied breaks for me in error once and got me stuck on a highway shoulders for few hours at night time and in other places in distance from my home.
The car visited different dealerships and they could not identify or fix the problem that occurs sporadically. The error messages as well as my tows are documented and have been provided to Nissan and the dealership in order to provide a direction.
At this point, since the car is life risking and not reliable, I rent cars almost on a weekly basis to drive long distance as part of my work. The car is parked in my garage for more than a month, the last time I drove it I got
✓ stuck in Stanford CT – 80 Miles away from home at night. The current practice for the road service is to disconnect the battery to reset the computer and start the car. This is a brand-new Nissan Rogue.

I am traveling every week for a living. It took us a long time to schedule a technical specialist to take a look at the car on behalf of Nissan. Upon meeting confirmation on February 5th, I made plans to stay home for the week and not travel to be able to take the car to the dealership.

I have now received an Email from your representative that the technical specialist is having a conflict with the time that has been scheduled with me almost a month ago and confirmed in writing.

I am desperate at this point. The service is below any reasonable expectation, the car is not working and gets stuck often, I am unable to get a hold of a senior enough representative and thus decided to send you this Email and ask for your help in getting my issue resolved.
I could have gone different paths and gave any reasonable opportunity to Nissan to fix the problem. I am utterly disappointed with the brand and level of service I am getting and would appreciate your help in getting this matter resolved ASAP. Please find my case number and car details in the subject.

If you prefer to have a call to discuss, my direct number is[redacted]

Created By: Chase McBryar (1/29/2018 8:15 AM)
ARBS-CM notes emailing DTS-Ben stating:

Justin advised that the customer did not come in before the inspection.

I asked the customer if his concerns were resolved and he stated:

✓ "Unfortunately, as the problem occurs random and the car would start and get stuck unexpectedly in different locations, the Dealer was unable to identify the problem despite the evidence and pictures shown to their technical support team. I saw no reason to take it yet again and waste time for nothing. The car already spent about 20 days in garages to try and fix the problem but they returned it to me and told me that they do not see a problem and that they reset the error messages.

I therefore left the car in the garage and wait for February 5th to bring it to the scheduled appointment you set for me, so that a technical specialist will see the car. I hope that it will start on that day, if not I will tow it to the Dealership to make it to the appointment."

Can you provide a new DTS inspection date and time as you are not able to meet on 2/5?

✓ Created By: Chase McBryar (1/29/2018 8:13 AM)
ARBS-CM notes SM-Justin emailing ARBS stating C did not visit the DLR in December/early January.

Created By: Chase McBryar (1/29/2018 8:12 AM)
ARBS-CM notes emailing C stating:

✓
The dealer technical specialist has advised me that he will not be able to meet on 2/5/18 due to a conflict in scheduling.

I will request a new date and time to confirm with you.

Created By: Chase McBryar (1/29/2018 8:12 AM)
ARBS-CM notes C emailing ARBS stating:

I am well, thank you, and I hope the same is with you.

✓ Unfortunately, as the problem occurs random and the car would start and get stuck unexpectedly in different locations, the Dealer was unable to identify the problem despite the evidence and pictures shown to their technical support team. I saw no reason to take it yet again and waste time for nothing. The car already spent about 20 days in garages to try and fix the problem but they returned it to me and told me that they do not see a problem and that they reset the error messages.

I therefore left the car in the garage and wait for February 5th to bring it to the scheduled appointment you set for me, so that a technical specialist will see the car. I hope that it will start on that day, if not I will tow it to the Dealership to make it to the appointment.

Created By: Chase McBryar (1/26/2018 5:05 PM)
✓ ARBS-CM spoke with DTS-Ben.
ARBS-CM notes DTS-Ben advised DTS cannot meet on 2/5 any longer as DTS has another hearing that arose.
ARBS-CM notes DTS-Ben advised ARBS to ask C if C is still having any concerns and if C needs a new date.

✓ Created By: Chase McBryar (1/26/2018 2:49 PM)
ARBS-CM notes emailing SM-Justin asking if DLR repaired veh when/if C came in.

Created By: Chase McBryar (1/26/2018 2:48 PM)
ARBS-CM notes emailing C stating:

✓ I hope you are doing well.

I wanted to touch base with you regarding your case.

I know you were going to visit the dealer previously. Was the dealer able to repair your vehicle, or are you still experiencing concerns?

✓ Created By: Chase McBryar (1/26/2018 2:46 PM)
ARBS-CM notes DTS-Ben emailing ARBS asking if C's veh was repaired before inspection.

Created By: Chase McBryar (1/5/2018 11:32 AM)
ARBS-CM notes emailing DTS-Ben stating:

The customer confirmed he will be present on 2/5/18 @ 10:30 AM at Hoffman Nissan for the inspection.

He said he may bring the vehicle to the dealer before the inspection as the vehicle says the key is not recognized right now.

✓ I have changed the inspection date in salesforce and confirmed the inspection.

I will follow up after the inspection.

****

ARBS-CM forwarded email to SM-Justin to make SM aware of DTS inspection.

Created By: Chase McBryar (1/5/2018 11:29 AM)
ARBS-CM placed outbound call to Ravid Mizrahi @[redacted]
ARBS-CM stated the DTS is not available to meet the week of January 15th.
ARBS-CM stated the next available DTS inspection date and time is 2/5/18 @ 10:30 AM at Hoffman Nissan.

C stated C let's do it then.

ARBS-CM understood.
ARBS-CM stated ARBS will confirm the inspection and contact C the business day before to provide C a reminder of the inspection.

✓ C understood.
C stated the veh will not start right now.
C asked if C should tow the veh to the DLR now since the veh won't start and doesn't recognize the key?

ARBS-CM stated if C has concerns before the DTS inspection, C can visit the DLR if C needs to, but DTS cannot inspect veh until 2/5/18.

C understood.

ARBS-CM stated ARBS will confirm the inspection and contact C the business day before to provide C a reminder of the inspection.

Call ended mutually.

Created By: Chase McBryar (1/5/2018 11:24 AM)
ARBS-CM notes DTS-Ben emailing ARBS stating:

✓ I am in TN the entire week of the 15th.
I'm sure we can do the inspection at Hoffman whenever we settle on a date
Try for 2/5

✓ Created By: Chase McBryar (1/3/2018 5:10 PM)
ARBS-CM notes emailing DTS-Ben asking for inspection date the week of Jan. 15th at Hoffman Nissan.

Created By: Chase McBryar (1/3/2018 5:09 PM)
ARBS-CM placed outbound call to Ravid Mizrahi @[redacted]
ARBS-CM stated the next available inspection is 1/29/18 at 10:30 AM.

C stated C will be out of town.

ARBS-CM understood.
ARBS-CM stated C has not been available to meet the dates NNA has provided so the next date would likely be in February.

C stated C will be home the entire week of the 15th.

ARBS-CM stated ARBS will request another date and time that week.

C asked how long it would take.

ARBS-CM stated usually about an hour but DTS can let C know at the inspection.

C stated C would like to try to do this the week of the 15th.
C stated if that week doesn't work, C would like to go to plan B which is taking a different path and C will decide what C need to do at that time.

ARBS-CM stated C has not been available to meet the dates NNA has provided.
✓ ARBS-CM stated NNA is trying to accommodate C with the date.

C stated unless NNA will compensate C for lost work and the financial damages, C is not taking offer work.

ARBS-CM stated NNA does not compensate for lost time.

C stated then C will not be taking time off.
C stated and this will be at Hoffman Nissan, right?

ARBS-CM stated this is at Harte Nissan.

C stated C told the last specialist that Harte Nissan is unacceptable.

ARBS-CM understood and stated the DTS is regional over Hoffman and Harte Nissan so that will not change the DTS's availability.

C stated no one told C that until now.

ARBS-CM apologized for the frustrations.
ARBS-CM stated ARBS will see if the DTS can meet the week of the 15th and contact C back.

C understood.

Call ended mutually.

Created By: Chase McBryar (1/3/2018 4:54 PM)
✓ ARBS-CM notes DTS-Ben emailing ARBS stating:

Try the 29th at 10:30 AM

Created By: Chase McBryar (1/3/2018 4:52 PM)
ARBS-CM received VMX from C.

✓ Created By: Chase McBryar (1/3/2018 4:52 PM)
ARBS-CM received VMX from C.

✓ Created By: Chase McBryar (1/3/2018 9:03 AM)
ARBS-CM notes emailing DTS-Ben requesting further DTS availability.

✓ Created By: Chase McBryar (1/3/2018 9:03 AM)
ARBS-CM placed outbound call to Ravid Mizrahi @[redacted]
ARBS-CM stated the DTS does not have 1/5 or 1/17 available, but the DTS can meet one day the week of 1/22/18.
ARBS-CM asked if C could meet one day that week?

C stated C will be traveling that week.
C stated C will have to call back as C is busy right now and asked for ARBS number.

ARBS-CM provided ARBS number.

C stated C would call back.

Call ended mutually.

Created By: Chase McBryar (1/3/2018 9:00 AM)
ARBS-CM notes the following:

1 visit for radio resets itself/drops navigation and calls
—1 repair for applied update to system and could not verify concern

1 visit for veh applied brakes with small bump in road
—1 repair for cleaned sensor

1 visit for veh "gets stuck"
—1 no dupe

Created By: Chase McBryar (1/3/2018 8:55 AM)
ARBS-CM notes the following:

Open campaigns: none
Additional cases found: 27158713, 27157475, 27126790
Tech line case found: [redacted]
DTS involved: none
VSC found: Basic 6/5000 MY14+
State: CT
In-service Date: 6/17/17

*****

9/21/17 @ 3,332 miles ... RO[redacted] – Days Down: 5
Concern:
1. Customer states that if he is using the telephone while using navigation the radio console will reset itself dropping the navigation and the call. Please check and advise.
2. Customer states safety shield must be manually turned on every time he starts the vehicle, was wondering if an adjustment could be made to make it come on automatically.
3. Customer states that while leaving a parking lot a small bump in the road was coming up and the vehicle applied the brakes when nothing else was around, customer feels as if the vehicle detection system is out of calibration.
Action:
1. Test drove home upon customer's approval to verify customer concern. Applied update to system and could not verify customer concern, found no codes stored in navigation assembly. No further service performed.
2. Technician states this is normal operation, states when button is pressed the safety shield is turned off. No issue found. Rr
3. Technician found sensor on grille of vehicle dirty, this is where the sonar system is located. Found codes for communication issue. Cleaned off sensor and codes are no longer present. All ok at this time.

11/24/17 @ 5,408 miles ... RO[redacted] – Days Down: 8
Concern: 5K maintenance, I have error messages and get stuck with the car all the time, this is the second time I have to send it to service due to this. I have photos and videos of the messages.
Action: Road test ok checked battery connections ok test battery ok, checked fuseable link connections ok, scanned for codes po101 stored in ECM for past code, also BCM b2562-00 code and other related low battery voltage codes stored in past, road test several times and put 80 miles on car and unable to duplicate concern, did email Nissan and have ticket number. Customer did state that he would be leaving the car here for at least 4 days so we could test drive and try to duplicate concern.

*****

Total Days Down: 13

Created By: Chase McBryar (1/2/2018 11:03 AM)
ARBS-CM notes DTS-Ben emailing ARBS stating DTS is not available ot meet 1/5/18 or 1/17/18.
ARBS-CM notes DTS-Ben advised that DTS can meet the week of 1/22/18.

Created By: Chase McBryar (12/29/2017 2:18 PM)
ARBS-CM notes emailing DTS-Ben asking if DTS can meet on 1/5/18 or 1/17/18.

Created By: Chase McBryar (12/29/2017 2:18 PM)
ARBS-CM placed outbound call to Ravid Mizrahi @[redacted]
ARBS-CM stated ARBS will be assisting C going forward.
ARBS-CM stated ARBS is aware the previous agent was sending out DTS?

C stated yes.

ARBS-CM understood.
ARBS-CM stated NNA is going to re-review the repurchase request.
ARBS-CM stated ARBS would also like to send out the DTS to determine if any other repairs are needed.
ARBS-CM stated NNA can take the DTS inspection into account for the repair.

C understood.

ARBS-CM stated ARBS sees C is only available on Jan 5th and Jan 17th?

C stated yes.
C stated the biggest problem is that no repairs were actually done.
C stated the problem occurs randomly.
C stated C took pictures and videos of the veh not starting.
C stated when C went to the DLR with the pictures, the DLR kept the veh for 10 days and told C there was nothing to fix.

ARBS-CM stated the DTS is in the best position to determine if a repair is needed.
ARBS-CM stated if the DTS does a repair, ARBS will review the previous visits and the DTS's repair.
ARBS-CM stated the first step is to send out the DTS to see if a repair is needed.

C understood.

ARBS-CM stated ARBS will ask the DTS is the DTS can meet the 5th or 17th and follow up with C next week as the office is closed on 1/1/18.

C understood.

Call ended mutually.

Created By: Symone Watson (12/28/2017 12:28 PM)
DRTS-SW LVM for service manager seeking assistnace colecting a repair order

Created By: Symone Watson (12/27/2017 3:16 PM)
Previous case-none

Open recalls\campaigns-none

DRTS in receipt of customer letter received 12.26.2017 via US mail, letter dated 12.20.2017.

Customer states the car computer would reboot itself during driving on a random basis, error pops on screen

Requesting an immediate response for help

Created By: Danquawn James (12/27/2017 10:09 AM)
CRT-DJ sent an email to the DTS for new dates that would work best with the C.

Created By: Danquawn James (12/27/2017 10:05 AM)
SRCAS stated CRT-DJ can set follow up for Jan. 2, 2018 to allow the DTS to review for a possible date and time to meet with the C.

Created By: Janisha Wilkerson (12/26/2017 11:02 AM)
CRT to contact DTS and ask if the apt can be changed to Hoffman Nissan on either Jan 5th or Jan 17th due to C's work schedule

CRT is to contact C in regard to the current request C is requesting for the date and dlr to be changed

SRCAS-JW is assisting with sup esc call

SRCAS-JW called [redacted]

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

C stated C is experiencing concerns with the veh dying several times

C stated C wanted to give SRCAS-JW a list of concerns that C has experienced over time

C stated that Harte Nissan found a concern with the front sensor and a computer on the prior visit

C stated all are life threatening concerns

C stated at one point C had a tire sensor concern

C stated C took pictures of the incident

C stated roadside assistance referred C to the owners manual

C stated C ended up going to a different dlr at the time of the next incident

C stated the veh is not reliable or safe

C stated the concerns are financially, emphatically, and physically affecting C

C stated C has been advised to send NNA a certified letter to NNA in regard to the concern

C stated C is not being represented as of yet

SRCAS-JW empathized to C

C stated C has pictures and that C sent the information to NNA

C stated C was only advised to send NNA a certified letter to NNA

SRCAS-JW informed C that until NNA actually receives representation on C's behalf, NNA CA will still continue to converse with C about the veh concerns and once the representation is received C will be advised to refer to attorney at that time

C stated C wants to go to Hoffman Nissan on 1-2-17 on a business trip and C will be back in town on Jan 5th and then C is going back out of town on 8th.

C stated that the last visit with Hoffman Nissan was Nov 24th and the dlr had the veh for 10 days

C stated the dates that C is available only are Jan 5th and Jan 17th due to C's work schedule

SRCAS-JW informed C that the request can be submitted and is not a guarantee however C will be contacted once the decision has been made

C thanked SRCAS-JW

Call ended mutually

Created By: Danquawn James (12/26/2017 9:38 AM)
CRT-DJ placed a call to [redacted]

CRT-DJ stated this call is being recorded for quality and training purposes.

C stated C sent CRT-DJ a legal letter.

CRT-DJ stated CRT-DJ never received a letter.

C stated C is driving a life risking vehicle and a lemon law claim is getting filed.
C state C needs to speak with someone in a higher management position.

CRT-DJ asked who did C contact in regards to filing a lemon law.

C stated an advisor told the C this.
✓ C refused to specifically state who the C is working with.
C stated on last week a letter should have been sent to CRT-DJ.

CRT-DJ placed C on a brief hold.

C stated C has obtained a legal advisor.

CRT-DJ provided C what Nissan wants to do in regards to the C case.
CRT-DJ stated a DTS inspection is scheduled but the C has not accepted the date.

C stated C wants to speak with a supervisor.

CRT-DJ stated C will get a call from a supervisor by the end of business day on 12/27/2017.

C understood.

Call ended mutually.

Created By: Danquawn James (12/22/2017 9:11 AM)
CRT-DJ placed a call to [redacted]

✓ C did not answer.

CRT-DJ left voicemail in regards to C case, case number, and CRT-DJ phone number.

Call ended.

Created By: Danquawn James (12/19/2017 1:48 PM)
✓ CRT-DJ received a voicemail from C asking for an email that way the C can send picture of what the vehicle is doing.

CRT-DJ sent an email to the C that way the C can have a way to send in pictures.

Created By: Danquawn James (12/18/2017 3:46 PM)
✓ ***Notes continued***
CRT-DJ advised the C that CRT-DJ will follow up on Friday 12-22-2017 with further details.

✓ **Created By: Danquawn James (12/18/2017 3:45 PM)**
CRT-DJ received a phone call from C.
CRT-DJ advised that this call will be recorded for quality and training purposes.

C understood.

C stated that at this specific time the C is having the vehicle towed to the dealership because the vehicle will not start.
C stated the vehicle key is inside the vehicle but the push button is not recognizing the vehicle.

C stated this is the third time C has been stuck with the vehicle.

CRT-DJ apologized and that that CRt0Dj understands the frustration that the C is having with the vehicle.

C stated C wants to start a lemon process because the C is so frustrated with the brand new vehicle.

CRT-DJ stated the review process is moving forward and a dealer technical specialist will be sent out to look at the vehicle.

C understood.

CRT-DJ stated that if the C had any further questions or concerns the C can contact CRT-DJ at the direct line.

C stated C would like to send pictures and videos to CRT-DJ for proof.

CRT-DJ understood.

Call ended mutually.

Created By: Danquawn James (12/18/2017 3:28 PM)
CRT-DJ placed outbound call to Customer at [redacted]
CRT-DJ advised that this call will be recorded for quality and training purposes.

C did not answer.

✓ CRT-DJ left a voicemail stating that at this time in the review process Nissan is requesting that a dealer technical specialist comes out to inspect the vehicle.

CRT-DJ stated that CRT-DJ should have a date and time by Friday 12-21-2017. CRT-DJ provided direct phone number.

Call ended.
C stated

✓ **Created By: Danquawn James (12/18/2017 11:35 AM)**
CRT-DJ sent a DTS request with TL-Tondia assistance.

Created By: Danquawn James (12/18/2017 8:51 AM)
CRT-DJ placed a call to Harte Nissan at [redacted]

CRT-DJ asked to speak with SA Shane.

SA was not available.

Service director- Sevestor.

CRT-DJ asked SD when the last time the vehicle was in at the dealer was.

✓ SD stated Sept. 21, 2017 with 3,322 miles.

CRT-DJ asked SD what the status of the vehicle is.

SD stated vehicle not at the dealership.

CRT-DJ stated that a DTS will come look at the vehicle.

SD understood.

Call ended mutually.

Created By: Steve Jeffrey (12/18/2017 8:21 AM)
CRR-SJ VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-SJ NOTED concern is: Call back

C stated C was supposed to get a call back but wasn't available
C stated C wants to speak to RCAS-DJ

✓ CRR-SJ informed C that RCAS will be in contact with C
CRR-SJ asked if C needed further assistance

C declined

Call ended mutually

Created By: Lydia Ristic (12/14/2017 12:49 PM)
CRR-LR VERIFIED Account information including: C's name, home & e-mail address & best contact number.
CRR-LR VERIFIED VEH Information including: VIN #, Current Mileage 5500
CRR-LR CHECKED for open recalls/campaigns and found: 0
CRR-LR CHECKED for previous UNRELATED Case(s) and found: 0
CRR-LR CHECKED previous RELATED Case(s) and found: 0
CRR-LR NOTED concern is: status for concern.
CRR-LR received inbound call from C.

✓ C called stated would like to know status on file and provided case #[redacted]

CRR-LR verified and advised there is a follow up on 12/18/2017.

C stated has missed call and available today and would like a call today at 4.00 pm.

CRR-LR told C no guarantee for today but would send an email to advise.

C satisfied.

Best contact # 2019370627.

✓ **Created By: Kelsey Christiansen (12/13/2017 10:56 AM)**
CRT-KC placed outbound call to C a[redacted]
VXM box has not been set up yet.

Created By: Jacklyn Capers (12/11/2017 10:14 AM)
ARBS noting veh summary: 4 days down
1 visit for navi
1 @ 3,322 miles: updated Navi unit
=====
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 DTS inspection of veh
ARBS requests update following DTS inspection and requests denial letter be sent once DTS inspection has been completed and ARBS reviews inspection report

Created By: Jacklyn Capers (12/11/2017 10:11 AM)
ARBS noting:
Vehicle purchased: NMAC Lease
In Service Date: 6/17/2017
Open campaigns: none
Additional cases found: 27158713 (needed assistance with TCU connection)
Tech line case found: [redacted]
DTS involved: none
VSC found: [redacted] Basic 6/5000 MY14+ - EXP: 6/17/2018 or 10,016 miles
State: CT

Created By: Jacklyn Capers (12/11/2017 10:07 AM)
ARBS noting SH:

09/21/2017 @ 3,322 miles under[redacted] - Days down: 4
Concerns:
1. C/S that if he is using the telephone while using navigation the radio console will reset itself dropping the navigation and the call.
2. C/S safety shield must be manually turned on every time he starts the vehicle, was wondering if an adjustment could be made to make it come on automatically.
3. C/S that while leaving a parking lot a small bump in the road was coming up and the vehicle applied the brakes when nothing else was around, customer feels as if the vehicle detection system is out of calibration.
Actions:
1. Test drove home upon customer's approval to verify customer concern. Applied update to system and could not verify customer concern, found no codes stored in navigation assembly.
2. Technician states this is normal operation, states when button is pressed the safety shield is turned off.
3. Technician found sensor on grille of vehicle dirty, this is where the sonar system is located. Found codes for communication issue. Cleaned off sensor and codes are no longer present. All ok at this time.

11/24/2017 @ 5,408 miles under[redacted] - Days down: 7

Concern: Veh no start
Action: No duplication: NWD Road test ok checked battery connections ok test battery ok, checked fuseable link connections ok, scanned for codes: P0101 stored in ECM for past code

Created By: Jane Wills (12/11/2017 10:05 AM)
ECRR-JW received inbound call from C.

C gave case #.

ECRR-JW verified address, best contact number and email.

C sent documentation over the weekend as requested.
C stated that C wants to know if email and attachments have been received and what the next steps are.

ECRR-JW confirmed that C's email with 10 attachments have been received.

C asked if this is all of the information needed.

ECRR-JW stated that does not look after this however there is a FU date for Dec 13th and if there are other documents that are required the specialist will advise C of that.
ECRR-JW offered further assistance.

C thanked ECRR-JW.
Call ended mutually.

Created By: Nicki Barror (12/11/2017 8:11 AM)
– DRTS received the RHR. The RHR was assigned to ARBS Jacklyn Capers for review.

Created By: Danquawn James (12/8/2017 11:33 AM)
CRT-DJ VERIFIED C's name, mailing address, e-mail, phone #, vehicle
CRT-DJ CHECKED for open recalls/campaigns and found: None
Previous UNRELATED Case(s) Found: None
Previous RELATED Case(s) Found: None
CRT-DJ ADVISED "This call may be recorded for quality and training purposes."

CRT-DJ placed outbound call to Customer at [redacted] on 12/08/2017 at 11:00 am.

CRT-DJ stated that CRT-DJ is Customer's Regional Consumer Affairs Case Manager and in short, that means that CRT-DJ is Customer's point of contact with Nissan Corporate regarding Customer's concerns or questions with vehicle or DLR.

CRT-DJ ADVISED "This call may be recorded for quality and training purposes."
CRT-DJ asked the C to explain the concerns for CRT-DJ to understand better.

C stated the car got stuck with the vehicle on NJ turn pike.
The C gave C random error messages.
C stated C could not start the vehicle on 12/8/2017.
C stated C main console is restarting multiple times.
C stated when the phone is connected the console will restart.
C stated C took to the dealership.
C stated the dealership updated all information and the vehicle is working fine.
C stated the C has had peace and quiet with the vehicle.
C stated 2 weeks ago vehicle was stuck because the vehicle had a flat tire.
C stated error message no key in the vehicle, and no key ID incorrect.
C contacted Nissan and the dealer towed the vehicle.
C stated the main console would reboot and the C would drive the C all the way home and the error message kept saying no key in the vehicle.
C stated C doesn't think the vehicle is a reliable vehicle.
C stated the dealership cannot find anything wrong with the vehicle.
C stated the dealership kept the vehicle for 10 days and the dealership drove the vehicle for 18 miles and the dealership could not find anything wrong.
C stated Yesterday no key in the vehicle error message.
C stated the vehicle is a lemon, but doesn't want to process this RHR.

✓ CRT-DJ apologized for the concern and asked the C what is the C looking for from NNA.

C stated a reliable vehicle.
C wants to be loyal C therefore C wants to have a reliable vehicle.
C stated C wants a different vehicle. C stated C cannot drive the vehicle long distance and the vehicle is not reliable.

RHR Questions:

CRT-DJ informed Customer that the process takes about 10 business days and is not guaranteed.
CRT-DJ informed Customer that Nissan reviews Customer's repair history as it relates to Customer's states lemon law to determine if NNA is in a position to repurchase or replace the vehicle.
CRT-DJ asked Customer the following questions:
Why do you want to return the vehicle to Nissan North America?
o C stated the vehicle is not reliable.
Where is the vehicle currently?
In C garage.
Where was the vehicle purchased?
o Nissan dealership in North Haven (Executive Nissan)
Was it purchased new or used?
o New
Where is the vehicle serviced?
o Houssan Nissan
Has the vehicle been taken to multiple Nissan dealers?
o Yes, 2.

CRT-DJ stated the process will take about 10 business days and it's not guaranteed that NNA will be available for repurchase or replacement.
C understood.
CRT-DJ provided C with direct phone number that way the C can have a point of contact.

C accepted.

CRT-DJ apologized for all the concerns the vehicle is giving the C and the C stated C just wants a reliable vehicle for the C to drive with family.
CRT-DJ asked the C if C had any further questions or concerns.

C declined.

Call ended mutually.

Created By: Danquawn James (12/8/2017 10:59 AM)
CRT-DJ placed a call to Harte Nissan at [redacted]

CRT-DJ asked to speak to SA or SM.

SA- Shane.

✓ SA stated no problem found with vehicle.
SA stated SA did an update on navigation system and the problem is now fixed.
SA stated the radio and navigation was rebooting, but now the concern is resolved.

CRT-DJ thanked the SA for clearing up the concern with the VEH and the radio system.

Call ended mutually.

Created By: Leah Kinoshita-Robicheau (12/7/2017 3:03 PM)
CRR-LK VERIFIED Account information including: C's name, address, phone#, Best contact, email
CRR-LK VERIFIED VEH Information including: VIN #, Mileage, Campaign Information, Warranty Information

CRR-LK CHECKED for open recalls/campaigns and found: 0
CRR-LK CHECKED for previous UNRELATED Case(s) and found: 0
CRR-LK CHECKED previous RELATED Case(s) and found: 0
CRR-LK NOTED concern is: wanting NNA to buy back VEH

CRR-LK received inbound call from C

C stated VEH keeps getting stuck on the HWY

C stated C could not start VEH and that every time C attempts to VEH keeps rebooting
C stated that most recently C waited 3 hours on New Jersey turnpike for help

CRR-LK apologized to C for the inconvenience
CRR-LK asked C "What would you like NNA to do for you today"

C stated C feels VEH is not reliable and would like to get a new VEH
C stated that DLRSHP stated VEH has communication problems in commuter
C stated that DLRSHP stated they restarted everything but could not reassess the problem
C stated that C is seeking buy back from NNA
C stated that C has video and picture proof that VEH is not working

CRR-LK stated that CRR-LK will be sending C an email so C can respond with documentation
CRR-LK sent case to RCAS

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	2/22/2018	YX	AV	320500	OA
	[redacted]	AUDIO/VIDEO/NAVI	NAVI/GPS SYSTEM	POOR OR IMPROPER OPERATION	11	2/22/2018	YX	AA	102500	OA
	[redacted]	ENGINE ELECTRICAL	GEN. ENGINE ELECTRIC COMPONENT(S)	HARD START/NO START/STALL	11	2/22/2018	ZT	AF	134000	OA

Forms

Forms Help

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Case [redacted]

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Case History [5+] | Case Comments [10] | Case Categorizations [1] | Forms [1]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] DeHenry Kidd
Contact Email	[redacted]	Type	CA
[redacted]	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	1/24/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	12/7/2017 3:27 PM
Social Media Involvement		Date/Time Closed	1/24/2018 11:54 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	IIR- FEB- EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	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	1	RHR Started	
IIR Date		RHR Completed	
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN8AT2MV7HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	2
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	SMITHTOWN NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	
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		Work Phone	[redacted]
LS Response Time		Mobile Phone	
		Email	
		Alternate Email	

Verbatims

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

DTS Inspection

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

System Information

Subject	CUSTOMER: [redacted] VIN: JN8AT2MV7HW[redacted]	Root Cause	
Created By	Shayla Pinnock, 12/7/2017 3:27 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/10/2018 9:59 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	860		
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
1/24/2018 11:54 AM	DeHenry Kidd	Changed **Status** from Open to **Closed**.
		Closed.
1/12/2018 7:49 AM	DeHenry Kidd	Changed **Follow Up Date** from 1/15/2018 to **1/24/2018**.
1/10/2018 5:07 PM	DeHenry Kidd	Changed **Follow Up Date** from 1/10/2018 to **1/15/2018**.
12/29/2017 8:57 AM	DeHenry Kidd	Changed **Follow Up Date** from 12/29/2017 to **1/10/2018**.

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Case Comments

New

Case Comments Help

Public	Comment
	Created By: DeHenry Kidd (1/24/2018 11:46 AM) ***Closing case Notes*** Customer Name: Helene Erenberg Phone#: (631)[redacted] Arbs-DK called customer to discuss case and decision, after the inspection there were no problems found with the vehicle. The DTS tested and inspected the FEB operation and the vehicle performed normally without incident. Customer was sent a letter in regards to their case Fedex#[redacted] Arbs is closing case
	Created By: DeHenry Kidd (1/12/2018 7:48 AM) Arbs-DK received an email from DTS stating that the inspection is completed. Arbs is now waiting on a decision from PL.
	Created By: DeHenry Kidd (1/10/2018 11:17 AM) Arbs has followed up with the DTS to see if the inspection was completed and if it was uploaded to the FTP site arbs is waiting on a reply.
✓	**Created By: Service Manager (12/13/2017 3:28 PM)** RCAS-KW reached out to Smithtown Nissan. RCAS-KW spoke to SM-Mike. SM stated C came in to the DLR for the Forward Emergency Braking Concern. SM stated DLR does not have resolution at this time to fix concern. Just to clarify, DLR does not have a resolution because as per NNA, vehicle is operating as designed. No repairs recommended or needed.
▌	**Created By: DeHenry Kidd (12/13/2017 3:05 PM)** Arbs has contact the customer and the dealer to let them know the inspection date is set for 1/3/18 at 10am at Smithtown Nissan.
	Created By: DeHenry Kidd (12/11/2017 9:43 AM) Verified Name Address Phone# VIN Mileage Responsible Dealer Checked for open Recalls/Campaigns: None Arbs called customer (Mark) to discuss case, Customer stated the few times this has happened customer was coasting to a stop sign and the vehicle stopped 100 to 200 ft before the stop sign. Customer was able to continue on and it was fine no more issues that day. Customer stated on other days customer had his foot on the gas and the vehicle braked on it's own, there were time where white lines were running across the road letting them know the road was about to end and the vehicle started braking. Customer stated it happened twice when it was raining, customer believes there might be a reflection from the road or the sign that is causing the system to activate. Customer stated NO warning light popped up on the dash or beeps. Arbs-DK informed customer that Arbs would setup an inspection. Arbs-DK stated once arbs has the date Arbs will let the dealer and customer know.

Arbs-DK also stated that the process could take up to 6 weeks for everything to be done and process to determine a decision. Arbs stated that if customer decide to get alternate transportation it will be at the customer expense due to NNA does not offer assistance during the inspection period customer understood.

Created By: Kyra Walton (12/8/2017 2:38 PM) | Last Modified By: Kyra Walton (12/8/2017 2:38 PM)
RCAS-KW placed outbound call to C on #6315880170.
RCAS-KW VERIFIED C's name, home & email address, concern, phone
RCAS-KW ADVISED "This call may be recorded for quality and training purposes."

RCAS-KW VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
RCAS-KW VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History
RCAS-KW CHECKED for open recalls/campaigns and found: 0
✓ RCAS-KW CHECKED for previous UNRELATED Case(s) and found: 0
RCAS-KW CHECKED previous RELATED Case(s) and found: 0

RCAS-KW spoke to C's husband MARK ERENBERG.
RCAS-KW asked C IIR questions.
RCAS-KW informed C that C will receive a call in the next 3 business days to move forward.

C understood and thanked RCAS-KW for calling.
Call Ended Mutually.

Created By: Kyra Walton (12/8/2017 2:21 PM)
RCAS-KW reached out to Smithtown Nissan.
✓ RCAS-KW spoke to SM-Mike.

SM stated C came in to the DLR for the Forward Emergency Braking Concern.
SM stated DLR does not have resolution at this time to fix concern.

Created By: Shayla Pinnock (12/7/2017 3:34 PM)
CASE SUMMARY
C called in with VEH issues
C got diagnosis
CRR-SP sent case to RCAS

Created By: Shayla Pinnock (12/7/2017 3:33 PM)
CRR-SP VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-SP CHECKED for open recalls/campaigns and found:0
CRR-SP CHECKED for previous CRR-SP VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History
CRR-SP UNRELATED Case(s) and found:1
CRR-SP CHECKED previous RELATED Case(s) and found:0
CRR-SP NOTED concern is: VEH issues

C states that VEH stops on its own out of no where
C went to DLRS and got a diagnosis
C stated DLRS found nothing on VEH
C wants to know whats wrong with VEH
C thinks it may be sensor

CRR-SP sending case to RCAS
CRR-SP informed C that RCAS will be contacting C at the end of the next buisness day (12/08/2017)

C said thank you
Call ended mutually

BEST CONTAC #[redacted]
EASTERN TIME

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
	[redacted]	BRAKES	BRAKE BOOSTER	POOR OR IMPROPER OPERATION	03	12/7/2017	YX	AD	119000	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Kyra Walton, 12/8/2017 2:36 PM	12/8/2017

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Number of open vehicle campaigns = 1

Account Name	[redacted]	Case Owner	[redacted] Earl Scales
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	12/12/2017	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	12/8/2017 10:59 AM
Social Media Involvement		Date/Time Closed	12/11/2017 3:27 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	FEB malfunction light		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	Kings Nissan
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	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	
IIR Date		RHR Completed	
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	KNMAT2MV2HP[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29417	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	KINGS NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	12/11/2017
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	
		Mobile Phone	
		Email	
		Alternate Email	

Verbatims

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

DTS Inspection

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

System Information

Subject	CUSTOMER: [redacted] VIN: KNMAT2MV2H[redacted]	Root Cause	
Created By	Emmanuel Asman, 12/8/2017 10:59 AM	Root Cause Code	SDDS
Last Modified By	NNAETL, 12/10/2018 10:01 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	904		
Action Code	NT8H		
What action was taken?	8H Referred Customer to Dealer/Retailer		

Agent Comments

Agent Comments	
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
12/11/2017 3:27 PM	Earl Scales	Changed **Status** from Open to **Closed**.
		Closed.
12/11/2017 3:26 PM	Earl Scales	Changed **Data Net** from false to **true**.
12/11/2017 3:26 PM	Earl Scales	Changed **Description**.
12/11/2017 9:36 AM	Earl Scales	Changed **Follow Up Date** from 12/11/2017 to **12/12/2017**.

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Case Comments

New

Case Comments Help

Public	Comment
✓	**Created By: Earl Scales (12/11/2017 3:26 PM)** RCAS-ES sucessfully data net the case.
✓	**Created By: Earl Scales (12/11/2017 3:25 PM)** **********Closing Summary********** RCAS-ES is closing Case as no further assistance can be offered at this time. **********Case Summary********** C contacted NNA for a FEB malfunction light. RCAS-ES reviewed the case with IIR-Ficado. IIR advised that the case is not a FEB case. **********Statement of Decision********** RCAS-ES stated to contact RCAS-ES after the veh has been diagnosed.
✓	**Created By: Earl Scales (12/11/2017 3:25 PM)** RCAS-ES reviewed the case with IIR-Ficado. IIR advised that the case is not a FEB case.
✓	**Created By: Earl Scales (12/11/2017 3:15 PM)** RCAS-ES placed outbound call to C at [redacted] RCAS-ES VERIFIED C's name, home & email address, concern, phone# RCAS-ES CHECKED for open recalls/campaigns and found: none Previous UNRELATED Case(s) Found: none Previous RELATED Case(s) Found: none RCAS-ES ADVISED "This call may be recorded for quality and training purposes." RCAS-ES informed C that RCAS-ES would be C's case specialist and point of contact. RCAS-ES provided C with RCAS-ES direct line of [redacted] RCAS-ES verified C's concern. C stated that the veh has been repaired. C stated that C was told that the DLR was unable to fix the veh until next week. C stated that C did not provide a loaner veh. RCAS-ES stated that RCAS-ES would file a complaint. RCAS-ES stated that RCAS-ES was advised that there was a shortage of veh. C stated that the warning message comes on. C stated that C has a warning about FEB malfunction. C stated that C turned the veh off and on and the message went away. RCAS-ES stated that if C still has the concerns to return back to the DLR. RCAS-ES stated that the DLR would need to determine a defect. C stated how many times does C need to return back to the DLR. RCAS-ES stated that RCAS-ES is not legally versed in lemon laws. RCAS-ES recommended that C return back to the DLR.

C stated that C would schedule an appointment.

RCAS-ES stated to contact RCAS-ES after the veh has been diagnosed.

C understood.

RCAS-ES asked if C had any questions.

C stated no.

RCAS-ES wished C a good day.
Call ended mutually.

✓ **Created By: Earl Scales (12/11/2017 9:36 AM)**
RCAS-ES contacted C at (347) 803-0307left VMX including Case number, name, and RCAS-ES contact of[redacted]

Created By: Earl Scales (12/11/2017 9:04 AM)
RCAS-ES placed outbound call to Kings Nissan.

✓
SM stated that the veh has been repaired.
SM stated that C would need to request a rental veh.
SM stated enterprise was short on rental veh.

Created By: Emmanuel Asman (12/8/2017 11:10 AM)
CRR-EA sending case to RCAS

Created By: Emmanuel Asman (12/8/2017 11:10 AM)
**********CASE SUMMARY**********

C called in regarding DLRSHP complaint

CRR-EA advised C that case will be sent to RCAS

Created By: Emmanuel Asman (12/8/2017 11:09 AM)
CRR-EA OPENED Account Info including: C's name, home & email address, phone# & best contact#
CRR-EA VERIFIED Veh Info including: VIN#, Current Mileage, Warranty & Service History
CRR-EA CHECKED for open recalls/campaigns and found: none
CRR-EA CHECKED for previous UNRELATED Case(s) and found: 0
CRR-EA CHECKED previous RELATED Case(s) and found: 0

CRR-EA NOTED concern is: DLRSHP Refusing to Provide Loaner VEH

CRR-EA received inbound call from C

C stated C is an owner of 2 Nissan VEH's
C stated C is currently experiencing complications with VEH
C stated one time while driving, VEH stopped and error code concerning brake system popped up
C stated C took VEH into DLRSHP for repairs
C stated it's been 3 days since VEH was in and C is paying for an Uber everyday
C stated C has asked DLRSHP to provide Loaner and DLRSHP refused
C stated DLRSHP informed C that C could contact NNA CA, DLR does not care

CRR-EA acknowledged C's concern
CRR-EA apologized to C for any inconveniences situation was causing C as well as C's experience at DLRSHP
CRR-EA created case
CRR-EA informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact C by close of business day 12/11/17 regarding C's concern

CRR-EA provided C with Case #[redacted] and Agent I.D

C understood and appreciated the assistance

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

C declined.

Call ended mutually

Best Contact #: (347)[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.	SERVICE PERSONNEL (NISSAN)	RUDE/DISCOURTEOUS	QC	12/8/2017	WL	BF	222500	OC
	[redacted]	NSN DEALER SERVICE DEPT.	SERVICE PERSONNEL (NISSAN)	POOR TREATMENT	QC	12/8/2017	YZ	BF	222500	OC

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] rady Douglas
Contact Email	[redacted]	Type	CA
[redacted]	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	1/26/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	12/8/2017 11:05 AM
Social Media Involvement		Date/Time Closed	1/26/2018 7:02 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Customer has forward emergency braking concerns with automatic braking		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	Baron Nissan
# Vehicles Owned	1	Previous Repair Date	1/30/2017
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	8,100	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	1	RHR Started	
IIR Date		RHR Completed	
IIR	[redacted]	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	1
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Detail

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

Bluetooth

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

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
		VCAN	
		Goodwill Processed	0
		Vehicle Service Contract	
		VSC Reprint Request	Email

Contact Name [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date	
LS Response Time	
Home Phone	[redacted]
Work Phone	
Mobile Phone	
Email	
Alternate Email	

Verbatims

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

DTS Inspection

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

System Information

Subject	CUSTOMER: [redacted] VIN: JN8AT2MV8H[redacted]	Root Cause	
Created By	Courtney Gordon, 12/8/2017 11:05 AM	Root Cause Code	SCMV
Last Modified By	NNAETL, 12/10/2018 10:04 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	858		
Action Code	NT6A		
What action was taken?	6A Vehicle Performs Normally		

Agent Comments

Agent Comments	Close case in TL-GD's name
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
1/26/2018 7:02 AM	Amanda Yett	Changed **Status** from Open to **Closed**.
		Closed.
1/26/2018 7:01 AM	Amanda Yett	Changed **Case Owner** from Amanda Yett to **Grady Douglas**.
1/25/2018 3:37 PM	Amanda Yett	Changed **Follow Up Date** from 1/25/2018 to **1/26/2018**.
1/25/2018 7:29 AM	Janisha Wilkerson	Changed **Escalated By ID** from 0050G000009eVm3 to **005F00000049cGr**.

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Case Comments

New

Case Comments Help

Public	Comment
	Created By: Amanda Yett (1/26/2018 6:59 AM) RCAS-AY is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with FEB concerns. RCAS-MS submitted IIR. ARBS-DM reviewed case and scheduled DTS inspection. DTS-Kevin Mackay inspected veh and found no defect. RCAS-AY reviewed case with ARBS-DM, TL-Grady Douglas and SM-Frank. TL-Grady Douglas advised veh will be released back to C and C will be updated if/when an update is available. RCAS-AY advised C that veh is being released to C and C will be notified when/if an update is available. ***STATEMENT OF DECISION*** RCAS-AY advised C that veh is being released to C and C will be notified when/if an update is available.
✓	**Created By: Amanda Yett (1/26/2018 6:56 AM)** RCAS-AY placed outbound call to DLR. RCAS-AY spoke with SM-Frank. RCAS-AY advised SM-Frank that C will be picking up veh on 1/26. SM-Frank advised DLR will have veh cleaned.
✓	**Created By: Amanda Yett (1/25/2018 3:31 PM)** RCAS-AY placed outbound call to C--Mary Kate Chabus @[redacted] RCAS-AY ADVISED "This call may be recorded for quality and training purposes." RCAS-AY advised that RCAS-AY will be C's POC. RCAS-AY advised has reviewed case with all relevant parties and is up to date on concern. RCAS-AY advised ARBS indicated that C has some questions. C stated that ARBS did not have any answers for C. C stated that C knows DTS-KM could not duplicate concern. C stated that C wants to know what the next step is from here. RCAS-AY advised DTS-KM advised there was no defect found. C stated that it has happened numerous times. C stated that it happened when C's husband and C's mother were in veh. C stated that C has a huge concern with the veh. C asked about software update. RCAS-AY advised at this time, veh will be released back to C. RCAS-AY advised NNA would not release veh if NNA thought C would be in danger. C understood. RAS-AY advised RCAS-AY does not have any information on a time frame for the update as of now.

RCAS-AY advised C will be contacted if/when an update is made available.

C understood.
C asked what C's next step is.

RCAS-AY advised C should go to DLR and pick up veh.

C asked if there was a timeframe.
C asked if C could go anytime tomorrow.

RCAS-AY confirmed and advised will make SM aware.

C understood.

RCAS-AY advised if concern does reoccur, C should contact DLR and RCAS_AY.

C understood.

RCAS-AY advised if C has any further questions or concerns, C can always call RCAS-AY.
RCAS-AY provided direct phone number.

C thanked RCAS-AY.

RCAS-AY offered further assistance.

C declined.

RCAS-AY thanked C for C's time.

Call ended mutually.

Created By: Amanda Yett (1/25/2018 2:31 PM)
RCAS-AY placed outbound call to DLR.
RCAS-AY spoke with SM-Frank.
✓ RCAS-AY advised that RCAS-AY spoke with TL-GD and C will need to pick up veh.

SM-Frank asked RCAS-AY to relay this info to C.

RCAS-AY advised will call this afternoon.

Created By: Amanda Yett (1/25/2018 2:30 PM)
✓ RCAS-AY reviewed case with TL-Grady Douglas.
TL-GD advised that C can pick up and drive C's veh.
TL-GD advised that if C has further concerns, C can return to DLR.

Created By: Amanda Yett (1/25/2018 2:09 PM)
RCAS-AY placed outbound call to DTS-Kevin Mackay.
RCAS-AY inquired as to DTS findings.

✓ DTS-Kevin Mackay advised NNA engineering is working on software update.
RCAS-AY inquired about time period.

DTS-KM advised there is no expected timeframe at this current time.

Created By: Dakota McGregor (1/25/2018 11:19 AM)
ARBS placed outbound to Baron Nissan
✓ ARBS spoke to SM Frank
SM inquired about update in claim
ARBS informed SM that ARBS is no longer specialist handling case and provided RCAS-AYs info
ARBS thanked SM for time

✓ Created By: Dakota McGregor (1/25/2018 10:59 AM)
ARBS received 2 vmxs from SM Frank inquiring about status of case

✓ Created By: Janisha Wilkerson (1/25/2018 7:31 AM)
SRCAS-JW is assigning case to the appropriate RCAS who is the case specialist over the dealer on file to further proceed to handle the case.

Created By: Dakota McGregor (1/24/2018 5:09 PM)
✓ ***ARBS notes per SRPLNR FD : ARBS transferring case to SRCAS-JW for further handling***
ARBS notes to SRCAS: please contact C to further discuss FEB process

Created By: Dakota McGregor (1/24/2018 5:08 PM)
IIR- FEB- EST

Created By: Dakota McGregor (1/24/2018 5:07 PM)
ARBS received inbound from C
ARBS informed that after a thorough review, Nissan found no defects with the veh
ARBS informed that engineering is working on a way to improve the FEB system relating to Cs concerns on the veh
ARBS informed that ARBS will send Cs case to an RCAS and to the regional department, and the regional department will inform C of when the update is available
C informed that DTS had informed C that a software update will most likely be available in 2-4 weeks
C states what if update is not available
C states C has multiple questions regarding case
✓ C inquired if C would be able to continue to utilize the rental/ loaner veh until update is available
ARBS informed that ARBS believes that is the case, but referred C to verify any and all further questions with regional department
C understood and agreed
C requested callback from RCAS
ARBS informed C would receive a callback no later than close of business tomorrow to further discuss
ARBS offered further assistance
C declined
ARBS thanked C
C thanked ARBS
Call ended mutually

Created By: Dakota McGregor (1/24/2018 4:23 PM)
✓ ARBS reviewed case with SRPLNR FD
ARBS to send case to SRCAS-JW for further handling

Created By: Dakota McGregor (1/23/2018 3:58 PM)
ARBS placed outbound to C[redacted]
✓ ARBS left vmx informing that does have more info regarding Cs case
ARBS requested callback from C
ARBS left best contact info

Created By: Dakota McGregor (1/23/2018 3:57 PM)
✓ ARBS received e-mail from PL-WR informing that no defect was found

ARBS attached e-mail to case

✓ Created By: Dakota McGregor (1/15/2018 10:59 AM)
ARBS notes per DTS-KM that IIR has been uploaded to FTP

Created By: Dakota McGregor (1/11/2018 11:22 AM)
ARBS placed outbound to SM Frank
✓ SM inquired about decision
ARBS informed will probably be about 2 weeks or a little more before resolution is available
SM understood

✓ Created By: Dakota McGregor (1/11/2018 11:21 AM)
ARBS received vmx from SM Frank requesting callback

✓ Created By: Dakota McGregor (1/8/2018 1:45 PM)
ARBS placed outbound to C[redacted]
C confirmed inspection date of 01/09/18 at 10AM and pickup of loaner veh at that time
C understood
C inquired about campaigns or recalls for either rogue on file
ARBS informed that is currently showing no campaigns for either rogue on file for C

C understood and agreed
ARBS offered further assistance
C declined
Call ended mutually

✓ **Created By: Dakota McGregor (1/8/2018 1:42 PM)**
ARBS received vmx from C requesting callback

Created By: Dakota McGregor (1/8/2018 12:00 PM)
(516)[redacted] ARBS placed outbound to C
✓ ARBS left vmx informing that soonest inspection date is 01/09/18 at 10AM and loaner/rental could be provided at that time
ARBS informed that Baron Nissan has been willing to work with C and ARBS even provided short notice
ARBS informed that will require a callback by close of business today or a voicemail received confirming the appointment date and time
ARBS left best contact info

Created By: Dakota McGregor (1/8/2018 11:58 AM)
ARBS placed outbound to DLR Baron Nissan
✓ ARBS spoke to SM Frank
SM informed that soonest DLR could provide rental veh would be 01/09/18 at 10AM
ARBS informed that inspection date is actually set for same time
SM confirmed inspection

✓ **Created By: Dakota McGregor (1/8/2018 11:57 AM)**
ARBS placed outbound to DTS-KM
ARBS verified alternative date if 01/09/18 would not work and DTS-DM informed that would be for 01/22/18 if rescheduled and would be at 10AM
ARBS understood

✓ **Created By: Dakota McGregor (1/8/2018 8:36 AM)**
ARBS received vmx from C requesting callback

✓ **Created By: Dakota McGregor (1/5/2018 4:23 PM)**
ARBS placed outbound to C[redacted]
ARBS left vmx informing that due to inclement weather, ARBS has been unable to reschedule appointment yet
ARBS informed that would provide C an update in several business days

Created By: Dakota McGregor (1/5/2018 4:21 PM)
ARBS placed outbound to DLR Baron Nissan
ARBS spoke to SA in service department
✓ SA informed that SM is OOO and will be back in office on 01/08/18
SA informed that SM is who ARBS will need to speak to regarding claim
ARBS understood
ARBS thanked SA

Created By: Dakota McGregor (1/4/2018 2:56 PM)
ARBS notes that reviewed DLR info with RCAS-AY
✓
ARBS notes per RCAS that BARON DLR is not open due to inclement weather
(blizzard)

✓ **Created By: Dakota McGregor (1/4/2018 2:55 PM)**
ARBS notes that placed outbound to DLR Baron Nissan 2X
ARBS notes that is unable to reach a representative and goes to general voice mailbox

✓ **Created By: Dakota McGregor (1/3/2018 4:39 PM)**
ARBS sent e-mail to DTS-KM inquiring about new inspection date

Created By: Dakota McGregor (1/2/2018 5:15 PM)
ARBS placed outbound to C[redacted]
ARBS verified C had time to speak to ARBS
ARBS informed that inspection has to be rescheduled and that DLR was not provided enough time to procure a loaner/rental veh for C
ARBS informed that SM did indicate that inclement weather is also coming for the old inspection date
C states that is correct, and would be very difficult to manage
✓ ARBS informed that is working on getting C a new date for inspection and with DLR to procure a loaner/rental veh
C understood
ARBS informed that would give C a callback within several business days
C understood and agreed
C inquired if C can call ARBS back on 01/05/18 if C does not hear from ARBS
ARBS states that is fine
Call ended mutually

✓ **Created By: Dakota McGregor (1/2/2018 10:23 AM)**
ARBS sent e-mail to DTS-KM inquiring about new inspection date for C

Created By: Dakota McGregor (1/2/2018 10:23 AM)
ARBS placed outbound to DLR SM Frank[redacted]
SM informed that cannot provide a loaner/rental with such short notice
✓ SM advised that inspection be rescheduled
ARBS informed that would reschedule the appointment, and would update SM once DTS has updated ARBS
SM agreed
SM informed then would provide ARBS date SM can have loaner/rental avaiable

Created By: Dakota McGregor (1/2/2018 10:21 AM)
ARBS placed outbound to C[redacted]
ARBS verified C had time to speak to ARBS
ARBS inquired if C would be attending inspection
C states would like to but needs a rental/loaner veh
ARBS informed that DLR held rental/loaner for C for several days without C dropping off veh or picking up loaner
C states C got confused after ARBS left C a vmx
ARBS informed that per DLR rental/loaner may not be available with such short notice
✓ ARBS inquired if C can attend inspection date without a rental/loaner
C states no
ARBS informed then inspection may have to rescheduled
C understood
C states that incident has happened 3 more times
C states while going over a sewer line and while going over some white traffic lines
ARBS informed would reach back out to C to further discuss later
C understood
Call ended mutually

Created By: Dakota McGregor (1/2/2018 10:19 AM)
✓ ARBS notes additional notes from SM Frank:
SM informed that large amount of inclement weather is supposed to arrive on or before 01/04/18
SM informed that with such little notice, SM may not be able to procure a rental/loaner for C

Created By: Dakota McGregor (1/2/2018 9:26 AM)
ARBS placed outbound to DLR SM Frank[redacted]
✓ SM informed that C never dropped off Cs veh, and never picked up the loaner/rental veh
SM informed that SM reserved the loaner/rental for several days
SM informed that has spoken to C and Cs daughter without resolution
ARBS thanked SM

Created By: Dakota McGregor (1/2/2018 9:18 AM)
✓ ARBS received vmx from C informing that SM informed C to pick up veh
C states C is confused

✓ **Created By: Dakota McGregor (12/18/2017 11:23 AM)**
ARBS received vmx from SM requesting callback at[redacted]
ARBS placed outbound to[redacted]
ARBS spoke to SM Frank
SM informed C has not picked up the loaner/ rental veh yet
SM informed would call the C
ARBS provided[redacted] and informed that is daughter who is authorized on account currently
SM understood
ARBS thanked SM

SM thanked ARBS
Call ended mutually

✓ **Created By: Dakota McGregor (12/18/2017 11:14 AM)**
ARBS received vmx from C on 12/15/17 confirming appointment and informed would pick up rental/loaner veh on 12/18

Created By: Dakota McGregor (12/15/2017 9:18 AM)
ARBS placed outbound to C 2X[redacted]
ARBS left vmx on second call
✓ ARBS informed that inspection is scheduled for 01/04 at 10AM
ARBS informed that rental will be ready for C on 12/18/17
ARBS informed that needs C to confirm pickup of veh and appointment, or ARBS will have to cancel
ARBS provided best contact info and requested callback

Created By: Dakota McGregor (12/15/2017 9:06 AM)
ARBS placed outbound to DLR SM Frank Rodgers
ARBS spoke to SM
✓ ARBS informed that inspection is scheduled for 01/04 at 10AM
SM confirmed
SM informed that rental will be ready for C on 12/18/17
ARBS thanked SM

✓ **Created By: Dakota McGregor (12/13/2017 4:02 PM)**
ARBS submitted DTS request

Created By: Dakota McGregor (12/13/2017 4:02 PM)
ARBS placed outbound to C[redacted]
✓ ARBS left vmx for C informing that a rental/loaner veh would not be available for several business days, and ARBS referred C to speak to DLR further in several business days
ARBS informed that SM informed that would have to procure a rental/loaner as does not have one currently
ARBS informed if C has questions or concerns to let ARBS know

Created By: Dakota McGregor (12/13/2017 3:57 PM)
ARBS placed outbound to DLR Baron Nissan
ARBS spoke to SM Frank Rodgers
ARBS informed that would be sending a DTS out for inspection for Cs FEB concerns
✓ ARBS informed that rental/loaner would be provided for duration of review
ARBS inquired when C could pick up rental/ loaner
SM informed in several business days
SM requested e-mail from ARBS regarding rental
ARBS sent SM e-mail with rental instructions attached

✓ **Created By: Dakota McGregor (12/13/2017 2:59 PM) | Last Modified By: Dakota McGregor (12/13/2017 2:59 PM)**
ARBS received vmx from Cs mother Rosemarie Chabus
Customer informed is authorizing Cs daughter Mary Kate Chabus on the account

Created By: Dakota McGregor (12/13/2017 2:57 PM)
ARBS placed outbound to C[redacted]
ARBS verified and completed probe
ARBS spoke to Ms. Chabus

C states C was not aware that had brake assist on the veh

First incident

C states was on a parkway
C states was going 55 mph
C states that veh will make a grinding nosie like trying to stop
C states that veh will not stop but does act like is trying to stop

Second incident

C states that was going about 30 mph
C states that veh stopped going over the lines in the crosswalk
C states that does not remember if a veh was in front of C, but does not know that was not near Cs veh
C states that was going over crosswalk with white striped lines on it at an intersection
✓ C states that there was a vehicle to the right of C diagonally behind C
C states that no construction was going on around the road or area
C states that there were no overhead obstructions, no signs, no overpasses, no railroad tracks
C states there were intersection lights on poles from the street nearby
C states there was no inclement weather
C states that Cs veh automatically braked, and C heard a grinding noise
C states that veh did not come to a complete stop but did slow down
C states C kept driving the veh and called the DLR to discuss
C states that cannot provide an exact location of the incident only what was provided in probe
C states no one was injured and there was no property damage

ARBS offered inspection and process to C
ARBS explained that is a 6-8 week process

C states that C is not owner of the veh
ARBS inquired who ARBS is speaking to
C states is daughter daughter of the owner mary kate chabus
ARBS informed that would have to have authorization from the owner for case to proceed
C understood
ARBS provided contact info
ARBS thanked C
C thanked ARBS
Call ended mutually

Created By: Dakota McGregor (12/13/2017 12:37 PM)
ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE
****

Created By: Samantha Dixon (12/12/2017 7:09 AM)
Vehicle concern-Forward Emergency Braking

✓ **Created By: Markita Scott (12/11/2017 4:38 PM)**
RCAS-MS VERIFIED C's name, mailing address, e-mail, phone #, vehicle
RCAS-MS CHECKED for open recalls/campaigns and found: None
Previous UNRELATED Case(s) Found: None
Previous RELATED Case(s) Found: None
RCAS-MS ADVISED "This call may be recorded for quality and training purposes."

RCAS-MS placed outbound call to Customer's daughter, Mary Kate Chabus, (hereafter known as Customer) at[redacted] on 12/11/2017 at 4:15pm.

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

Customer agreed.

RCAS-MS asked Customer to tell RCAS-MS a little bit about the concern that Customer has been experiencing.

Customer stated that Customer wasn't even aware that Customer's vehicle had this feature on it.
Customer stated that Customer was driving down the street and the vehicle started making a grinding sound.
Customer stated that it was like the brakes and the gas were being pressed simultaneously.
Customer stated that the vehicle stopped for like 20 seconds and then the vehicle began to move again.
Customer stated that the DLR advised Customer to contact NNA rather than bring the vehicle to the DLR.

RCAS-MS understood.
RCAS-MS thanked Customer for the background on the event.
RCAS-MS asked Customer how many times that this type of concern has happened.

Customer stated that the concern has happened twice since owning the vehicle.
Customer stated that Customer was going over a crosswalk when the concern happened.

RCAS-MS asked Customer if Customer remembers the roads that Customer was traveling on.

Customer stated that the concern happened on Grand Avenue and Demott Avenue.

RCAS-MS thanked Customer for that information.
RCAS-MS stated that the next steps in the case will be Customer's case will be transferred to the appropriate department for further handling.
RCAS-MS stated that Customer will be contacted within 1-3 business days and will need to have 20-30 minutes available to speak.

Customer understood.

RCAS-MS stated that Customer can reach out to RCAS-MS if any questions should come up before Customer is contacted.

Customer understood.
Customer thanked RCAS-MS.

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

Customer declined.

Call ended mutually.

Created By: Courtney Gordon (12/8/2017 11:14 AM)
CASE SUMMARY
[redacted] C contacted Nissan CA requesting assistance with:

VEH stopping on its own / DLR advised C contact NNA for software update

Created By: Courtney Gordon (12/8/2017 11:13 AM)
CRR-CG VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-CG VERIFIED VEH Info including: VIN#, Current Mileage
CRR-CG CHECKED for open recalls/campaigns and found:0
CRR-CG CHECKED for previous UNRELATED Case(s) and found:0
CRR-CG CHECKED previous RELATED Case(s) and found: 0

CRR-CG received inbound call:
CRR-CG Noted concern is: VEH stopping on its own

C states that C was driving Dec 7th when the VEH tried to stop on its own
C states C went over a white line in the orad and then began to grind as if the VEH was trying to stop
C states C contacted BARON NISSAN regarding this and was advised that this is just something that happens with these VEHS
C states C was advised that C should contact NNA rather than bring the VEH in to the DLRSHP
C states C was advised that NNA will be releasing a software update that would address the concern

CRR-CG advised C bring the VEH in to the DLRSHP
CRR-CG offered to transfer C

C declined
C states C is dropping Cs child off and then will contact the DLRSHP
C requesting to know if a software update will be released that addresses the concern with the VEH stopping on its own

CRR-CG advised C will be followed up with not later than EOB DEC 11th regarding this concern

C understood

CRR-CG offered further assistance

C declined

CRR-CG provided C with employee ID & Case #
Call ended mutually

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
	[redacted]	NISSAN PRODUCT INQUIRIES	ROGUE	GENERAL INQUIRY	QF	12/8/2017	ZR	AZ	270500	OF
	[redacted]	BRAKES	GEN. BRAKE COMPONENT(S)	POOR OR IMPROPER OPERATION	03	1/26/2018	YX	AD	121500	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Markita Scott, 12/11/2017 4:34 PM	12/11/2017

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Aaron Morrison
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	1/16/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	12/14/2017 9:38 AM
Social Media Involvement		Date/Time Closed	1/15/2018 2:36 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Customer requested NNA assist the dealer to properly diagnose the Forward Emergency Braking system.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	FRED ANDERSON NISSAN OF ASHEVILLE
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	8,309	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	1/15/2018
		Customer Document Received	✓
		Date Received	1/15/2018

Vehicle Information

Vehicle	JN8AT2MV7HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	3
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	FRED ANDERSON NISSAN OF ASHEVILLE	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	14	Dealer Instructions	
Shared With		Requested Dealer Action	Please review

Bluetooth

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

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
		VCAN	
		Goodwill Processed	0
		Vehicle Service Contract	
		VSC Reprint Request	Email

Contact Name [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date	
LS Response Time	

Home Phone	[redacted]
Work Phone	
Mobile Phone	
Email	
Alternate Email	

Verbatims

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

DTS Inspection

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

System Information

Subject	CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MV7HW[redacted]	Root Cause	
Created By	Katharina Bueckert, 12/14/2017 9:38 AM	Root Cause Code	SCSV
Last Modified By	NNAETL, 12/11/2018 11:10 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	869		
Action Code	NT8H		
What action was taken?	8H Referred Customer to Dealer/Retailer		

Agent Comments

Agent Comments	Discuss C's DTS appointment
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
1/15/2018 2:36 PM	Aaron Morrison	Changed **Status** from Open to **Closed**.
		Closed.
1/12/2018 9:34 AM	Aaron Morrison	Changed **Follow Up Date** from 1/12/2018 to **1/16/2018**.
1/2/2018 11:07 AM	Charity Trull	Changed **Description**.
12/22/2017 8:40 AM	Aaron Morrison	Changed **Follow Up Date** from 12/22/2017 to **1/12/2018**.

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Case Comments

New

Case Comments Help

Public	Comment
	Created By: Aaron Morrison (1/15/2018 2:33 PM) ***CASE SUMMARY*** C [redacted] contacted NNA to request assistance getting their lane assist, forward emergency braking, and whining noise C hears while on phone fixed. RCAS-AM requested DTS-Gary Torgerson to look at VEH and discovered that NNA is currently investigating the whining noise C hears while on the phone as well as C's concern C has while crossing railroad tracks with their forward emergency braking. DTS-GT was not able to duplicate any concerns with C's lane assist. RCAS-AM advised C to work closely with the DLR in efforts to have their lane assist feature concerns duplicated and advised that NNA will contact DLRs when a fix is available for C's other concerns. ***STATEMENT OF DECISION*** RCAS-AM closing case as no further assistance is available.
	Created By: Aaron Morrison (1/15/2018 2:29 PM) *CANNOT DATANET*
	Created By: Aaron Morrison (1/15/2018 2:28 PM) RCAS-AM placed outbound call to C @[redacted] RCAS-AM ADVISED "This call may be recorded for quality and training purposes." C stated that DTS explained everything to C but C's lane assist is still not working. RCAS-AM understood and asked if the DTS was able to duplicate C's concern with the lane assist? C stated that the DTs was able to get it to to work while the DTS drove the VEH. C stated that it didnt work when C was on the way home. RCAs-AM understood and apologized and advised that the concern needs to be duplicated before RCAS-AM would be able to offer further assistance. C understood. RCAS-AM advised that the other concerns C is having are currently under investigation by NNA and NNA will update the DLRs as soon as there is a fix. C understood. RCAS-AM advised C to work closely with the DLRs to have C's lane assist duplicated and then RCAS-AM will be able to offer further assistance. C understood. RCAS-AM apologized and asked if C had further questions. C declined. RCAS-AM thanked C for their time. Call ended.

✓ Created By: Aaron Morrison (1/12/2018 9:34 AM)
RCAS-AM placed outbound call to C @ (828)[redacted]
RCAS-AM ADVISED "This call may be recorded for quality and training purposes."

RCAS-AM asked if C can still make appointment on Monday at 9am.

C stated that C can make the appointment.

RCAS-AM understood and advised that RCAS-AM will follow up with C on Tuesday next week following C's appointment to discuss further action in the case,

C understood.

RCAS-AM asked if C had further questions.

C declined.

RCAS-AM thanked C for their time.

Call ended.

Created By: Colleen Patchett (1/9/2018 7:53 AM)
CRR-CP received call from C wanting confirmation of C appointment
CRR-CP verified name, address and case #

✓ C stated that C believed had an appointment today and C has called Aaron and never gets a response

CRR-CP checked notes and advised C that the appointment is for next Monday Jan 15, 2018 at 9 am

C thanked me and stated that C took today off but its all good as C didn't feel well today

call ended mutually

✓ Created By: Aaron Morrison (1/9/2018 7:49 AM)
RCAS-AM received VMX from C requesting a call back.

Created By: Charity Trull (1/2/2018 11:07 AM)
C is requesting assistance getting their FEB working properly

Created By: Aaron Morrison (12/22/2017 8:38 AM)
RCAS-AM placed outbound call to C @ (828)[redacted]
RCAS-AM ADVISED "This call may be recorded for quality and training purposes."

RCAS-AM advised C of DTS appointment on Monday 1/15/18 at 9:00am
RCAS-AM advised RCAS-AM will call C on 1/12 to confirm C's appointment.

C stated that C would take off work and that would work.

✓ RCAS-AM understood and advised that RCAS-AM will call C on 1/12 to confirm C's appointment.

C understood.

RCAS-AM asked if C had further questions.

C declined.

RCAS-AM thanked C for their time.

Call ended.

Created By: Aaron Morrison (12/20/2017 3:12 PM)
RCAS-AM placed outbound call to C @ (828)[redacted]
RCAS-AM ADVISED "This call may be recorded for quality and training purposes."

C stated that the FEB light came on, on their way to work.
RCAS-AM understood and advised that RCAS-AM will make a note of that.

RCAS-AM advised that RCAS-AM has been in contact with ASM-Jennifer Kendall and was advised that DTS should get involved.
RCAS-AM it takes about 2 days for RCAS-AM to be provided an appointment and will call C Friday with appointment information.

✓ C understood.

RCAS-AM asked if C had further questions.

C declined.

RCAS-AM thanked C for their time.

Call ended.

Created By: Aaron Morrison (12/20/2017 2:19 PM)
RCAS-AM called SM-Jennifer Kendall.

SM-Jennifer Kendall stated that the DLR talk to DTS-Gary Torgerson but is not sure what came from that.

✓ RCAS-AM asked if DTS should inspect VEH.

SM-JK stated that yes C should come back in and DTS should inspect VEH.

Call ended.

Created By: Erikka Miotto (12/20/2017 12:40 PM)
VSCS-EM received inbound call from C
VSCS-EM VERIFIED Account Info including: C's name, home address, best contact#
VSCS-EM CHECKED for open recalls/campaigns and found: 0
VSCS-EM CHECKED for previous UNRELATED Case(s) and found: 0
VSCS-EM CHECKED for previous RELATED Case(s) and found: 0
****

C called in regards to case
C stated RCAS was supposed to call C at 11am and C is afraid C missed call due to AT&T network being in and out today

VSCS-EM apologized to C for network concerns
VSCS-EM advised C that RCAS will contact C today as there is a shceduled follow up today

C understood and advised C tried to contact RCAS but keeps getting VMX

VSCS-EM assured C that RCAS will f/u and VSCS will send email to RCAS to advise C called

C appreciated assistance

Call ended mutually

Best contact # (828)[redacted]

✓ Created By: Aaron Morrison (12/20/2017 12:40 PM)
RCAS-AM called ASM-Jennifer Kendall of Fred Anderson Nissan and left VMX requesting a call back.

Created By: Akash Patel (12/20/2017 10:24 AM)
Best contact:[redacted]

Created By: Akash Patel (12/20/2017 10:24 AM)
CRR-AP VERIFIED Account Info including: C's name, home & email address,& best contact#
CRR-AP VERIFIED VEH Info including: VIN#,
CRR-AP CHECKED for open recalls/campaigns and found:

CRR-AP CHECKED for previous UNRELATED Case(s) and found: 2
CRR-AP CHECKED previous RELATED Case(s) and found: 0
CRR-AP informed C that there is an open VEH campaign.
CRR-AP received a call from C.

C stated C case is open and C received call but its on VMX.
C stated C don't remember the case number.
C stated C received call while C drive the veh.
C stated C need to speak with RCAS-AM.

CRR-AP provide RCAS-AM first name and work phone number.
CRR-AP provide case number,agent name,id.
CRR-AP ask any further assistance.

C denied.
Call ended mutually.

✓ **Created By: Aaron Morrison (12/20/2017 9:41 AM)**
RCAS-AM called SM-Frank Nicotra and left a VMX requesting a call back.

✓ **Created By: Aaron Morrison (12/20/2017 9:38 AM)**
RCAS-AM called ASM-Jennifer Kendall of Fred Anderson Nissan and left VMX requesting a call back.

Created By: Aaron Morrison (12/15/2017 4:25 PM)
RCAS-AM placed outbound call to C @ (828)[redacted]
RCAS-AM VERIFIED C's name, home & email address, phone#, VEH model/model year
RCAS-AM CHECKED for open recalls/campaigns and found
Previous UNRELATED Case(s) Found: 2
Previous RELATED Case(s) Found: 0
RCAS-AM ADVISED "This call may be recorded for quality and training purposes."
RCAS-AM provided C with RCAS-AM's contact information

C stated that when C first bought VEH, C had a warning about their braking.
C stated VEH brakes on its own when going over the train tracks.
C stated that when C was at the DLR, the DLR had to order a part for the automatic braking
C stated that C's VEH lane assist sometimes works and sometimes doesn't.
✓ C stated that the DLR has had a VEH for a total of 4 weeks and still has not fixed the VEH.
C stated that C took a tech on test drive and the concern was not duplicated,
C stated that there has been 2 different radios in VEH.
C stated that when talking on phone in VEH, the person C is talking to can hear a whining noise.
C state that C automatic start is not acting right and C cannot get in their VEH.
RCAS-AM understood.
RCAS-AM advised C that RCAS-AM has attempted to contact the DLR but could not get in touch with a service manager or adviser and advised that RCAS-AM will continue to try and get in touch with the DLR to gather information to help move case forward and get C's concerns taken care of.
RCAS-AM advised that RCAS-AM will look into additional resources to help C and will follow up with C on Wednesday next week around 10:00-11:00am.
C understood and thanked RCAS-AM.
RCAS-AM asked if C had questions.
C declined.
RCAS-AM thanked C for their time.
Call ended.

✓ **Created By: Aaron Morrison (12/15/2017 3:10 PM)**
RCAS-AM called ASM-Jennifer Kendall of Fred Anderson Nissan, left VMX requesting a call back

Created By: Katharina Bueckert (12/14/2017 9:50 AM)
****** [CASE SUMMARY] ******

C contacted NNA CA requesting assistance with the automatic braking.
DLRSHP unable to diagnose.

Best Contact #: (828)[redacted]

Created By: Katharina Bueckert (12/14/2017 9:48 AM)
CRR-KB VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number
CRR-KB VERIFIED VEH Information including: VIN #, Current Mileage.
CRR-KB CHECKED for open recalls/campaigns and found: 0
CRR-KB CHECKED for previous UNRELATED Case(s) and found: 1
CRR-KB CHECKED previous RELATED Case(s) and found: 0
CRR-KB NOTED concern is: DLRSHP unable to duplicate.

CRR-KB received inbound call from C.

C stated there was a warning for the automatic braking.
C stated C took VEH to DLRSHP FRED ANDERSON NISSAN OF ASHEVILLE and it took 3 weeks to fix
DLRSHP couldn't fix properly.
C stated when DLRSHP put new parts in everything went hay wire.
C stated now the warning lights don't come on when C goes over the line.
C stated on the way to work it does work and then on way home it doesn't work.
C stated it's not reliable sometimes it works sometimes it doesn't.
C stated C had DLRSHP drive with C and DLRSHP is not able to determine the cause.
DLRSHP advised C contact NNA CA.
C stated C has been working with SA-ANDREA.

C stated also sometimes when C starts the VEH with automatic starter C was able to get in the car and drive away.
C stated normally C has to restart the VEH when C gets in the VEH after C starts the VEH with automatic starter.
C stated C had to get a new radio put in and now when C makes outbound calls the other end hears a winding noise.
C stated this is a new VEH C just wants the VEH to work properly.

CRR-KB acknowledged C's concern.
CRR-KB informed C that the Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 12/15/2017 regarding C's concern.

C understood and thanked CRR-KB.

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

C declined.

CRR-KB provided C with agent ID 7319304 and case number.

C understood and appreciated the assistance.

Call ended mutually.
Best Contact #: (828)[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]	AUDIO/VIDEO/NAVI	MONITOR, AROUND VIEW	MULTIPLE REPAIR ATTEMPTS	13	12/14/2017	YE	AA	300500	OA
	[redacted]	STEERING	DIRECT ADAPTIVE STEERING	POOR OR IMPROPER OPERATION	01	1/15/2018	YX	BM	324500	OA

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Dakota McGregor
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	12/18/2017	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	12/14/2017 1:41 PM
Social Media Involvement		Date/Time Closed	12/18/2017 9:26 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	IIR- FEB- EST		

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	4,100	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	1	RHR Started	12/14/2017
IIR Date		RHR Completed	
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	5N1AT2MV6H[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	1
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	ROCKAWAY 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	
		Mobile Phone	
		Email	
		Alternate Email	

Verbatims

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

DTS Inspection

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

System Information

Subject	CUSTOMER:[redacted] VIN: 5N1AT2MV6H[redacted]	Root Cause	
Created By	Denise Rosacker, 12/14/2017 1:41 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/10/2018 9:55 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	897		
Action Code	NT4D		
What action was taken?	4D Customer Refused Assistance		

Agent Comments

Agent Comments	#IIR has been completed as of 12/14/17.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
12/18/2017 9:26 AM	Dakota McGregor	Changed **Status** from Open to **Closed**. Closed.
12/18/2017 9:25 AM	Dakota McGregor	Changed **Subject** from CUSTOMER:[redacted] VIN: 5N1AT2MV6H[redacted] to **CUSTOMER:**[redacted] **VIN: 5N1AT2MV6H[redacted]**.
12/15/2017 8:11 AM	Dakota McGregor	Changed **Follow Up Date** from 12/20/2017 to **12/18/2017**.
12/15/2017 7:28 AM	Samantha Dixon	Changed **Case Owner** from Kyra Walton to **Dakota McGregor**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
✓	**Created By: Dakota McGregor (12/18/2017 9:25 AM)** CASE CLOSING SUMMARY ARBS notes C refused assistance ARBS notes closing case pending C callback
✓	**Created By: Dakota McGregor (12/18/2017 9:25 AM)** (347)[redacted] ARBS placed outbound to C ARBS verified C had time to speak to ARBS C states C had an appointment to go into the DLR for a clicking noise potentially related to the steering column C states that last week the malfunction light came on for the FEB C states that C has had 2 prior incidents with FEB C thinks that first incident veh was not dirty C states that FEB has automatically braked with nothing around C states that C went to the DLR, and DLR informed C that the camera was covered in dirt and needed to be washed C states that C went to the carwash, and the malfunction light went away C states since cleaning the veh, C has had no incidents ARBS informed C that FEB does have limitations ARBS offered inspection to C and informed of 6-8 week process C states that C would like to wait, and will let ARBS know if happens again ARBS understood ARBS provided C best contact info ARBS thanked C C thanked ARBS Call ended mutually
✓	**Created By: Dakota McGregor (12/15/2017 2:30 PM)** (347)[redacted] ARBS placed outbound to C ARBS left vmx requesting callback and 25-30 minutes of Cs time ARBS requested detailed vmx of when C could take a callback during ARBS business hours ARBS provided best contact info and case #
✓	**Created By: Dakota McGregor (12/15/2017 2:27 PM)** ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE **********
–	**Created By: Samantha Dixon (12/15/2017 7:27 AM)** C requesting assistance with FEB.

✓ **Created By: Kyra Walton (12/14/2017 3:33 PM)**
RCAS-KW placed outbound call to C on #(347)[redacted]
RCAS-KW VERIFIED C's name, home & email address, concern, phone
RCAS-KW ADVISED "This call may be recorded for quality and training purposes."

RCAS-KW VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History
RCAS-KW CHECKED for open recalls/campaigns and found: 0
RCAS-KW CHECKED for previous UNRELATED Case(s) and found: 0
RCAS-KW CHECKED previous RELATED Case(s) and found: 0

RCAS-KW advised that RCAS-KW is C's case manager and point of contact for C.
RCAS-KW stated RCAS-KW understands that C is having concerns with Forward Emergency System.

C understood and stated that is correct.

RCAS-KW understood and apologized to C.
RCAS-KW asked C IIR questions.
RCAS-KW informed C that C would receive contact within the next 3 business days.

C understood and thanked RCAS-KW for all the help.
Call Ended Mutually.

✓ **Created By: Kyra Walton (12/14/2017 3:28 PM)**
RCAS-KW submitted IIR report for further review.

Created By: Denise Rosacker (12/14/2017 2:02 PM)
CRR-DR <OPENED or VERIFIED> Account information including: C's name, home & e-mail address, phone number & best contact number
CRR-DR VERIFIED VEH Information including: VIN #, Current Mileage,
CRR-DR CHECKED for open recalls/campaigns and found: 0
CRR-DR CHECKED for previous UNRELATED Case(s) and found: 0
CRR-DR CHECKED previous RELATED Case(s) and found: 0
CRR-DR NOTED concern is: IBA Concerns – Wants to be put into another 2017 rogue

CRR-DR received inbound call from C: Neythsyria Pedlar

C stated C was calling as C's VEH is having IBA concerns
C stated that the forward breaking system just engaged for no reason
C stated C also heard clicking noises
C stated C took it to DRSHP to get it looked at
C stated also the malfunction light came on for the IBA (forward braking system)
C stated DLRHSP couldn't duplicate concern
C is asking to be put into a new 2017 Rogue the same as C's as C doesn't feel safe in this VEH

CRR-DR apologized for this concern and agreed to assist C by putting this request in for C
CRR-DR verified C's info name, address, phone, email, VIN and mileage
CRR-DR informed C that a case would be made and forwarded to RCAS for further review
CRR-DR informed C that RCAS would contact C by COB Dec. 15, 2017
CRR-DR also informed C of the EVAP warranty with its symptoms including strong gas smell in VEH and the trouble putting gas in VEH

C acknowledged and thanked for assistance

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

C declined.

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]	BRAKES	INTELLIGENT BRAKE ASSIST (IBA)	POOR OR IMPROPER OPERATION	26	12/14/2017	YX	AD	328000	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Kyra Walton, 12/14/2017 3:27 PM	12/14/2017

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [110] | Case Categorizations [2] | Forms [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Lawanda Bradley
Contact Email	[redacted]	Type	CA
[redacted]	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	6/20/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	12/14/2017 1:52 PM
Social Media Involvement		Date/Time Closed	6/15/2018 9:59 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	2		
Description	Consumer Affairs Voluntary Replacement due to 3 repairs with 57 days down due to 3 forward emergency braking system randomly comes on and brakes by itself (concern under engineering review)		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	Yark Nissan
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
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	1/10/2018
IIR Date		RHR Completed	1/12/2018
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	5N1AT2MV4H[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	YARK NISSAN	Data Net	✓
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	12/15/2017
Responsible District	14	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	$40,935.93	Goodwill Offered	
		VCAN	
		Goodwill Processed	2
		Vehicle Service Contract	

VSC Reprint Request	Email
Contact Name	[redacted]

Sales & Service Campaign Specific Information

Hot Alert Date		[redacted]	[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: M[redacted] VIN: 5N1AT2MV4H[redacted]	Root Cause	
Created By	Pamela Smith, 12/14/2017 1:52 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 9/18/2019 9:24 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	718		
Action Code	NT5C		
What action was taken?	5C Voluntary NNA Trade/Repurchase - NNA Inventory - 2 vehs		

Agent Comments

Agent Comments	
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
6/15/2018 9:59 AM	Lawanda Bradley	Changed **Status** from Open to **Closed**.
		Closed.
6/15/2018 8:55 AM	Lawanda Bradley	Changed **Follow Up Date** from 6/15/2018 to **6/20/2018**.
6/12/2018 4:46 PM	Lawanda Bradley	Changed **Follow Up Date** from 6/12/2018 to **6/15/2018**.
6/6/2018 10:16 AM	Lawanda Bradley	Changed **Follow Up Date** from 6/6/2018 to **6/12/2018**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public **Comment**

Created By: Lawanda Bradley (6/15/2018 9:58 AM)
ARBS received notification that the VSC for the replacement veh has been processed
ARBS closing the case as no further assistance is needed

Created By: Lawanda Bradley (6/15/2018 8:55 AM)
ARBS notes surrender date was 6/14/2018
ARBS submitted request for VSC for replacement vehicle

Created By: Lawanda Bradley (6/6/2018 10:15 AM)
ARBS changing the follow up date pending C's surrender date being scheduled

Created By: Lawanda Bradley (5/30/2018 11:05 AM)
ARBS sent email to Morley-NS stating:

Good morning,

The $2,000 check was sent to the customer in February as a cash settlement before we offered to repurchase the vehicle. Is there anything else that is needed for this case?

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (5/30/2018 11:02 AM)
ARBS received email from Morley-NS stating:

Good Morning Lawanda,

We are waiting on a $2,000 check for the customer in this case and I am not showing that we have received it.

Can you tell me when we should expect to receive this check please?

Thank you!

Nicole Sinn
Disposition Coordinator
Morley VSPC
2717 Schust Rd
Saginaw, 48603
[redacted]

Created By: Lawanda Bradley (5/24/2018 8:29 AM)
ARBS received payoff information from NMAC in email stating:

No worries, Lawanda. See Below: (***NOTE*** Note that this has anything to do with your request, but just wanted you to know the Dealership got the paperwork back and it has gone to the Title Dept to get old Title)

Peggy Holder

Created By: Lawanda Bradley (5/23/2018 7:54 AM)
ARBS sent email to NMAC-PH stating:

Good morning,

Could you please send me that payoff information for this customer again? The original email that you provided me with the payoff back in January has been achieved and I am unable to retrieve it and Morley needs that information for processing.

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (5/16/2018 2:41 PM)
ARBS notes Morley case #

The case is successfully created with Morley with Case Number as [redacted]
****
ARBS notes Morley FedEx Shipment# [redacted]

Created By: Lawanda Bradley (5/16/2018 8:20 AM)
ARBS sent email to C stating:

No problem!

Because the extended warranty only stays on the vehicle and is only transferred from customer to customer and not vehicle to vehicle, what I will do is add an extended warranty to your replacement vehicle after the you take ownership of it.

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (5/16/2018 8:18 AM)
ARBS received email from C stating:

Thanks. I completed the paperwork that you sent to Andrew, and I have the new vehicle insured now. I wanted to ask you about the Nissan extended warranty, is it transferable into the new one? You mentioned earlier that you would look into this, and am wondering if it is already included since my account has not changed.
Thanks for great help.
Mohammad Mayyas

Created By: Lawanda Bradley (5/16/2018 7:53 AM)
ARBS sent email to C stating:

Good morning,

[redacted] The check for your replacement vehicle was approved yesterday and will be printed and sent to Morley today. From here, your case will be sent to Morley where they will verify all document and then contact you to schedule the surrender of your current vehicle. You will take possession of your replacement vehicle on the same day that you surrender your current vehicle.

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (5/16/2018 7:40 AM)
ARBS received email from C stating:

Hi Lawanda,
When the replacement process is expected to be complete? Could you please send me update.

Thanks
Mohammad Mayyas

Created By: Lawanda Bradley (5/15/2018 12:31 PM)
Consumer Affairs Voluntary Replcement due to 3 repairs with 57 days down due to 3 forward emergency braking system randomly comes on and brakes by itself (concern under engineering review)

Created By: Lawanda Bradley (5/15/2018 12:30 PM)
Consumer Affairs Voluntary Settlement due to 3 repairs with 57 days down due to 3 forward emergency braking system randomly comes on and brakes by itself (concern under engineering review)

Created By: Lawanda Bradley (5/14/2018 10:46 AM)
ARBS discussed with TL-CA
ARBS will add Extended warranty to replacement vehicle after C has taken possession of replacement vehicle for customer satisfaction

Created By: Lawanda Bradley (5/14/2018 10:39 AM)
ARBS received SOC Doc

Created By: Lawanda Bradley (5/10/2018 4:18 PM)
ARBS sent email to Sales Rep-AD stating:

Unfortunately no. I am still waiting on the Substitution Documents from NMAC to be able to submit the check request for the replacement vehicle.

Morley, the 3rd party company that we use to facilitate the surrender will contact Mr. Mayyas to schedule the surrender date of his current vehicle and on that date, he will take possession of his replacement vehicle.

Created By: Lawanda Bradley (5/10/2018 4:17 PM)
ARBS received email from SalesRep-AD stating:

Does this mean that we are all set and they may take possession of their new Rogue?

Created By: Lawanda Bradley (5/10/2018 4:15 PM)
ARBS sent email to NMAC stating:

Good afternoon,

Could you please send me SOC documents for this customer?

Yark Nissan
5957 W Central Ave
Toledo, OH 43615
Attn: Andrew Dauer
Email: Andrew.Dauer@yarkautomotivegroup.net
Phone #: [redacted]

Current vehicle: 5N1AT2MV4HC[redacted]
Replacement vehicle: JN8AT2MV3JW[redacted]

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (5/10/2018 4:09 PM)
ARBS received sales contract and title
****
ARBS sent DLR agreement to Sales Rep-AD

Created By: Lawanda Bradley (5/9/2018 8:06 AM)
ARBS sent email to NMAC-PH statinkg:

Good morning,

Will you please provide the bill of sale and the title for this account?

Thank you,

Lawanda Bradley
Arbitration Specialist I
Customer Quality

Nissan North America, Inc.

Phone: [redacted]
Fax [redacted]

Created By: Lawanda Bradley (5/8/2018 4:26 PM)
ARBS sent replacement agreement to C in email stating:

Good afternoon Mr. Mayyas,

I hope this email finds you well and I hope you are enjoying your time out of the country!

I have attached a copy of your Replacement Agreement for you to sign and return all of the pages back to me.

Please feel free to respond to this email if you have any questions.

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (5/8/2018 4:19 PM)
ARBS notes:

Nissan agrees to replace your current vehicle with a new, 2018 Rogue bearing the VIN: JN8AT2MV3JW[redacted].

New Vehicle MSRP (2018 Rogue): $37,310.00
Old Vehicle MSRP (2017 Rogue): $36,420.00
Total Upgrade: $890.00
Total Upgrade Fee Waived: -$890.00
Usage Fee: $ 0.00
(=) Total Customer Payment to Dealer $0.00

Created By: Lawanda Bradley (5/8/2018 2:54 PM)
ARBS notes replacement VIN #:

JN8AT2MV3JW[redacted]

Created By: Lawanda Bradley (4/27/2018 11:21 AM)
ARBS received C's registration and 2 veh photos

Created By: Lawanda Bradley (4/25/2018 9:26 AM)
ARBS made outbound call to SlsRep-AD at [redacted]

ARBS inquired if the tow hitch can be transferred from the current veh to the replacement veh

SlsRep-AD stated SlsRep-AD doesn't see why not
SlsRep-AD stated there will possibly be a transfer fee

ARBS stated understanding

SlsRep-AD stated the DLR had to do a DLR trade
SlsRep-AD inquired if C should still stay in the loaner veh

ARBS informed SlsRep-AD that as long as the loaner is on the open RO, it should be covered under warranty

SlsRep-AD stated the replacement veh is scheduled to get to the DLR today
SlsRep-AD stated SlsRep-AD will send ARBS the invoice and the mock bill of sale today

ARBS stated thanks

call ended mutually

Created By: Lawanda Bradley (4/23/2018 5:00 PM)
ARBS received email from SlsRep-AD stating:

Lawanda,

Thank you. He and I have discussed and I've found a match for him. I'm going to forward the buyers guide, please note that Mr. Mayyas's previous Rogue was upfitted with a small hitch for his bike carrier and all weather Nissan mats. So those will be listed at his request, since those items were apart of his previous purchase. Thank you again and you will receive the buyers guide by Wednesday afternoon.

Respectfully,

Andrew Dauer
Sales Advisor
Yark Nissan
[redacted]

Created By: Lawanda Bradley (4/23/2018 4:47 PM)
ARBS sent email to SlsRep-AD stating:

Good afternoon Andrew,

I hope this email finds you well!

Mr. Mayyas informed me that he has found a replacement vehicle.

Could you please send me the invoice and a mock buyer's order with the cash price listed at invoice?

Thank you,

Lawanda Bradley
Arbitration Specialist I
Customer Quality

Nissan North America, Inc.
Phone: [redacted]
Fax [redacted]

Created By: Lawanda Bradley (4/23/2018 4:26 PM)
ARBS received email from C stating:

Hi Lawanda

I stopped by the dealership and I found a replacement of the car with a new one with the same trim. I asked the sale representative to send you pictures of the car and a copy of the registration.

Please send me details of replacement deal once you are done gathering information. I will be out is states from May 1 to 15. Please let me know if there is any paperwork need to be done during this coming week.

Thanks
Mohammad Mayyas

Created By: Lawanda Bradley (4/19/2018 4:50 PM) | Last Modified By: Lawanda Bradley (4/19/2018 4:50 PM)
ARBS sent email to C stating:

Mr. Mayyas,

I just spoke with Andrew Dauer who will be your point of contact selecting a replacement vehicle. He informed me that he will also check with the Service Manager to see if you can stay in the loaner vehicle.

He will be contacting you after his gathers the information about the loaner vehicle.

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (4/19/2018 4:50 PM)
ARBS made outbound call to 8008489275 (Yark Nissan)

ARBS requested to speak with the POC for veh surrenders
ARBS was assisted by Sales Rep- Andrew Dauer

Sales Rep- Andrew Dauer stated that C is Sales Rep- Andrew Dauer customer and Sales Rep- Andrew Dauer will help

ARBS informed Sales Rep- Andrew Dauer that C will need a 2018 veh that is the same as c's current vehicle
ARBS informed Sales Rep- Andrew Dauer that C may be able to go to the DLR this weekend to select a replacement veh

Sales Rep- Andrew Dauer stated that Sales Rep- Andrew Dauer will contact C

ARBS informed Sales Rep- Andrew Dauer that C is looking to keep the loaner vehicle throughout this process
ARBS inquired if that is possible

Sales Rep- Andrew Dauer stated that Sales Rep- Andrew Dauer will speak with the SM about

ARBS p'rovided Sales Rep- Andrew Dauer with ARBS contact information

Sales Rep- Andrew Dauer provided ARBS with contact information
adauer@yakauto.com
[redacted]

ARBS stated thanks

call ended mutually

Created By: Lawanda Bradley (4/19/2018 4:22 PM)
ARBS made outbound call to C at[redacted]
C answered

ARBS informed C that ARBS called to answer C's questions

ARBS stated what does replacement of vehicle means: is it simply swapping the vehicle with a comparable model or a new purchase transition?. What the replacement process entails?
ARBS stated your monthly payments will remain the same as you will have the same loan. With a vehicle replacement (formally known as a Substitution of Collateral), you will have the same loan, but with the VIN number of the new vehicle. We will be literally replacing your current vehicle for a new vehicle.

ARBS stated Would I be able to keep the rental car for period of time until I have a car ? I don't have other mean for transportation.
ARBS informed C that the loaner vehicle belongs to the dealership. The dealership would have to allow C to stay in the veh

ARBS stated 3- Should I complete the required documents below regardless whether I go with repurchase/replacement. If So, there are some information in the, such as:
a. In the Lienholder Information Release Agreement, I need help completing the form, what is the per diem,.....
ARBS informed C that since C leased the veh from NMAC, ARBS will be able to contact NMAC to get payoff , per diem, and sales contract

ARBS stated Am I getting reimbursed for all monthly payments I made so far? Subtract the $2000 check you sent. Can you show me how would you calculate prior to deciding on the options.
ARBS explained the repurchase calculation process to C
ARBS informed C that ARBS will need C's documents to be able to provide calculations

[redacted]

ARBS stated What about the other expenses I committed to this car such as: car insurance and registrations, installation of hitch and all weather rugs?
ARBS informed C that with dealership installed options should be refunded but ARBS will have to verify

C inquired if C's extended warranty can be transferred

ARBS stated that believes the extended warranty is from customer to customer and not VIN to VIN

ARBS stated that ARBS will have to follow up with DRTS to verify

C asked for next steps
C stated C thinks C wants a replacement veh

ARBS informed C that ARBS will reach out to the DLR to find POC to assist C with the veh replacement
ARBS informed C of following steps of the process

C stated understanding and thanks

ARBS thanked C

call ended mutually

Created By: Lawanda Bradley (4/19/2018 4:12 PM)
ARBS received email from C stating:

Lawanda,
Thank you for the update. I left you a voice message. Before I move forward with the one of the options, can you clarify the followings:
1- what does replacement of vehicle means: is it simply swapping the vehicle with a comparable model or a new purchase transition?. What the replacement process entails?

2- Would I be able to keep the rental car for period of time until I have a car ? I don't have other mean for transportation.

3- Should I complete the required documents below regardless whether I go with repurchase/replacement. If So, there are some information in the, such as:
a. In the Lienholder Information Release Agreement, I need help completing the form, what is the per diem,.....
b. Am I getting reimbursed for all monthly payments I made so far? Subtract the $2000 check you sent. Can you show me how would you calculate prior to deciding on the options.
c. What about the other expenses I committed to this car such as: car insurance and registrations, installation of hitch and all weather rugs?

Created By: Jess McDonald (4/18/2018 4:47 PM)
CRR-JM <VERIFIED> Account Info including: C's name, home & email address, phone# & best contact#
CRR-JM CHECKED for open recalls/campaigns and found: 0
CRR-JM CHECKED for previous UNRELATED Case(s) and found: 1
CRR-JM CHECKED previous RELATED Case(s) and found: 0
CRR-JM NOTED concern is: follow up

C stated C wanted to follow up with case

CRR-JM stated C has a follow up date set for tomorrow

C stated C has a question about case
C stated C wants to know what replacement means

CRR-JM stated apologies
CRR-JM stated only RACS agent can assist

C stated C would rather Phone calls over email
C stated thanks
C Disconnected

Created By: Cheryl Shaffer (4/18/2018 4:41 PM)
Name: Mohammad Mayyas

Phone:[redacted]

Email:[redacted]

VIN: 5N1AT2MV4HC[redacted]

Address: 7320 FOX LN Holland OH 43528

Open Campaigns/Recalls:

Related Cases: n

Phone Type: na

Navigation (Y/N): na

Reason for call: calling about the consumer affairs case that is open to c case #[redacted]

How resolved : reviewed case , created notes for account, c has an open case with consumer affairs. transfered c to that dept.

VCS open/closed: o

DLR [Dealer Code - Salesperson]

VCS assisted with...

Created By: Lawanda Bradley (4/18/2018 10:54 AM) | Last Modified By: Lawanda Bradley (4/18/2018 10:54 AM)
ARBS sent email to C stating :

Good afternoon,

I hope this email finds you well!

I was informed that the release of the Technical Service Bulletin for the Forward Emergency Braking system has been postponed.

At this time, we can proceed with the repurchase of the vehicle, the replacement of your vehicle, or you can continue to wait on the Technical Service Bulletin to be released. I also would like to remind you that if you would like to go with either the repurchase or the replacement option, the cash settlement amount will be deducted from your calculations.

To proceed with the repurchase or replacement option, I will need the following information:
• Vehicle photos (4 exterior sides and interior)
• Legible copy of the current vehicle's registration (the registration that I currently have on file for you expired 03/13/2018)
• A copy of the purchase contract
• Loan Payment history
• Current payoff including per diem.
• Title Application OR Copy of Title
• Completed lienholder information request form (attached)

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (4/10/2018 9:06 AM)
ARBS sent email to C stating:

Good morning,

I have sent Service Manager Richard Nijakowski an email regarding the release of the TSB for the repair.

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (4/10/2018 9:05 AM)
ARBS sent email to SM-Richard Nijakowski stating:

Good morning,

I hope this email finds you well!

I have been advised that Engineering should be/will be releasing the TSB for the Rogue F.E.B. concern in 9 days.

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (4/10/2018 9:03 AM)
ARBS received email from C stating:

Thank you Lawanda for the follow up. Could you please communicate this with service manager at Nissan Yark in Toledo.

Created By: Renita Shiwshankar (4/9/2018 5:05 PM)
CASE SUMMARY

Case update

CRR-DS sent email to RCAS

Created By: Renita Shiwshankar (4/9/2018 5:05 PM)
CRR-DS VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-DS VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History
CRR-DS CHECKED for open recalls/campaigns and found: 0
CRR-DS CHECKED for previous UNRELATED Case(s) and found: 0
CRR-DS CHECKED previous RELATED Case(s) and found: [redacted]

CRR-DS NOTED concern is: Case update

C Stated haven't heard anything back regarding case for 2 months
C Stated DLRSHP Stated hasn't heard anything either and DLRSHP called Nissan Consumers Affairs and told VEH cannot be fixed and C should start buyout option

CRR-DS stated that case is being worked on that some processess take longer than others
CRR-DS Stated there is follow up for the 13 th
CRR-DS Stated email was sent to C stating
ARBS sent email to C stating:
Good morning,
I hope this email finds you well!
I have received a notification that Engineering is now working on the Technical Service Bulletin to release to the dealerships as a directive on the repair. I have been informed that the directive will be released in 10 days from today.
Thank you,
Lawanda Bradley

C Stated DLRSHP Stated that C should call back and start buyout

CRR-DS can only update case because case in different appartment and will send email to rcas
CRR-DS Stated who called from DLRSHP

C Stated Russel – Assistance Manager

CRR-DS asked C for Best Contact #: 8172471205
CRR-DS provided C with Case #[redacted] and Agent ID#7319368

C Stated can CRR-DS resent email

CRR-DS Stated cannot resent ARBS email that it was sent from personal email but CRR-DS can note in case to resent email a

C understood and appreciated the assistance

CRR-DS asked C if C needed help with anything else

C declined further assistance

Call ended mutually

Created By: Lawanda Bradley (4/9/2018 9:52 AM)
ARBS received vmx from C stating that C was notified by the dealership that the vehicle can not be repaired and C should move forward with a repurchase of the vehicle

Created By: Lawanda Bradley (4/9/2018 9:49 AM)
ARBS sent email to C stating:

Good morning,

I hope this email finds you well!

I have received a notification that Engineering is now working on the Technical Service Bulletin to release to the dealerships as a directive on the repair. I have been informed that the directive will be released in 10 days from today.

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (4/9/2018 9:12 AM)
ARBS received email from C stating:

Hi Lawanda,
I was following up with the Nissan Yark about the repairs for my Nissan Rouge. The Service manager indicated that Nissan HQ do not know what to do with the car, and he advised me to initiate the buyout option since the car is irreparable – which is in contrast to what we discussed un the past. Please advise.

Thanks
Mohammad

Created By: Lawanda Bradley (4/9/2018 8:38 AM)
ARBS made outbound call to FOM-Nathan Kratsas
FOM-Nathan Kratsas stated that FOM-Nathan Kratsas has another customer in Columbus that has the same concern
FOM-Nathan Kratsas inquired what NNA is doing with these customers due to the concern being a safety concern

ARBS informed FOM-Nathan Kratsas that NNA is placing said customer's in loaner vehicles until the repair is released
ARBS informed FOM-Nathan Kratsas that the repair should be released in about 2 weeks

FOM-Nathan Kratsas inquired if C should contact CA or if the DLR should

ARBS informed FOM-Nathan Kratsas that the customer should contact CA
ARBS informed FOM-Nathan Kratsas that way the RCAS can manage and facilitate the case with the DLR and ensure that the loaner is on the same repair order as the repair and can be paid through warranty

FOM-Nathan Kratsas stated thanks

ARBS thanked FOM-Nathan Kratsas

call ended mutually

Created By: Lawanda Bradley (4/9/2018 8:31 AM)
ARBS received 2 vmx from FOM- Nathan Kraft requesting a call back for C's case

Created By: Lawanda Bradley (4/6/2018 11:52 AM)
ARBS changing follow up date pending information on F.E.B. repair

Created By: Lawanda Bradley (4/2/2018 11:00 AM)
ARBS changing follow up date pending information on F.E.B. repair

Created By: Lawanda Bradley (3/23/2018 10:18 AM)
ARBS changing follow up date pending information on F.E.B. repair

Created By: Lawanda Bradley (3/16/2018 2:29 PM)
ARBS changing follow up date pending information on F.E.B. repair

Created By: Lawanda Bradley (3/9/2018 1:17 PM)
ARBS changing follow up date pending information on F.E.B. repair

Created By: Lawanda Bradley (3/2/2018 9:56 AM)
ARBS changing follow up date pending information on F.E.B. repair

Created By: Lawanda Bradley (2/23/2018 1:33 PM)
ARBS changing follow up date pending information on F.E.B. repair

Created By: Lawanda Bradley (2/16/2018 10:14 AM)
ARBS changing follow up date pending information on F.E.B. repair

Created By: Lawanda Bradley (2/5/2018 2:26 PM)
ARBS received notification that C's VSC has been processed

Created By: Paige Gilliam (2/5/2018 2:16 PM)
Check sent-FedEx tracking number as notated by DRT agent.

Created By: Lawanda Bradley (2/2/2018 12:35 PM)
ARBS sent email to C stating:

Good afternoon,

I have received both emails with the documents.

Also, after further review of your case, Nissan has decided to issue you the cash settlement and vehicle service contract(VSC) now instead of after the vehicle has been repaired. I have submitted the check request and have submitted the request for your VSC. You should receive the check in 3 business days and you should receive an email with your VSC attached in 3 business days.

Even though you will receive the settlement offer now instead of when the vehicle has been repaired, I will continue to follow up with you and send you any updates related to the repair.

Thank you

Lawanda Bradley

Created By: Lawanda Bradley (2/2/2018 12:26 PM)
C is seeking assistance with forward collision light keeps coming on & veh brakes by itself while driving with nothing in front of it.

Created By: Lawanda Bradley (2/2/2018 12:23 PM)
ARBS submitted Check request
****
ARBS notes FedEx label #:

Thank you for shipping with FedEx.
Your tracking numbe[redacted]

Created By: Lawanda Bradley (2/2/2018 11:47 AM)
ARBS received c's signed agreement and registration

Created By: Lawanda Bradley (1/31/2018 9:36 AM)
ARBS sent email to C stating:

Mr. Mayyas,

Thank you so much for your recommendations on how to improve the language on the Settlement Agreement. Unfortunately that agreement is the standard legal approved agreement that is sent to every customer who is offer a settlement, so no changes will be made.

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (1/31/2018 9:33 AM)
ARBS received email from C stating:

Good Morning Lawanda,

Reading through the settlement agreement, it is quite general and goes beyond the particular service problem in the car. I would like you to be more specific in terms:

A- Point No. 1: " Herby forever discharge Nissan..... from all manner of action.....which relates to a certain 2017 Nissan Rouge, VIN..." This is statement is inclusive to any other issue that may show up in future, and make the agreement vulnerable". Instead I suggest you to be more specific in the language, and remove Forever. For example, " Herby discharge Nissan..... from all manner of action.....which relates to forward emergency brake system in 2017 Nissan Rouge, VIN..." .
B- Point No. 2 " Mohammad Mayyas & Reminder Sidhu agree to hold the above-released parties entirely harmless from any and all actions, lawsuits,....., and demand which may be asserted by any persons(s) claiming an interest therein. Instead, I suggest you to be more specific in the language, for example " Mohammad Mayyas & Reminder Sidhu agree to hold the above-released parties entirely harmless from any and all actions, lawsuits,....., and demand that is regarded to forward emergency brake system , which may be asserted by any persons(s) claiming an interest therein".
C- Point No. 3 is obviously denial of NISSAN liability, and again it is general. It sounds that this agreement is buying our silence forever, even if we run into any future accident in NISSAN in future. You can improve the language to specifically refer what Nissan is not liable for, and to what condition. Otherwise, language is not acceptable for the kind of settlement we are having.
D- Point No. 5 " Does not herby waive any unrelated personal....". I would like to see a language talking to the related issue if NISSAN fails to fix it.

Thanks
Mohammad Mayyas

Created By: Lawanda Bradley (1/31/2018 7:53 AM)
ARBS sent settlement agreement to C in email stating:

Good morning Mr. Mayyas,

I have attached your Settlement Agreement for you and the other registered owner to sign, have notarized, and return. Please be sure to return both pages of the agreement.

Please note that once the Vehicle Service Contract has been processed, a copy will be emailed to you. There you see that you will not have a deductible and you will find the section related to trip interruption.

If you decide that you want to pursue a repurchase later, Nissan will be in the position to repurchase your vehicle. You will send me documents pertaining to your vehicle's information and I will look at your sales contact. From your sales contract all items paid will be credited to you and then we will deduct for the payoff and the settlement. Any money left over will be refunded to you.

Please let me know if you have any additional questions.

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (1/31/2018 7:31 AM)
ARBS received email from C stating:

Hi Lawanda,
Can you complete the settlement agreement form and e-mail it to me. I will sign/notarize it and send it back to you.
To recap, we agree that NISSAN will apply Gold Preferred Nissan Security Plus Extended Warranty good for 84 months or 100,000 miles whichever one comes first, with no deductible and trip interruption reimbursement. And a cash settlement with amount of $2,000.

In addition, I would like you to confirm (or if possible, indicate in the settlement) that if the car issue do not get fixed, or if it reoccur again later after it get serviced, then we have the right to request NISSAN to repurchase the car (get all our payments back, minus cash settlement) of the car prorated back to the first time reported on 11/17/2017 at 2,405 miles.

I am attaching pictures of the registration.

Thanks

Created By: Lawanda Bradley (1/30/2018 1:49 PM)
ARBS made outbound call to C at 8172471205
C answered

ARBS informed C that ARBS received C's email
ARBS informed C that NNA's position will remain the same regarding the settlement offers
ARBS informed C that C also has other options

C asked for the offers again

ARBS informed C that NNA can repurchase the veh or replace the veh, but the replacement has to be a comparable veh

C asked if C can get a different model

ARBS informed C that C could
ARBS informed C that the replacement would have to be close to C's MSRP of C's current veh

C asked if the settlement can be more

ARBS informed C that the settlement offer will not change

C stated C has a Nissan VSC that C cancelled
C stated C lost $200

ARBS explained to C that VSC are prorated

C stated understanding
C asked if C could call ARBS

ARBS informed C that ARBS phone number is on ARBS email signature

C stated thanks

ARBS thanked C

call ended mutually

Created By: Lawanda Bradley (1/29/2018 1:22 PM)
ARBS received vmx from C requesting a call back to discuss another settlement as C feels that the settlement that was offered is not fair

Created By: Lawanda Bradley (1/29/2018 1:19 PM)
ARBS received email from C stating:

Hi Lawanda,
1- The extended warranty that was canceled is "Gold Preferred Nissan Security Plus Extended Warranty". Please contact the dealership to confirm. The dealership were surprised that the contract is not showing in your system.
2- The standing offer ($2,000.00 with a Gold Preferred Nissan Security Plus Extended Warranty good for 84 months or 100,000 miles whichever one comes first) is not fair. I wouldn't ask for extended warranty if the car did not have this particular service issue. This warranty is just a guarantee that any manufacturer problem in technology implementation would be covered in future. Since Nov. until it get fix " hypothetically in March), we will put about ($569 x 5 months) , which is less than offered $2000 cash. Notice, that when we bought Nissan, there was a lot of expenses we paid and losses, including selling previous car at cheap price.

Please send me your final settlement offer or botherations. I still think Nissan can do better offer. We need to know no later than tomorrow COB

Thanks
Mohammad A Mayyas

Created By: Lawanda Bradley (1/29/2018 9:25 AM)
ARBS sent email to C stating:

Good morning Mr. Mayyas,

I received your email last week, but I was waiting on Nissan Motor Acceptance Corp. to send me some additional information regarding your account.

If you choose to take the cash settlement (either offer with or without the VSC) you will have to sign a settlement agreement, have it notarized, and return it back to me. I will also need a copy of your current registration. Once I receive your signed notarized agreement and copy of your registration, I will mail a check directly to you within 3 business days and you are free to use the funds however you would like. For example, you can take the money and apply it to your loan, purchase your own Nissan Security Plus Extended Warranty (if you go with the $4,500 option) you can take a vacation, you can invest the money, etc. If you choose the option with the VSC, the VSC can be processed in 2 days and a copy of your extended warranty will be emailed to you for your own personal record and electronically attached to your VIN so that you can use your VSC at any Nissan dealership in the country. Below are my responses to your request:

1. Generally extended warranties are pro-rated. Because it is not a Nissan Contract, there is nothing that I can do.
2. The value of your vehicle is not depreciating in the capacity in which you believe it is. Once you purchase a vehicle, yes it depreciates over time, but in your case no miles are being accumulated and this concern will not show on a Carfax report as it is not considered a major repair. Please know that all information is taken into account with these types of cases. The dealership has been kind to provide you with a loaner vehicle so that you do have a safe vehicle to drive while Nissan establishes the best course of action for your vehicle's concern.
- The first report of your concern was 11/17/2017 at 2,405 miles. NMAC has confirmed that your monthly payment is $569.66. Which means that your vehicle has had the concern for almost 2 ½ months. $4,500 would

cover 7.89 months' worth of vehicle payments, or if your went with the other option it would cover 3 ½ months' worth of vehicle payments, and you would have the satisfaction of knowing that with the VSC your vehicle will be covered up to 84 months/100,000 miles whichever comes first with no deductible and trip interruption reimbursement. Please note that Extended Warranty are expensive and are not free for Nissan. Nissan considers all offers present to you to be fair. Also, please remember that ALL offers presented to you are voluntary, and you have the option to accept and offer or decline.
3. I never stated that the concern is a "recall". While Engineering is testing out the repair, Engineering has not established if they will release a directive to the dealerships for the repair, which is called a Technical Service Bulletin, or if it will be established as a safety recall or a service campaign. All of the offers that are presented to you are costly to Nissan, however the settlement offer is the quickest of the options.
4. Unfortunately, this department cannot change the contractual agreement amount that you paid for the vehicle, but you are more than welcome to send your settlement funds to Nissan Motor Acceptance Corp.

I hope I have answered all of your questions, or provided an adequate response. Please feel free to let me know if you have any additional questions.

Thank you

Lawanda Bradley

Created By: Lawanda Bradley (1/29/2018 8:39 AM)
ARBS received email from C stating:

I am resending email below in case you didn't recieve it.

Created By: Lawanda Bradley (1/29/2018 8:38 AM)
ARBS received email from NMAC-PH stating:

SR#: 1[redacted]
Customer: M[redacted]
1. Account#[redacted]
2. 30 day payoff $ 39306.31 good thru 2/26/2018
3. Per diem 0.00
4. # of scheduled payments received 3
5. Scheduled Payment amount 569.66
6. Total Principal paid 1,708.98
7. Total Interest paid 0.00
8. Late fees paid 0.00
9. Most Recent payment received 1/22/2018 for $ 569.66
10. Eligible for SOC? Yes

Payment History is attached.

Created By: Lawanda Bradley (1/26/2018 7:40 AM)
ARBS sent email to NMAC stating:

Happy Friday!!

I have a customer that I an offering a cash settlement to. Can you please see if he financed his vehicle through NMAC and if so, could you please provide me with the following information:

1. Account#
2. 30 day payoff
3. Per diem
4. # of scheduled payments received
5. Scheduled Payment amount
6. Total Principal paid
7. Total Interest paid
8. Late fees paid
9. Most Recent payment received
10. Eligible for SOC?

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (1/26/2018 7:36 AM)
ARBS received email from C stating:

Good Evening,

We appreciate you working with us on this. And thank you for requesting Nissan-Yark to give us a long-term loaner. We understand that you cannot request from dealer to give us a comparable loaner, but we hope you can help giving us a little better settlement. So our counter is the following: 1- A $4,500.00, immediately deducted from the account balance of our Nissan-finance loan 2- Immediately apply Gold Preferred Nissan Security Plus Extended Warranty good for 84 months or 100,000 miles whichever one comes first. The reasons why I am asking to give us a better deal, is because:
1- We requested the dealership to cancel the extended warranty, effective today, and it has cost us a few hundred bucks of losses. They did not refund the entire amount.
2- There is uncertainty on when the car could be fixed (if fixed), and your best estimate was end of March. And as I mentioned earlier, the car has been parking in the Nisan-Yark dealership collecting snow. We are still making payments on high-end car, while we are loaning an OK car. The value of our car is depreciating and becoming outdated, and I am not sure when it will be ready to drive safe.
3- As you indicated below. This is a major safety recall Nationwide, and I am trying my best to work out a quick solution to avoid going through other options which are time consuming, and costly to Nissan.
4- We are not asking for cash money, but reduction from the original purchase value of the car due to above mentioned reasons.

This is an awesome and a win-win settlement that I would like you to push making it possible.

Best regards
Mohammad Mayyas

Created By: Lawanda Bradley (1/25/2018 7:46 AM)
ARBS sent email to C stating:

Good morning,

I hope this email finds you well!

In regards to your requests below, please find my responses:

1. Extended Warranty Cancelation- In my system I'm not showing that you have an extended warranty, so I will assume that your current extended warranty is a Non-Nissan extended warranty. If that is the case or not, you can cancel that warranty through the dealership. Just contact the dealership and requested an extended warranty cancelation form. The dealership will request some additional documentation from you and can cancel the contract.
2. Request for a Nissan Extended Warranty- If you would like a Nissan Security Plus Contract, that is something that I can offer, however I would have to decrease the cash settlement amount to $2,000. Which means your settlement offer will be $4,500.00 OR $2,000.00 with a Gold Preferred Nissan Security Plus Extended Warranty good for 84 months or 100,000 miles whichever one comes first.
3. Time Frame of Repair- Unfortunately, I do not have a time frame for this repair. In our last meeting, our team was advised that Engineering has a repair as of now, but engineering is now in the process of testing out the repair. Engineering has provided the end of March as the estimated time of arrival for the repair to reach dealerships nationwide. Generally there is an updated provided to my team every two weeks. I would be more than happy to keep you updated on any information that I receive.
4. Comparable Loaner- I received an email from the Service Manager of Yark Nissan- Rick Nijakowski stating that he agrees to provide you with a long term loaner. Because the loaner vehicles are property of the dealership and dealerships are independently owned and operated, Nissan North America can only request the dealership to provide a loaner vehicle and Nissan North America is not in a position to determine what is comparable in a loaner vehicle to your current vehicle. That is something that you can speak directly with the dealership about. Please note that I have taken into consideration that you are still paying for the vehicle, that's is why you were offered a handsome settlement.

Mr. Mayyas, if you have any additional questions, I will be more than happy to answer them for you.

Thank you so much,

Lawanda Bradley

Created By: Lawanda Bradley (1/25/2018 7:22 AM)
ARBS received email from C stating:

Hello Lawanda,

Thank you for getting back to us with the options below.
The third option (Settlement) sounds more reasonable. However, I would like to request the following to be added into the settlement option:

1- Cancel the additional service package warranty that we purchased from Nissan-Yark, and get complete refund. We feel that this additional warranty on the car has NOT added any value nor customer protection during car-service period, more specifically, it was surprising that the Nissan-Yark dealership has almost gave up, and requested me to return loaner car while my car is in the shop, claiming that it is not their problem.
2- Request additional free extended manufacturer warranty on car electronics/Electric /mechanics. This would give us a piece of mind for any future incident, and make us sure that the Nissan technology is a trust worthy and not experimental.
3- Provided us with a time-line on when the car issue is expected to be fixed, and what options we have if Nissan is unable to fix it within given time-line.
4- Provide us with a comparable loaner car during the period of our car service. This is because we are still paying our monthly finance commitment , and our intention -when we purchased such Nissan rouge with all options- "was and is " to enjoy a safe ride.

In summary, I will go with "Settlement option" If you would agree on adding the three requests above. Do you still need the information you requested below?

Kindest Regards

Mohammad Mayyas,
7320 Fox Ln.
Holland, OHIO, 43528

Created By: Lawanda Bradley (1/25/2018 7:20 AM)
ARBS sent email to SM-RN stating:

Thank you so much Rick. It is greatly appreciated.

Created By: Lawanda Bradley (1/25/2018 7:20 AM)
ARBS received email from SM-RN stating:

Yes we can do this

Created By: Lawanda Bradley (1/24/2018 5:25 PM)
ARBS sent email to C stating:

Mr. Mayyas,

Thank you so much for speaking with me today!

Nissan carefully considered your request during a review of all available facts pertaining to your situation. Based on the vehicle repair history, Nissan offers to voluntarily settle, replace, or repurchase your vehicle per your state's guidelines. This email goes over the options that you have: Repurchase, Replacement or Settlement. In order to coordinate the replacement or repurchase, Nissan needs to know the particular facts pertaining to your ownership and intentions regarding the vehicle. Please return the following documents to me at your convenience, as it will be needed to make a detailed offer:
• Vehicle photos (4 exterior sides and interior)
• Legible copy of the vehicle's registration
• A copy of the purchase contract
• Loan Payment history
• Current payoff including per diem.
• Title Application OR Copy of Title
• Completed lienholder information request form (attached)

Below are your options:
A. Repurchase: You will send me the documents and I will look at your sales contact and all items paid will be credited to you and then we will deduct for the payoff of the vehicle. Any money left over will be refunded to you. This option is about a 4 to 6 week process and is dependent on how long it takes to receive documents and process paperwork.

B. Replacement: This option is contingent on your lien holder. I will reach out to them and see if you are eligible for a Substitution of Collateral. The vehicle will have all the same options and trim level as your current vehicle. Any extra options added and upgrades will be paid for by the customer. This can be done at the time of surrender or with a refinance with your lien holder. The customer will take possession of the new vehicle on the day of surrender. On this day you will bring your current vehicle (it will be inspected for damage), you will sign paperwork and you will leave with your new vehicle. This option can take 4 to 6 weeks depending on how long it takes to receive documents, get information from the lien holder and for the customer to locate a new vehicle. (I would not suggest this option for your case).

C. Settlement: You will receive a settlement for $4,500. With this option, you will retain ownership of your vehicle. You will remain in a long term loaner vehicle until a the repair has been released to our Nissan Dealerships and you vehicle has been repaired. Upon the completion of the repair, Nissan will send you a check in the amount of $4,500.00 This does not void any warranties or service contracts. If you have any issues in the future you will be able to go to the dealer to have them addressed. If any future issues result in a Repurchase or Replacement, the $4,500.00 will be deducted. If you chose this option I will send you a Settlement Agreement. It will need to be signed, notarized, and returned back to me. Once I receive it back, you will receive a check by fed ex in about 3 business days.

Please let me know if you have any questions. I am generally in the office Monday through Friday 7 am -4 pm CST.
Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (1/24/2018 5:12 PM)
ARBS sent email to SM- richard Nijakowski @ rnijakowski@yarkauto.com stating:

Good afternoon,

I hope this email finds you well!

My name is Lawanda Bradley and I am with Nissan's Arbitration Department.

I have received a case for the customer Mohammad Mayyas, VIN: 5N1AT2MV4HC[redacted]. The customer's vehicle is having concerns with the Forward Emergency Braking System. Is it possible that you can keep this customer in a long term loaner vehicle until the repair for the F.E.B. is released by engineering? Our department has been advised that the repair is scheduled to be released at the end of March and once you are able to repair the vehicle, you will be able to add the loaner vehicle to the warranty claim so that you can be paid for it. Please let me know if you are able to assist.

Thank you so much,

Lawanda Bradley

Created By: Lawanda Bradley (1/24/2018 5:04 PM)
ARBS made outbound call to C at 8172471205
C answered

ARBS apologized to C and thanked C for C's patience
ARBS informed C that ARBS has taken over C's case
ARBS informed C that ARBS has information about C's concern
ARBS informed C that C qualifies for a repurchase, a replacement, or a settlement
ARBS informed C that NNA is aware of Cs concern and is currently working on a repair
ARBS informed C that with a repurchase, NNA will pay off C's loan, deduct C's usage, and the remaining balance if there is a balance will be refunded to C
ARBS informed C that with the replacement NNA will replace the veh with a comparable veh
ARBS informed C that most of the Rogues have the concern so ARBS would not recommend a replacement for C
ARBS informed C that the last offer would be that NNA would offer C a long term loaner veh and C would wait until the repair is released in late March
ARBS informed C that after the veh is repaired, NNA would offer C $4,500.00 as a cash settlement

C stated C would need to speak with C's wife about the offer
C stated C was told by the DLR that C has to return the loaner veh

ARBS informed C that ARBS will send email to SM to inquire if C can keep the loaner vehicle
ARBS informed C that ARBS will send C an email with the options

C stated thanks

ARBS thanked C

call ended mutually

Created By: Lawanda Bradley (1/24/2018 4:52 PM)
ARBS received vmx from C requesting a call back

Created By: Lawanda Bradley (1/24/2018 8:22 AM)
ARBS made outbound call to C at 8172471205
No answer
ARBS left vmx with case # and contact #
ARBS informed C that due to BBB hearing scheduled for today ARBS will be away from ARBS desk from about 9:30am-12:00pm

Created By: Sandra Adiei (1/23/2018 2:38 PM)
CRR-SA Opened/ Verified Account Info including: C's name, home & email address, phone# & best contact:[redacted]
CRR-SA VERIFIED VEH Info including: VIN#, Current Mileage: 2000
CRR-SA CHECKED for open recalls/campaigns and found: 0
CRR-SA CHECKED for previous UNRELATED Case(s) and found:
CRR-SA CHECKED previous RELATED Case(s) and found: 0
CRR-SA NOTED concern is: DLSP UNABLE TO DIAGNOSE PROBLEM
CRR-SA received an inbound call from C: Mohammad Mayyas

C stated C have been calling regarding case#[redacted]
C stated each time C call c will be told an RCAS agent will call back but never received any calls
C stated now the DLSP is requesting the loaner VEH back and C doesn't have any other VEH to drive
C stated C's veh has been with the dealer for over three weeks and it is a lemon
C stated the DLSP tried to fix it but unable to fix it
C stated the DLSP ask C to call NNA CA because the DLSP is asking C to return the loaner VEH

C stated it is really frustrating situation to go through

CRR-SA informed C that an e-mail will be sent to RCAS agent and will be contacted E.O.B 01/24/2018 since the follow up date is set for tomorrow

C understood

CRR-SA ask C if there is anything else CRR-SA can assist C

C declined

CRR-SA provided C with a case# [redacted] and an agent ID# 7319349
CRR-SA informed C that C may receive a survey by e-mail specifically about your interaction with consumer affairs. We would appreciate if you could complete and return that survey about your experience with me.
Call ended mutually

Created By: Akash Patel (1/23/2018 8:39 AM)
CRR-AP VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-AP VERIFIED VEH Info including: VIN#, Current Mileage,
CRR-AP CHECKED for open recalls/campaigns and found: 0
CRR-AP CHECKED for previous UNRELATED Case(s) and found: NONE
CRR-AP CHECKED previous RELATED Case(s) and found: 0
CRR-AP received a call from C.

C provided case number [redacted]
C stated C haven't received any call from RCAS and C try to calling RCAS-JA.

CRR-AP advice C will be receive call from RCAS by today or no later then tomorrow.

C stated ok.

CRR-AP ask C Best contact.

Best contact: [redacted]

CRR-AP ask any further assistance.

C denied.
Call ended mutually.

Created By: Lawanda Bradley (1/19/2018 6:45 PM)
ARBS notes:
Total Days Down: 57 Days Down as of (1/19/2018)
3 visits 0 repairs related to forward emergency braking light keeps coming on and brakes by itself
****
ARBS taking over the case for further assistance

Created By: Lawanda Bradley (1/19/2018 6:45 PM)
ARBS notes:

11/17/2017 @ 2,405 miles.....RO [redacted] .4 Days Down
Concern:
1. Customer States Forward Emergency Braking Light Randomly Comes On. Vehicle Has Braked By Itself At Lower Speeds. From An Uneven Road? Check And Advise
Action:
1. Forward Braking Cs At Times Forward Emergency Braking Light Comes On. Scanned Vehicle And Found Code C1a16 Sensor Stain. Inspected Front Sensor And Found A Lot Of Bugs And Debris On Sensor. Cleaned Off Sensor And Test Drove. No Problems Found At This Time.

11/29/2017 @ 2,657 miles.....RO [redacted] .36 Days Down
Concern:
1. Customer States Forward Collision Light Keeps Coming On. Vehicle Braked By Itself While Driving With Nothing In Front Of Vehicle. Check And Advise.
Action:
1. Under Engineering Review. No Work Done.

1/3/2018 @ 3,090 miles.....RO [redacted] .Missing Open/Close Date
1. Customer States Forward Emergency Brake Randomly Stops Vehicle Without Anything In Front Of Vehicle. Customer Also Noted Awd And Tcs Functions Do Not
Action:
1. Under Engineering Review. No Work Done.

Created By: Lawanda Bradley (1/19/2018 6:44 PM)
ARBS notes:
In service date: 10/04/2017
State: Ohio
Retail Sale
****
NO ADDITIONAL CASES FOUND
1 TECH LINE CASE FOUND-[redacted]
NO DTS FOUND
NO VSC's FOUND
NO WARRANTY CASES FOUND

Created By: Emmanuel Asman (1/19/2018 8:47 AM)
**********CASE SUMMARY**********

C called in regarding status of C's RHR

CRR-EA advised C that there is no made decision at this time and attempted to transfer C over to RCAS agent for further assistance however, the agent was unavailable

CRR-EA sending RCAS agent courtesy email

Created By: Emmanuel Asman (1/19/2018 8:46 AM)
CRR-EA OPENED Account Info including: C's name, home & email address, phone#
CRR-EA VERIFIED Veh Info including:
CRR-EA CHECKED for open recalls/campaigns and found:
CRR-EA CHECKED for previous UNRELATED Case(s) and found: [redacted]
CRR-EA CHECKED previous RELATED Case(s) and found:

CRR-EA NOTED concern is: Status of Request

CRR-EA received inbound call from C

C stated C is calling to find out the status of C's request

CRR-EA acknowledged C's concern
CRR-A advised C of set follow up date and offered to warm transfer C over to RCAS agent

C understood and appreciated assistance

CRR-EA was unable to get a hold of the RCAS agent
CRR-EA offered to allow C to leave a voicemail for the RCAS agent

C declined

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

C declined.

Call ended mutually

Created By: Jennifer Anglea (1/17/2018 9:34 AM)
✓ RCAS left C a vmx at 8172471205
RCAS provided C with RCAS contact info & C case number.
RCAS will follow up with C on 01/22/18.

Created By: Michelle Simpson (1/12/2018 9:15 AM)
DRTS received the RHR. The RHR was assigned to ARBS Lawanda Bradley for review.

✓ **Created By: Lynzi Lee (1/12/2018 9:12 AM)**
SRCAS-Lynzi Lee submitting RHR for ARBS review

Created By: Lynzi Lee (1/12/2018 9:10 AM)
SRCAS-Lynzi Lee placed outbound call to Yark Nissan @[redacted] 1/12/18 at 9:03am.
SRCAS spoke with service manager Rick.
SRCAS provided last 8 of VIN.

SRCAS stated C has requested RHR.
SRCAS inquired about RO[redacted]

SM stated veh was not at the DLR the whole time.
SM stated there was an open case with tech line.
✓ SM stated concern is under engineering review.
SM stated no work done.

SRCAS inquired about RO[redacted]

SM stated C picked up veh 1/11/18.
SM stated SM provided C a loaner for 3 days.
SM stated no work done.

SRCAS thanked SM.
call ended mutually.

Created By: Jennifer Anglea (1/12/2018 8:44 AM)
Why do you want to return the veh to NNA?C does not feel safe driving C veh due to Nissan does not have a fix for C collision light keeps coming on & veh braking by itself when there is noting in front of the veh
Where is the veh currently? C has the veh
✓ Where was the veh purchased?Yark Nissan
Was it purchased new or used?new
If used, when was the veh purchased?
Where is the veh serviced? yark Nissan Has the veh been taken to multiple Nissan/Infinity dealers? IF YES- document names of dealers/retailers.

Created By: Jennifer Anglea (1/11/2018 10:23 AM)
RCAS placed an outbound call to C at 8172471205.
RCAS-JA ADVISED "This call may be recorded for quality and training purposes."

RCAS advised C what type of further assistance is C seeking from Nissan?
C stated C veh can not be fixed.
C stated C no longer would like the veh.
C stated C does not feel safe driving C veh.
C sated C just wants another veh bc the dlr can not fix C .
C stated C veh is brand new.

✓ RCAS apologized.
RCAS advised C that RCAS can review for a possible repurchase/ replacement for C veh.
RCAS advised C that Nissan only reviews C repair history on C veh.
RCAS advised C that it does take 10 days for Nissan for Nissan to review for repurchase request.
RCAS advised C that RCAS can start the review & follow up with C on 01/17/18.

C understood.
C stated C does not want the veh that the dlr can not fix.
RCAS understood.
RCAS advised C that RCAS will follow up with C on Wednesday.
C thanked RCAS.
RCAS thanked C.
Call ended mutually.

Created By: Katrina Nicholson (1/10/2018 4:47 PM)
CRR-KN is informing RCAS-JA of C contact

CASE SUMMARY
C contacted Nissan CA requesting assistance with VEH being unsafe and C wants NNA to replace VEH
CRR-KN documenting case as RHR

Created By: Katrina Nicholson (1/10/2018 4:47 PM)
CRR-KN VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-KN CHECKED for open recalls/campaigns and found: 0
CRR-KN CHECKED for previous UNRELATED Case(s) and found: 0
CRR-KN CHECKED previous RELATED Case(s) and found: 0
CRR-KN NOTED concern is: RHR

CRR-KN received inbound call from C

C provided case#[redacted]
C stated DLR called C to pick up VEH because DLR is waiting on NNA for solution

CRR-KN advised RCAS told C that NNA engineering is still looking into solution and for now C will have to wait and keep in touch with DLR until solution is available

C stated DLR has been saying that for months
C stated it's unsafe, VEH could stop at any time, because it did, VEH stopped in middle of highway
C stated accident could happen at any time

CRR-KN advised C could look into towing options for towing VEH home if C doesn't want to drive

C stated there should be options
C stated there should be campaign
C stated C wants equivalent VEH because it's unsafe

CRR-KN asked how C would like Nissan to assist

C stated it's been 3 months, there's no solution
C stated C wants NNA to replace VEH with similar VEH that actually works

CRR-KN stated that RCAS-JA would call C by COB tomorrow, 1/11/18
CRR-KN stated RCAS-JA would be informed of C contact

C understood and appreciated assistance

CRR-KN offered further assistance

C declined

CRR-KN provided C Agent #[redacted]
Best Contact #: (817)[redacted]
Call ended mutually

Created By: Jennifer Anglea (1/10/2018 8:39 AM)
RCAS-JA is closing Case as no further assistance can be offered at this time.

✓ **********CASE SUMMARY**********
C contacted Nissan CA regarding
STATEMENT OF DECISION
RCAS-JA advised C Nissan has created a case to document C's concern, and this case will remain in NNA's system.
RCAS-JA reviewed Case with SM-Rick at Yark Nissan.

✓ **Created By: Jennifer Anglea (1/10/2018 8:39 AM)**
RCAS placed an outbound call to C at 8172471205.
RCAS-JA ADVISED "This call may be recorded for quality and training purposes."

RCAS advised C that RCAS spoke with SM-Rick at Yark Nissan that advised that C veh is at the dlr now.
RCAS advised C that the dlr has reached out to tech support & C forward collision light keeps coming on & veh brakes by itself while driving with nothing in front of it is still under engineering review.

RCAS advised C that C would have to continue working with the dlr until a update is available.

C understood.
C stated C veh has been at the dlr for a week now.
RCAS advised C that SM advised that there are no further repairs to be made at this time.
RCAS advised C that RCAS will document C case on file with NNA CA.

C thanked RCAS.
RCAS thanked C.
Call ended mutually.

Created By: Jennifer Anglea (1/9/2018 4:45 PM)
RCAS left C a vmx at 8172471205
RCAS provided C with RCAS contact info & C case number.
RCAS will follow up with C on 01/10/18.

Created By: Jennifer Anglea (1/9/2018 4:45 PM)
RCAS spoke with SM- Rick at Yark Nissan:

SM stated that C veh is at the dlr now.
SM stated that the dlr has still being working with tech line & there is not an update on C forward collision light keeps coming on & veh brakes by itself while driving & nothing in front of the veh.
SM stated that C there is not a new update for C veh & C concerns are still under Nissan engineering review.

Created By: Jennifer Anglea (1/9/2018 10:28 AM)
RCAS left SM- Rick at Yark Nissan: requesting a call back to review an update on C case.

Created By: Jennifer Anglea (1/8/2018 6:03 PM)
RCAS sent SM- Rick at Yark Nissan: an email requesting: info if C veh is back at the dlr & if the dlr has further diagnose on C current concerns.

Created By: Keyahanna Alexander (1/4/2018 4:34 PM)
RCAS-KA placed outbound call to C @[redacted]
RCAS-KA ADVISED "This call may be recorded for quality and training purposes."
****

C stated C spoke wit the DLR yesterday, and C dropped off the veh.
C stated that C is trying to see if any repairs can be made.

RCAS advised C that the concern is under review.
RCAS advised C that RCAS-JA will follow up with C no later than Tuesday with an update on the repairs.

C understood.

Call ended mutually.

Created By: Jennifer Anglea (1/4/2018 3:34 PM)
RCAS left SM- Rick at Yark Nissan a vmx advising SM that C has reopened C case regarding forward collision light keeps coming on & C would have to continue working with SM until an update is available.

Created By: Helen Baglole (1/3/2018 11:04 AM)
CRR-HB VERFIED Account information including: C's name, home & phone number & best contact number
CHECKED for open recalls/campaigns and found: 0
CRR-HB CHECKED for previous UNRELATED Case(s) and found: 0
CRR-HB CHECKED previous RELATED Case(s) and found: 1[redacted]
CRR-HB NOTED concern is: VEH CONCERN

CRR-HB received inbound call from C

C stated had previous case id[redacted]

CRR-HB asked if CRR-HB could put C on hold to review case

C said ok

CRR-HB confirmed that C is still having concerns with collision light still coming on

C stated yes
C stated that has called RCAS agent keeps getting line is busy
C stated has also called in to DLR two days ago has no heard back

CRR-HB stated that CRR-HB will set up a follow up call for c with RASC agent to call c back by end of business tomorrow

C agreeded

CRR-HB offered further assistance

C declined.

CRR-HB gave and agent id

Call ended mutually.

Leaving open for RCAS

Created By: Jennifer Anglea (12/15/2017 10:39 AM)
RCAS-JA is closing Case for pending contact from C.

**********CASE SUMMARY**********
C contacted Nissan CA regarding
STATEMENT OF DECISION
RCAS-JA advised C Nissan has created a case to document C's concern, and this case will remain in NNA's system.
RCAS-JA reviewed Case with SM-Rick at Yark Nissan.

Created By: Jennifer Anglea (12/15/2017 10:32 AM)
RCAS placed an outbound call to C at 8172471205
RCAS-JA VERIFIED C's name, home & email address, concern, phone
RCAS-JA VERIFIED servicing dealer/retailer: Yark Nissan
RCAS-JA CHECKED for open recalls/campaigns and found: none
Previous UNRELATED Case(s) Found: none
Previous RELATED Case(s) Found:[redacted]
RCAS-JA ADVISED "This call may be recorded for quality and training purposes."

C stated C is having concerns with forward collision light keeps coming on . Vehicle braked by itself while driving with nothing in front of it.
RCAS apologized for C concerns.

RCAS advised C that the dlr stated the dlr reached out to tech support & advised that Nissan is aware of C concerns & at this time Nissan is working on a fix.

RCAS advised C what further assistance is C seeking from Nissan?

C stated C is fixing to go out of town & not use the veh.
C stated C will be back in Jan . to drive the veh.
C stated when C gets back C will stop by the dlr to see if Nissan has came up with a fix.
C state if Nissan does not have a fix then C will call RCAS back to discuss C next steps.

RCAS understood.
RCAS offered RCAS contact info.
C stated C would like an email with RCAS contact info.

RCAS advised C that RCAS will email over C contact info.

C thanked RCAS.
RCAS thanked C.
Call ended mutually.

Created By: Jennifer Anglea (12/15/2017 10:22 AM)
RCAS spoke with SM-Rick at Yark Nissan:

SM stated C is having concerns with C emergency brake light coming on.

SM stated that C is having concerns with forward collision light keeps coming on . Vehicle braked by itself while driving with nothing in front of it.

RCAS is noting per tech line [redacted]

This {INCIDENT} concern is currently under engineering review. Unfortunately, because of this review, we do not recommend any repairs at this time.

Created By: Pamela Smith (12/14/2017 2:06 PM)
CASE SUMMARY: C is seeking technology package repaired or to have the VEH replaced
CRR-PS escalating case to RCAS

Created By: Pamela Smith (12/14/2017 2:05 PM)
CRR-PS received call from C.
CRR-PS VERIFIED Account INFO including: C's name, home and email address, phone # and best contact #
CRR-PS VERIFIED VEH INFO including: VIN#, current mileage, warranty & service history
CRR-PS CHECKED for open recalls/campaigns and found: 0
CRR-PS CHECKED for previous UNRELATED case(s) and found: 0
CRR-PS CHECKED for previous RELATED case(s) and found: 0

CRR-PS NOTED concern is that the technology package on the VEH is not working properly and the DLRSHP is unable to repair the concern.

C stated that soon after the VEH was purchased the forward emergency technology is always turning itself on and the VEH would stop while driving.
C stated that C has brought the VHE to the DLRSHP three times for this concern, the last time being lasdt week.
C stated that the first DLRSHP visit reset the system, which did not resolve the concern.
C stated that the DLRSHP is now telling C that the DLRSHP does not have a repair for the concern and that the DLRSHP is waiting on NNA to contact the DLRSHP with instructions.
C stated that C was advised to clean the sensors in snow, which C did.
C stated yesterday it was snowing and the relay and AWD kept switching while the VEH was in operation.
C stated that C does not feel safe driving the VEH.

CRR-PS apologized and asked C what C would like NNA CA to do to assist C.

C stated that C would like the concern repaired permanently and if the concern cannot be guaranteed to be resolved, C would like the VEH replaced with a similar VEH without these concerns.
C stated that C is travelling to Ecuador tomorrow and will return 1/1/2018.
C stated that RCAS can try calling C, however RCAS may not get through.
C stated that if the call cannot complete, C can be contacted by email.

CRR-PS provided C with case # and agent ID # 7319198
CRR-PS informed C that case will be transferred to a regional consumer affairs specialist who will contact C by close of business day 12/15/2017 regarding the C concern.
C understood and appreciated the assistance.
Best contact # [redacted]
Call ended mutually.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
	[redacted]	BRAKES	GEN. BRAKE COMPONENT (S)	MULTIPLE REPAIR ATTEMPTS	03	12/14/2017	YE	AD	121500	OA
	[redacted]	BRAKES	GEN. BRAKE COMPONENT (S)	POOR OR IMPROPER OPERATION	03	12/15/2017	YX	AD	121500	OA

Forms

Forms Help

No records to display

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [66] | Case Categorizations [1] | Forms [1]

Case Detail

Reopen Case | Clone Closed Case

Number of open vehicle campaigns = 1

Account Name	[redacted]	Case Owner	Rick McClure
Contact Email	[redacted]yahoo.com	Type	CA
[redacted]	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	3/26/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	12/15/2017 1:26 PM
Social Media Involvement		Date/Time Closed	3/26/2018 1:54 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Franklin	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	1		
Description	C contacted NNA about veh repurchase/replacement.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	NISSAN 112 SALES CORP
# Vehicles Owned	1	Previous Repair Date	1/29/2018
Vehicle Purchased	New	Previous Repair Location	NISSAN 112 SALES CORP
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	11,000	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

Incident Date	12/1/2017	Rollover	
Sent to Legal		Property Damage	
Accident	✓	Injury Letter	
Airbag		Number Injured	1
Fire			
IIR Indicator	1	RHR Started	3/20/2018
IIR Date		RHR Completed	3/20/2018
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

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

Dealer Detail

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

Bluetooth

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

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
		VCAN	
		Goodwill Processed	0
		Vehicle Service Contract	
		VSC Reprint Request	Email

Contact Name [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date		Work Phone	[redacted]
LS Response Time		Mobile Phone	
		Email	
		Alternate Email	

Verbatims

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

DTS Inspection

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

System Information

Subject	CUSTOMER: [redacted] [redacted] VIN: 5N1AT2MV1H[redacted]	Root Cause	
Created By	Iain Hadden, 12/15/2017 1:26 PM	Root Cause Code	SCSD
Last Modified By	NNAETL, 12/10/2018 9:52 PM	Root Cause Code (2)	SCSV
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	799		
Action Code	NT4E		
What action was taken?	4E Customer Demands Impossible to Satisfy		

Agent Comments

Agent Comments	#RHR. RHR DENIAL. FOLLOW UP WITH SM
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
3/26/2018 1:54 PM	Amanda Yett	Changed **Status** from Open to **Closed**.
		Closed.
3/26/2018 1:53 PM	Amanda Yett	Changed **Case Owner** from Amanda Yett to **Rick McClure**.
3/21/2018 10:55 AM	Amanda Yett	Changed **Follow Up Date** from 3/22/2018 to **3/26/2018**.
3/20/2018 9:02 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: Amanda Yett (3/26/2018 1:52 PM) RCAS-AY is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted Nissan CA veh concern—repurchase/replacement RCAS-AY advised C Nissan has created a Case to document C's concern and this Case will remain in NNA's system. RCAS-AY reviewed case with SM-Mo Khan. ARBS reviewed case. RCAS-AY advised C that NNA is not in the position to repurchase/replace C's veh at this time. C stated that C will pursue legal action. *** STATEMENT OF DECISION *** RCAS-AY advised C that NNA is not in the position to repurchase/replace C's veh at this time.
	Created By: Amanda Yett (3/26/2018 1:50 PM) RCAS-AY placed outbound call to Customer at [redacted] on 3/26/18 at 1:40 PM. RCAS-AY ADVISED "This call may be recorded for quality and training purposes." RCAS-AY recapped case. RCAS-AY advised NNA is not in the position to repurchase/replace C's veh. RCAS-AY advised that Nissan will continue to honor all applicable terms and warranties. RCAS-AY advised C will receive a letter in the mail with this decision. C stated that C will get a lemon law attorney. ✓ RCAS-AY advised C would need to send in letter of representation and once that is received, RCAS-AY will no longer be C's point of contact. RCAS-AY advised will sent attorney letter of representation email to C. C asked how many days C has for lemon law. RCAS-AY advised RCAS-AY is not an expert on state lemon laws and would not be able to provide that info. C understood and declined further assistance. RCAS-AY thanked C for C's time. Call ended mutually.
✓	**Created By: Amanda Yett (3/26/2018 1:37 PM)** RCAS-AY reviewed case with SRCAS-Janisha Wilkerson. SRCAS-JW advised as no defects were found and RHR has been declined, C will need to pick up veh and return loaner veh.
✓	**Created By: Amanda Yett (3/21/2018 2:06 PM)** RCAS-AY received inbound call from SM-Mo Khan. SM-MK advised checked veh and DTS-Kevin MacKay checked veh. SM-MK advised veh is at DLR.

SM-MK advised C refuses to pick up veh.
RCAS-AY advised C has been told that NNA did not find any manufacturer's defects and NNA is reviewing for repurchase.

Created By: Amanda Yett (3/21/2018 1:52 PM)
RCAS-AY placed outbound call to NISSAN 112 on 3/21/18 at 1:48 PM and spoke with SM-Mo Khan.
RCAS-AY provided last six of VIN.
✓ RCAS-AY advised C stated that C has been in a loaner veh since January and DLR has C's veh.
SM-MK advised veh is at DLR.
SM-MK advised RO was opened on 1/16.
RCAS-AY requested RO.
SM-MK advised will speak with SA and call RCAS-AY right back.

Created By: Amanda Yett (3/21/2018 1:39 PM)
✓ RCAS-AY placed outbound call to NISSAN 112.
RCAS-AY left VMX for SM-Mo Khan requesting callback.

Created By: Amanda Yett (3/21/2018 10:57 AM)
✓ RCAS-AY sent email to SM-Mo Khan from NISSAN 112 requesting that SM-MK call RCAS-AY as soon as possible.
RCAS-AY placed outbound call to NISSAN 112.
RCAS-AY left VMX for SM-Mo Khan requesting callback.

Created By: Amanda Yett (3/21/2018 10:54 AM)
RCAS-AY placed outbound call to Customer [redacted] on 3/21/2018 at 10:49 AM.
RCAS-AY ADVISED "This call may be recorded for quality and training purposes."

RCAS-AY asked C where veh was located.

C stated it is located at Nissan 112.
C stated C originally brought it in on January 16th.

RCAS-AY asked if C is in a loaner veh.

✓ C stated that C was given loaner by DLR.
C stated that C dropped veh off because DTS was coming to inspect the veh.

RCAS-AY asked who C spoke with.

C stated that C worked with SM-Mo Khan.

RCAS-AY thanked C.
RCAS-AY advised follow up on 3/26.

C declined further assistance.

Call ended mutually.

Created By: Anisha Baldon (3/21/2018 10:50 AM)
ARBS notes:

ARBS notes based on the information provided and 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 does not have a recommendation at this time.

Created By: Anisha Baldon (3/21/2018 10:49 AM)
ARBS notes:

In service date: 5/31/17
State: NY
Retail Sale
1 open recall: PC601 – Engine Mount Rogue
2 additional CA case:
a. [redacted] – IIR – no defect found
b. [redacted] – loaner assistance
No tech line case
No VSCs
DTS: 2 inspections – Kevin MacKay
Days down: 2 warranty, 10 total
****

3 visit veh comes to a complete stop while driving 50 mph
a. no repair
b. no repair
c. no repair

IIR performed no defect found.

Created By: Amanda Yett (3/21/2018 10:47 AM)
RCAS-AY placed outbound call to RIVERHEAD AUTO MALL on 3/21/18 at 10:36 AM and spoke with SM-Ken Hizz.
RCAS-AY provided last six of VIN.
✓ SM-KH advised last time C was at DLR was 9/26/17.
SM-KH advised C was given a loaner veh and C was in an accident.
SM-KH advised C had veh fixed and returned to DLR but never reported it to SM-KH.
SM-KH advised C works for a body shop and had it fixed.
SM-KH advised C has not been to DLR since.

Created By: Amanda Yett (3/21/2018 10:41 AM)
RCAS-AY placed outbound call to NISSAN 112 on 3/21/18 at 10:36 AM and spoke with SA-Taylor as SM-Mo Khan was unavailable.
✓ RCAS-AY provided last name, VIN and phone number to locate veh records.
SA-Taylor advised C's veh is not there and there are no open ROs.
SA-Taylor advised C is not in a loaner veh from DLR either.

Created By: Anisha Baldon (3/21/2018 10:35 AM)
ARBS notes:

7/25/2017 @ 4,748 miles – RO[redacted] – 2 days down
Concern:
1. Doing 50 mph on route 27 at night brakes came on and came to a dead stop. Also happened on a turn caused C to loose control and drive off the road. Rocks kicked up and chipped the windshield. Has happened about 6 times since May
Action:
1. Checked veh for codes and found past history code C1A1697 for radar stain (means radar saw item which could cause it to activate, but had not current codes related to malfunction. Road test veh approx. 20 miles in attempt to verify. No defect found

9/26/2017 @ 6,073 miles – RO[redacted] – 4 days down
Concern:
1. Veh comes to a complete stop while driving at 50 MPH intermittently. Has had previous repairs done at Smithtown Nissan
Action:
1. No problem found at this time. Tech was unable to duplicate. Road tested over 63 miles, cleared all DTC's no codes returned.

1/16/2018 @ 14,423 miles – RO[redacted] – 4 days down
Concern:
1. Man coming to check for auto braking system
Action:
1. Nissan came and looked at vehicle CA will contact

Created By: Anisha Baldon (3/21/2018 10:33 AM)
ARBS called Nissan of Smithtown and informed C's veh is not in for service has not been in since July 2017

Created By: Anisha Baldon (3/21/2018 10:19 AM)
ARBS called Nissan 112 to get veh repair status.
Service informed C's veh is not at the dealer it has not been at the Dlr since January.

Created By: Nicki Barror (3/20/2018 9:01 AM)
DRTS received the RHR. The RHR was assigned to ARBS Anisha Baldon for review.

✓ Created By: Amanda Yett (3/20/2018 8:45 AM)
RCAS-AY unable to datanet.

Created By: Amanda Yett (3/20/2018 8:45 AM)
IIR - FEB - EST

✓ Created By: Amanda Yett (3/20/2018 8:44 AM)
RCAS-AY sent email to C with case number and contact number.

Created By: Amanda Yett (3/20/2018 8:44 AM)
RCAS-AY placed outbound call to Customer at [redacted] on 3/20/18 at 8:37 AM.
RCAS-AY ADVISED "This call may be recorded for quality and training purposes."

C stated that C wants NNA to buyback veh.

RCAS-AY advised NNA can review for repurchase/replacement.
RCAS-AY advised process takes 10 business days and RCAS-AY will follow up with C every 3 business days.
RCAS-AY advised review is conducted based on repair history and state lemon laws.
RCAS-AY advised it is not guaranteed.

Why do you want to return the veh to NNA?
C stated because of safety concern.
C stated C bought a new veh that would be reliable.
C stated that veh puts C's safety at risk.

Where is the veh currently?
At the DLR, C is in a loaner veh

Where was the veh purchased?
At Nissan of Smithtown

✓ Was it purchased new or used?
New purchase

If used, when was the veh purchased?
None

Where is the veh serviced?
Nissan 112

Has the veh been taken to multiple Nissan/Infinity dealers?
Nissan of Huntington
Nissan 112
Riverhead Auto Mall

RCAS-AY thanked C.
RCAS-AY advised follow up on 3/22.
RCAS-AY advised will send case number and contact number to C via email.

C declined further assistance.

RCAS-AY thanked C for C's time.

Call ended mutually.

Created By: Alex Kang (3/16/2018 8:15 AM)
ARBS notating Nissan did not find any manufacturer defects on the vehicle. ARBS sending case to RCAS for RHR review.

Created By: LoriAnn Lint (3/16/2018 7:45 AM)
*** [Added after the case is closed.] ***
CASE SUMMARY
C has not retained an attorney and is looking for reimbursement
CRR-LL sent e-mail to ARBS Alex

Created By: LoriAnn Lint (3/16/2018 7:45 AM)
*** [Added after the case is closed.] ***
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: one
CRR-LL NOTED concern is: want reimbursement

CRR-LL received inbound call from C
C stated C has not retained an attorney and wants to work with Nissan for a resolution
C stated is looking for reimbursement
C stated does not want VEH and wants out of VEH
C stated does not feel safe in VEH

CRR-LL acknowledged C
CRR-LL as per SOP and SCRR-RH did not open case
CRR-LL sent ARBS Alex an e-mail advising that C has not retained an attorney
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]
C understood

Call ended mutually.

Created By: Alex Kang (3/1/2018 1:17 PM)
Fedex:

7716-7004-7128

Created By: Alex Kang (3/1/2018 1:14 PM)
ARBS closing case pending C's attorney sending in letter of representation to Nissan.

Created By: Alex Kang (3/1/2018 1:13 PM)
ARBS reviewed case with TL-Angie McVey.

TL-AM stated since the customer has retained an attorney, nothing can be done until Nissan receives the letter of representation from the attorney.
TL-AM stated case can be closed pending letter of representation.

– Created By: Alex Kang (3/1/2018 1:06 PM)
ARBS made outbound call to C at [redacted]
ARBS stated the investigation has been completed and a decision has been made.
ARBS stated there were no manufacturer defects found on the vehicle.
C stated the vehicle had sat in the DLRSHP for 30 days and this is the lemon law.
C stated vehicle was rear ended because it stopped on its own.
C stated Nissan will hear from C's attorney and Geico's attorney.

ARBS asked if C has retained an attorney.

C stated yes.
ARBS provided address for the letter of representation.
ARBS stated C's attorney will have to send in the letter of representation to Nissan.
ARBS stated ARBS is no longer able to speak to C as C has retained said attorney.

C stated why did this process take so long and why was it taken to the arbitration department.

ARBS stated C had an allegation with the vehicle and Nissan had inspected the vehicle.
ARBS stated ARBS will start the repurchase or replacement review on C's behalf, but since C has retained an attorney ARBS will no longer be able to speak to C as C's attorney will have to work with the legal

department.

C stated can't C speak to someone who would know about the lemon law.

ARBS stated No one would be able to speak to C as C's attorney will need to speak on C's behalf.

C stated ok
ARBS thanked C for C's time.

Call ended mutually.

Created By: Alex Kang (2/28/2018 3:07 PM)
ARBS received email from Wendy Rhinehart stating:

Hi Alex. This matter was reviewed and there were no defects found with the vehicle. Our recommendation is to deny assistance in this matter. Please send me a copy of your determination letter for my file.

Please contact me if you have any questions or need additional information.

Thank you,
Wendy

Created By: Arshdeep Singh (2/27/2018 3:03 PM)
CRR-AS VERIFIED Account Info including: C's name, home &, email & phone# & best contact#
CRR-AS CHECKED for open recalls/campaigns and found:0
CRR-AS CHECKED for previous UNRELATED Case(s) and found:0
CRR-AS CHECKED previous RELATED Case(s) and found:0

CRR-AS NOTED concern is: case update

****CRR-AS received a inbound call from C'****

C stated C already have case with Nissan
C stated C's VEH in shop from long
C stated C is in rental VEH
C stated C did not heard anything about C's VEH from ARBS
C stated another thing is that DLR provided C a basic model rental but c is paying for a Top model
C stated rental VEH have rolling windows, no heated seats
C stated if C's VEH will going to stay in shop for more time C need a another rental that compares C's VEH

CRR-AS noted the concern
CRR-As apologized for this
CRR-AS provided follow up date
CRR-AS stated CRR-AS will send email to ARBS about C's call and request

C understood

CRR-AS ask about any further assistance

C acknowledged and appreciated the assistance

Best contact# [redacted]

CRR-AS provided the case number#[redacted]

C declined the call

*****Call ended mutually*****

Created By: Barney Oloo-Aringo (2/26/2018 2:53 PM)
CRR-BOA VERIFIED Account information including: C's name, home & phone number & best contact number :
CRR-BOA VERIFIED VEH Information including: VIN # ,
CRR-BOA CHECKED for open recalls/campaigns and found: 0
CRR-BOA CHECKED for previous UNRELATED Case(s) and found: 0
CRR-BOA CHECKED previous RELATED Case(s) and found:
CRR-BOA NOTED concern is:
[redacted]

C contacted NNA for an update on case

CRR-BOA emailed agent on case to give C a callback with an update

C thanked CRR-BOA

Call ended mutually

Created By: Alex Kang (2/26/2018 10:28 AM)
ARBS emailed Wendy Rhinehart requesting information if a decision has been made or not.

WR emailed back stating:

Nothing yet. I asked him this morning about this one, waiting on a response.

Created By: Alex Kang (2/19/2018 2:52 PM)
ARBS emailed Wendy Rhinehart if PL came to a conclusion.

WR emailed back stating:

Engineer is out of the office until middle of this week. I've asked him several times for an update, and I'll keep you posted on when I hear back. Thanks for your email.

Created By: Alex Kang (2/15/2018 2:21 PM)
ARBS made outbound call to C at[redacted]

ARBS stated ARBS is waiting to hear back from the engineering department regarding C's concern.
ARBS stated as of right now, there is no additional information.

C stated ok.
C thanked ARBS.

ARBS thanked C for C's time.

call ended mutually.

Created By: Alex Kang (2/15/2018 8:17 AM)
ARBS made outbound call to NISSAN 112 SALES CORP.

ARBS spoke with SA-Moe.

SA-Moe stated last time it was in the DLRSHP was January 16th,2018.
SA-Moe stated not sure if it had any rear end damages or not.

ARBS thanked SA-Moe.

Call ended mutually.

Created By: Alex Kang (2/14/2018 3:58 PM)
ARBS made outbound call to NISSAN 112 SALES CORP.

ARBS left message requesting call back from SM.

[redacted] **Created By: Alex Kang (2/12/2018 8:15 AM)**
ARBS received email from Larry Okuneff stating:

Alex,

It looks like Wendy is still waiting for Product Safety's review/analysis. She should hear back from them soon.

Created By: Alex Kang (2/12/2018 8:10 AM)
ARBS emailed Larry and Wendy regarding if PL has a resolution.

Created By: Alex Kang (2/6/2018 3:41 PM)
ARBS received email from Larry Okuneff stating:

Alex,

It looks like Wendy sent this one to Product Safety on 1/29 so it will still be a week or so before we hear back from them.

Created By: Alex Kang (2/2/2018 7:33 AM)
ARBS emailed Larry and Wendy regarding if PL has a resolution.

Created By: Brandon Johnson (1/24/2018 7:27 AM)
ARBS received email from DTS-KM stating that the IIR had been uploaded to the FTP site for review.

ARBS setting case for 2/2/2018 to wait for PL resolution.

Created By: Brandon Johnson (1/3/2018 3:29 PM)
ARBS placed outbound call to C[redacted] @ # [redacted]
ARBS stated that ARBS informed the DLR SM that NNA would be covering a rental veh for the duration of the inspection process.
C understood and C/s that C would pick up a rental veh when C dropped of C's veh on 1/13/2018.
ARBS understood and call ended.

Created By: Brandon Johnson (1/3/2018 3:24 PM)
ARBS placed outbound call to DLR-NISSAN 112 SALES CORP @[redacted] and left vmx for SM-Mohamed Khan.
ARBS stated that NNA would be covering a rental veh for C for the duration of the inspection process.
ARBS stated if SM had any questions to contact ARBS.
ARBS provided ARBS contact # and call ended.

Created By: Brandon Johnson (1/3/2018 3:15 PM)
ARBS received vmx from C.
C/s that DLR was unaware that a rental will be covered during inspection process.

Created By: Brandon Johnson (1/2/2018 3:48 PM)
ARBS setting case for 1/29/2018 for inspection to be completed.

Created By: Brandon Johnson (1/2/2018 3:46 PM)
ARBS placed outbound call to C[redacted] @ # [redacted]
ARBS stated that DLR SM stated that C could drop C's veh off on 1/13/2018 to wait for C's veh to be inspected.
ARBS stated that SM wanted to make sure that C knew that DLR/SM would not be responsible for any damages that C's veh may incur.
C understood and call ended.

Created By: Brandon Johnson (1/2/2018 3:44 PM)
ARBS placed outbound call to DLR-NISSAN 112 SALES CORP @ [redacted] and spoke with SM-Mohamed Khan.
ARBS stated that ARBS had an inspection date and time for C on 1/18/2018 at 10:00 AM EST at DLR.
SM understood and ARBS stated that C was going to drop off C's veh off on 1/13/2018 to wait for C's veh to be inspected.
SM understood and SM stated that C needed to be made aware that SM was not going to be responsible for any damages on C's veh if that does occur.
ARBS understood and ARBS stated that ARBS would make C aware.
SM understood and ARBS stated for SM to have an extra technician and a lift available for DTS if need be.
SM understood and call ended.

Created By: Brandon Johnson (1/2/2018 3:28 PM) | Last Modified By: Brandon Johnson (1/2/2018 3:35 PM)
ARBS placed outbound call to C[redacted] @ #[redacted]
ARBS stated that ARBS had an inspection date and time for C on 1/18/2018 at 10:00 AM EST at DLR- NISSAN 112 SALES CORP.
C understood and C/s that C would drop off C's veh on 1/13/2018 to wait for C's veh to be inspected.
ARBS understood and ARBS stated that the DLR could charge C storage fees.
C understood and ARBS stated that ARBS would make DLR aware of inspection date and time.
C understood and call ended.

Created By: Brandon Johnson (12/29/2017 8:15 AM)
ARBS setting case for 1/3/2018 to wait for an update on a date and time for C's veh inspection.

Created By: Brandon Johnson (12/29/2017 8:14 AM)
ARBS emailed DTS-KM for an update on a date and time for C's veh inspection.

Created By: Brandon Johnson (12/27/2017 10:37 AM)
ARBS submitted DTS request.

Created By: Brandon Johnson (12/27/2017 10:28 AM)
ARBS placed outbound call to C[redacted] @ #[redacted]
ARBS stated that ARBS would need 15-30 minutes of C's time to complete probe.
C agreed and ARBS completed probe questions.

ARBS asked if C had a police report filed.
C/s that C did and ARBS requested C send that to ARBS.
ARBS provided ARBS fax # for C to send in the police report.

ARBS asked for C to explain the incident that occurred in C's veh.

C/s that C was driving to work on County Road 25 going east.
C/s that C was going around 45 mph.

C/s that the veh came to a stop all of a sudden.
C/s that C heard no beeps and saw nothing on the dashboard of C's veh.
C/s that there were no other vehs around C besides the veh behind C.
C/s that the veh behind C was far enough away that the other veh was not tailgating C.

C/s that after the veh stopped on its own the veh behind C rear ended C.
C/s that C would like the veh inspected due to the sudden stopping concern on C's veh.

C/s that C had the body damage to the rear of the veh repaired, but not any type of mechanical braking repairs done.

ARBS understood and ARBS apologized for C's incident.
ARBS stated that NNA would like to send an inspector to look at C's veh.
ARBS stated that the NNA IIR process was a six to eight week long process.
ARBS stated it could be two to four weeks before NNA could get an inspector out to look at C's veh.
ARBS stated that after inspection was completed NNA had two to four weeks to review the inspection report.

ARBS stated that ARBS would reach out to NNA inspector for an inspection date and time at DLR- NISSAN 112 SALES CORP.
ARBS stated that once ARBS had further information on a date and time for C ARBS would contact C back.
C understood and call ended.

Created By: Brandon Johnson (12/21/2017 8:05 AM)
ARBS setting case for 12/27/2017 for ARBS to follow up with C.

Created By: Brandon Johnson (12/21/2017 8:04 AM)
ARBS placed outbound call to C[redacted] @ # [redacted] and left vmx.
ARBS reached vmx stating that vmx was full.
ARBS was unable to leave vmx from C.
Vmx ended.

Created By: Brandon Johnson (12/20/2017 2:04 PM)
C/s to contact C around 9 AM EST.

Created By: Brandon Johnson (12/20/2017 2:04 PM)
ARBS received vmx from C.

Created By: Brandon Johnson (12/20/2017 10:28 AM)
ARBS setting case for 12/21/2017 for ARBS to follow up with C.

Created By: Brandon Johnson (12/20/2017 10:27 AM)
[redacted]
(917) [redacted]

ARBS-BJ called customer no answer was made ARBS left a message stating name and number for C to call ARBS back at [redacted] vmx ended.

Created By: Brandon Johnson (12/20/2017 7:39 AM)
ARBS noting email from DRT-FD:

If the new allegation resulted in an accident, please inspect the vehicle. IIR will treat this as a separate incident.

Created By: Brandon Johnson (12/19/2017 1:27 PM)
ARBS emailed DRT-FD about previous case and ARBS asked DRT-FD how to proceed with case.

Created By: Brandon Johnson (12/19/2017 1:24 PM)
ARBS noting previous case with same concern #: [redacted]
ARBS noting no defect was found in C's previous case.

Created By: Brandon Johnson (12/19/2017 1:23 PM)
ARBS received vmx from C.

Created By: Brandon Johnson (12/19/2017 10:28 AM)
ARBS setting case for 12/20/2017 for ARBS to follow up with C.

Created By: Brandon Johnson (12/19/2017 10:22 AM)
ARBS placed outbound call to C [redacted] @ # (917) [redacted]
C/s that C would have to contact ARBS back this afternoon.
ARBS provided C with ARBS contact #.
Call ended.

Created By: Brandon Johnson (12/19/2017 10:17 AM)
**********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********

Created By: Iain Hadden (12/15/2017 1:38 PM)
CASE SUMMARY
C is seeking to file accident report
CRR-IH creating IIR and sending case to appropriate department

Created By: Iain Hadden (12/15/2017 1:37 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#, Current Mileage, Warranty & Service History
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 to file accident report
****

C called in asking to file accident report
C stated that 2 weeks ago C was driving to work when C's "safety shield" feature must have malfunctioned and detected object in front of C causing VWEH to suddenly stop and C was consequently rear ended
C would like to report this to Nissan so that appropriate action may be taken

CRR-IH advised C that case will be started to document C's concern
CRR-IH recorded details of incident
CRR-IH advised C that case will be sent to appropriate department and C will be contacted within 1-2 business days regarding C's concern

C understood

CRR-IH asked C if any further assistance may be provided
C declined
CRR-IH provided C with case# [redacted]
Best contact#9175725423
Call ended mutually

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
	[redacted]	INTERIOR ELECTRICAL	FORWARD EMERGENCY BRAKING (FEB)	MULTIPLE REPAIR ATTEMPTS	26	3/1/2018	YE	AV	320500	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Iain Hadden, 12/15/2017 1:34 PM	12/15/2017

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [37] | Case Categorizations [1] | Forms [1]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Brandon Johnson
Contact Email		Type	CA
Home Phone	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	1/24/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	12/19/2017 2:31 PM
Social Media Involvement		Date/Time Closed	1/24/2018 8:08 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	IIR- FEB- EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage		XTIME Appointment Number	

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	1	RHR Started	12/19/2017
IIR Date		RHR Completed	12/20/2017
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN8AT2MV6HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	LEGEND NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	12/19/2017
Responsible District	07	Dealer Instructions	
Shared With		Requested Dealer Action	please review.

Bluetooth

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

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
		VCAN	
		Goodwill Processed	0
		Vehicle Service Contract	
		VSC Reprint Request	Email

Contact Name [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date	
LS Response Time	
Home Phone	[redacted]
Work Phone	
Mobile Phone	
Email	
Alternate Email	

Verbatims

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

DTS Inspection

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

System Information

Subject	CUSTOMER: [redacted] VIN: JN8AT2MV6H[redacted]	Root Cause	
Created By	Colleen Patchett, 12/19/2017 2:31 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/10/2018 9:50 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	860		
Action Code	NT4B		
What action was taken?	4B Lack of Customer Response		

Agent Comments

Agent Comments	#RHR. Denial
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
1/24/2018 8:08 AM	Brandon Johnson	Changed **Status** from Open to **Closed**.
		Closed.
1/22/2018 8:37 AM	Brandon Johnson	Changed **Follow Up Date** from 1/22/2018 to **1/24/2018**.
1/19/2018 1:41 PM	Brandon Johnson	Changed **Follow Up Date** from 1/30/2018 to **1/22/2018**.
1/17/2018 11:22 AM	Brandon Johnson	Changed **Follow Up Date** from 1/18/2018 to **1/30/2018**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
✓	**Created By: Brandon Johnson (1/24/2018 8:08 AM)** ARBS closing C's case as C was a no show for inspection. ARBS noting C never contacted ARBS back to reschedule inspection.
✓	**Created By: Brandon Johnson (1/22/2018 8:35 AM)** ARBS placed outbound call to C-Marina Aminov @ # (718)[redacted] and left vmx. ARBS stated that DTS stated that C was a no show to inspection scheduled for 1/19/2018 at 10:00 AM EST at DLR-LEGEND NISSAN. ARBS requested for C to contact ARBS back and let ARBS know if C wanted to re-schedule for another inspection date and time. ARBS stated that ARBS would give C until Wednesday 1/24/2018 to contact ARBS back. ARBS stated if ARBS did not receive any callback from C by Wednesday 1/24/2018 ARBS would be forced to close C's case. ARBS provided ARBS contact # and hours of operation. Vmx ended.
✓	**Created By: Brandon Johnson (1/19/2018 1:40 PM)** ARBS setting case for 1/22/2018 for ARBS to follow up with C.
✓	**Created By: Brandon Johnson (1/19/2018 1:40 PM)** ARBS placed outbound call to C-Marina Aminov @ # (718)[redacted] and left vmx. ARBS stated that DTS stated that C was a no show to inspection scheduled for 1/19/2018 at 10:00 AM EST at DLR-LEGEND NISSAN. ARBS requested for C to contact ARBS back and let ARBS know if C wanted to re-schedule for another inspection date and time. ARBS provided ARBS contact # and hours of operation. Vmx ended.
✓	**Created By: Brandon Johnson (1/19/2018 12:46 PM)** ARBS received email from DTS stating that C was a no show for DTS inspection.
✓	**Created By: Brandon Johnson (1/17/2018 11:23 AM)** ARBS setting C's case for 1/30/2018 for inspection to be completed.
✓	**Created By: Brandon Johnson (1/17/2018 11:22 AM)** ARBS placed outbound call to C-Marina Aminov @ # (718)[redacted] ARBS stated that ARBS wanted to remind C of C's veh's inspection date and time of 1/19/2018 at 10:00 AM EST at DLR-LEGEND NISSAN. C understood and call ended.
✓	**Created By: Brandon Johnson (1/4/2018 2:57 PM)** ARBS emailed DLR-LEGEND NISSAN SM-Vincent Gianni inspection date and time via[redacted]
✓	**Created By: Brandon Johnson (1/4/2018 2:43 PM)** ARBS placed outbound call to DLR-LEGEND NISSAN @ #[redacted] and was unable to reach SM-Vincent Gianni. Call ended.
✓	**Created By: Brandon Johnson (1/4/2018 2:38 PM)** ARBS placed outbound call to C-Marina Aminov @ # (718)[redacted] ARBS stated that ARBS had an inspection date and time of 1/19/2018 at 10:00 AM EST at DLR-LEGEND NISSAN. ARBS stated that ARBS could contact C on 1/18/2018 to remind C of inspection date and time. C understood and call ended.
✓	**Created By: Brandon Johnson (1/4/2018 9:25 AM)** ARBS emailed DTS-KM requesting an update on a date and time for C.

ARBS setting case for 1/8/2018 to wait for a date and time for inspection.

✓ **Created By: Brandon Johnson (1/2/2018 11:24 AM)**
ARBS submitted DTS request.

Created By: Brandon Johnson (1/2/2018 11:21 AM)
ARBS placed outbound call to C-Marina Aminov @ # (718)[redacted]
ARBS stated that ARBS would need 15-30 minutes of C's time to complete probe.
C agreed and ARBS completed probe questions.

ARBS asked for C to explain the incident that occurred in C's veh.

C/s that C was driving on South Oyster Bay Road in Plainview, NY at about 45 mph.
C/s that C was just driving and C/s that there were no vehs around C.

C/s that C heard beeps from the veh and a very loud sound (sound of the veh gearing down).
C/s the veh stopped on its own but the veh did not stop all the way.

C/s that there was nothing blocking any of the sensors on the veh.
C/s that there were no obstructions in the road at all.

✓ C/s that C would like to be taken out of the veh due to the FEB/braking concerns on the veh.

ARBS stated as of 12/21/2017 NNA was not a in a position to offer a repurchase or replacement of this vehicle.
ARBS stated that C could speak with DLR in reference to trade assist if C would like.

ARBS stated however that NNA would like to send an inspector to look at C's veh.
ARBS stated that the NNA IIR process was a six to eight week long process.
ARBS stated it could be two to four weeks before NNA could get an inspector out to look at C's veh.
ARBS stated that after inspection was completed NNA had two to four weeks to review the inspection report.
ARBS stated that during NNA IIR inspection process NNA did not cover rental, storage, or towing fees.
ARBS stated if C did incur those fees and NNA found some type of manufacturer's defect on C's veh, NNA could reimburse C for those fees.
ARBS stated that C's veh had to be left in its original damaged state until inspection was completed.
C/s that C would continue with NNA IIR inspection process.
ARBS understood and ARBS stated that ARBS would reach out to NNA inspector for the soonest date and time that inspector could look at C's veh at DLR-LEGEND NISSAN.
C understood and ARBS stated that as soon as ARBS had further information for C ARBS would contact C back.
C understood and call ended.

✓ **Created By: Brandon Johnson (1/2/2018 9:21 AM)**
ARBS received vmx from C.

✓ **Created By: Brandon Johnson (12/28/2017 10:33 AM)**
ARBS setting case for 1/2/2018 for ARBS to follow up with C.

Created By: Brandon Johnson (12/28/2017 10:31 AM)
Marina Aminov
✓ [redacted]

ARBS-BJ called customer no answer was made ARBS left a message stating name and number for C to call ARBS back at[redacted] vmx ended.

✓ **Created By: Brandon Johnson (12/22/2017 10:30 AM)**
ARBS received vmx from C.

✓ **Created By: Brandon Johnson (12/22/2017 10:09 AM)**
ARBS setting case for 12/28/2017 for ARBS to follow up with C.

Created By: Brandon Johnson (12/22/2017 10:08 AM)
Marina Aminov
✓ [redacted]

ARBS-BJ called customer no answer was made ARBS left a message stating name and number for C to call ARBS back at[redacted] vmx ended.

✓ **Created By: Brandon Johnson (12/22/2017 10:06 AM)**
**********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********

Created By: Samantha Dixon (12/21/2017 1:23 PM)
C contacted NNA about repurchase.

Created By: Janelle Cantrall (12/21/2017 9:55 AM)
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 notes: NO defect was found and veh. was returned to C

Created By: Janelle Cantrall (12/21/2017 9:53 AM)
Arbs Notes:

[redacted]
Plainview, NY [redacted]
Cell:[redacted]
Marina's Cell:[redacted]

Vehicle:
2017 Nissan Rogue
VIN ~ JN8AT2MV6HW[redacted]
ISD: 11.14.17
MSRP $32,895
Color: Caspian Blue
Model: 29617
NMAC LEASE
NO campaigns
NO prev. Cases
No Tech line cases
No warranty Cases
NO VCS
NO DTS

Selling Dealer:
KOEPPEL NISSAN
74-05 - 74-15 NORTHERN BL
JACKSON HEIGHTS, NY 11372
P#[redacted]
Dealer Code: 2157
F1 Dealer

Servicing Dealer:
Legend Nissan
268 JERICHO TPKE
SYOSSET, NY 11791
P# 5164968181
Dealer Code: 3670
F1 Dealer

SM-Vinny
SA-Ken

Created By: Janelle Cantrall (12/21/2017 9:52 AM)
C Called CA on 12.19.17
Arbs Rec'd RHR on 12.20.17
Arbs Rev'd RHR on 12.21.17

12/19/17 ~ 12/19/17 @ 1,657 miles[redacted] Days:1 Dealer - Legend Nissan

1) Forward collision warning feature stops car when no object is near vehicle. Road is clear when this happens / 1. Displayed codes: c1a16, c1a18- out of calibration. Reset the calibration. Forward collision warning will display if vehicle is covered in snow/ice. No Defect found.

DAYS: 1

Created By: Amanda Yett (12/21/2017 9:33 AM)
RCAS_AY answered inbound call from C.

RCAS-AY VERIFIED C's name, home & email address, concern, and phone.
RCAS-AY ADVISED "This call may be recorded for quality and training purposes."

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

RCAS-AY advised POC.
RCAS-AY provided case number and direct line.

C stated that NNA gave C a defective veh.
C stated that FEB sensor is not operating correctly.
C stated veh stops in the middle of the road.

RCAS-AY completed IIR.
RCAS-AY advised C of RHR process.

C stated that will not help C.
C stated that NNA needs to take the veh back.

✓ RCAS-AY advised "Thank you for the information. A Nissan/Infiniti representative will call you within 3 business days after the representative receives the case. Please allow for a minimum of 30 minutes during that call so the representative may best understand the whole situation. Is [redacted] the best number to reach you?"

C confirmed.
C asked when C will be contacted.

RCAS-AY advised 3 business days.

C asked what C was supposed to do in the meantime.
C stated C is not able to get rental from DLR.

RCAS-AY apologized.
RCAS-AY advised someone will be in contact with C in 3 business days.

C understood.

RCAS-AY offered further assistance.

C declined.

RCAS-AY thanked C for C's time.

Call ended mutually.

Created By: Amanda Yett (12/21/2017 9:18 AM)
✓ RCAS-AY placed outbound call to C @[redacted]
RCAS-AY left VMX with case number and direct line.
RCAS-AY requested callback.

✓ **Created By: Amanda Yett (12/21/2017 9:02 AM)**
RCAS-AY received VMX from C requesting callback before 9:45 AM CT.

✓ **Created By: Amanda Yett (12/21/2017 9:00 AM)**
RCAS-AY sent email to C noting unable to contact.

Created By: Amanda Yett (12/21/2017 8:58 AM)
✓ RCAS-AY placed outbound call to C @[redacted]
RCAS-AY left VMX with case number and direct line.
RCAS-AY requested callback.

Created By: Amanda Yett (12/21/2017 8:56 AM)
✓ RCAS-AY placed outbound call to C @[redacted]
RCAS-AY left VMX with case number and direct line.
RCAS-AY advised follow up 12/22.

Created By: Leslie Griffin (12/20/2017 2:59 PM)
DRTS received the RHR. The RHR was assigned to ARBS Janelle Cantrall for review.

Created By: Amanda Yett (12/20/2017 10:47 AM)
RCAS-AY placed outbound call to DLR.
RCAS-AY asked to speak to SM-Vinny.
Receptionist advised SM-Vinny is not in today, SM-Vinny is sick.
✓ RCAS-AY spoke with SA-Ken.
RCAS-AY asked about C's concern.

SA-Ken advised veh was recently at DLR.
SA-Ken advised codes C1A16 and C1A18 were displayed.
SA-Ken advised recalibrated system.

Created By: Amanda Yett (12/20/2017 9:59 AM)
✓ RCAS-AY placed outbound call to C @[redacted]
RCAS-AY left VMX with case number and direct line.
RCAS-AY requested callback.

Created By: Amanda Yett (12/20/2017 9:57 AM)
✓ RCAS-AY placed outbound call to C @[redacted]
RCAS-AY left VMX with case number and direct line.
RCAS-AY requested callback.

Created By: Amanda Yett (12/20/2017 7:01 AM)
✓ RCAS-AY reviewed case with TL-Grady Douglas.
TL-GD advised RCAS-AY to submit IIR.

Created By: Colleen Patchett (12/19/2017 2:52 PM)
✓ ****** [CASE SUMMARY] ******

CRR-CP sending case to RCAS for possible buy back

✓ **Created By: Colleen Patchett (12/19/2017 2:52 PM)**
CRR-CP VERIFIED Account information including: C's name, home & e-mail address,
phone number & best contact number
CRR-CP VERIFIED VEH Information including: VIN #, Current Mileage 1,500, Warranty & Service History
CRR-CP CHECKED for open recalls/campaigns and found: 0
CRR-CP CHECKED for previous UNRELATED Case(s) and found: 0
CRR-CP CHECKED previous RELATED Case(s) and found: 0
CRR-CP NOTED concern is: wants out of lease
CRR-CP received inbound call from C.

C stated the veh is stopping in the middle of the road
C stated that has happened at least 20 times since picking veh up
C stated that dlrshp told C that it is known concern
C stated that it is something with a sensor and the veh thinks that there is something in front of it and stops
C stated that dlrshp told C that codes C1A16 and C1A18 came up with the veh
C stated that is paying for a fully loaded veh and would be given a basic loaner when one became available
C stated that wants the veh fixed and not a month from now or wants out of the lease and into another veh that is safe
C stated that told the salesperson that leased the veh to C that C doesn't want the veh any more
C stated that it is defective and is not safe and C has 2 small children that are in car seats

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

C declined.

CRR-CP informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day Dec 20, 2017 regarding C's concern.

C understood.

CRR-CP provided C with agent ID 7319134 and case number[redacted]
CRR-CP noting C's best contact number is David's cell at[redacted] or Marina's cell at[redacted]

Call ended mutually

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
	[redacted]	NISSAN PRODUCT INQUIRIES	ROGUE	CRITICISM	QF	12/19/2017	ZH	AZ	270500	OF

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Amanda Yett, 12/21/2017 9:30 AM	12/21/2017

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [25] | Case Categorizations [1] | Forms [1]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] DeHenry Kidd
Contact Email	[redacted]	Type	CA
Home Phone	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	2/15/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	12/20/2017 3:08 PM
Social Media Involvement		Date/Time Closed	2/14/2018 4:11 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	IIR- FEB- EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	4,500	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

Incident Date	12/18/2017	Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	1	RHR Started	12/20/2017
IIR Date		RHR Completed	
IIR	[redacted]	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	0

Dealer Detail

Case Servicing Dealer	PRIORITY NISSAN TYSON'S	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
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		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: JN8AT2MV8H[redacted]	Root Cause	
Created By	Maricris Abesamis, 12/20/2017 3:08 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/10/2018 10:11 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	839		
Action Code	NT8F		
What action was taken?	8F Provided Vehicle Information		

Agent Comments

Agent Comments	Do IIR.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
2/14/2018 4:11 PM	DeHenry Kidd	Changed **Status** from Open to **Closed**.
		Closed.
2/12/2018 11:53 AM	DeHenry Kidd	Changed **Follow Up Date** from 2/12/2018 to **2/15/2018**.
2/7/2018 10:19 AM	DeHenry Kidd	Changed **Follow Up Date** from 2/7/2018 to **2/12/2018**.
1/29/2018 7:28 AM	DeHenry Kidd	Changed **Follow Up Date** from 2/2/2018 to **2/7/2018**.

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Case Comments

New

Case Comments Help

Public	Comment
	Created By: DeHenry Kidd (2/14/2018 4:07 PM) ***Closing case Notes*** Customer Name: [redacted] Phone#: [redacted] Arbs-DK called customer to discuss case, arbs informed customer after the inspection found no evidence of a product problem, failure, or malfunction that may have caused or contributed to the incident. Based on our inspection of the vehicle and the available information, Nissan North America, Inc. finds no basis on which to offer financial assistance in this matter at this time. Customer was sent a letter in regards to their case Fedex# [redacted] Arbs is closing case
	Created By: DeHenry Kidd (2/12/2018 11:52 AM) Arbs reached out to customer to let the customer know the investigation is still under review, arbs stated once a decision is made arbs will contact customer.
	Created By: DeHenry Kidd (1/29/2018 7:27 AM) Arbs-DK received an email from DTS stating that the inspection is completed. Arbs is now waiting on a decision from PL.
[redacted]	Created By: DeHenry Kidd (1/17/2018 11:49 AM) Arbs has received an email from DTS stating the inspection has been moved to 1/26
	Created By: DeHenry Kidd (1/17/2018 8:57 AM) [redacted] Arbs called customer at 856am and left a message stating the DTS inspection has been pushed back due to weather concerns and once arbs receives a new date arbs would contact customer.
[redacted]	Created By: DeHenry Kidd (1/17/2018 8:52 AM) Arbs received an email from DTS stating to due the weather he would not be able to do the inspection schedule for today. DTS state he will provide a new date today.
[redacted]	Created By: DeHenry Kidd (1/10/2018 10:58 AM) Arbs contacted customer to let the customer know the inspection date is still for 1/17 once the inspection is completed the report will be sent in for review and arbs will follow up with customer on the results customer understood.
	Created By: Maricris Abesamis (12/28/2017 4:29 PM) ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with Case Follow Up CRR-MA documented C's concern
[redacted]	Created By: Maricris Abesamis (12/28/2017 4:29 PM) CRR-MA VERIFIED Account Info including: C's name, home & email address, phone# & best contact# CRR-MA CHECKED for previous UNRELATED Case(s) and found: [redacted] CRR-MA CHECKED previous RELATED Case(s) and found: 0 CRR-MA NOTED concern is: Case Follow Up

CRR-MA received transfer from NMAC Specialist-Kimberley

C called in regarding Case
C wants to speak with right dept regarding Case

CRR-MA reviewed Case and informed C that Case is being handled to dept that is way above CRR-MA's dept

C stated that received call from Specialist and was not helpful
C stated Specialist was extremely rude
C stated when spoke with Specialist was told wanted to speak to someone above Specialist and was told there was no one else

CRR-MA informed C that the Case is in the dept where it should be and that dept will be able to assist with the Case

C stated Specialist was not helpful and was not given any directives of what needs to be done while waiting for the inspection date
C stated was not working with C and Specialist was a robot

CRR-MA informed C can document experience C had with Specialist, but unable to send it to anyone else
CRR-MA apologized

C understood and appreciated the assistance
Best Contact #: [redacted]

Call ended mutually

Created By: DeHenry Kidd (12/28/2017 3:31 PM)
Arbs has contacted the customer and dealer to let them know the inspection date for this vehicle is for 1/17 at 1030am

Created By: DeHenry Kidd (12/27/2017 10:24 AM)
Arbs has requested DTS inspection on customer vehicle arbs is waiting on date and time

Created By: DeHenry Kidd (12/27/2017 10:22 AM)
Verified Name Address Phone# VIN Mileage Responsible Dealer

Checked for open Recalls/Campaigns: None

- C states that C was driving on Hwy 66 road/HWY travelling approximately 50-55 mph.
- In which direction (N, S, E, W?) "Northbound/Southbound/Eastbound/Westbound…" East
- How many lanes was the road and in each direction? 4
- Is the road divided by a concrete barrier, grass median or turning lane: No
- Which lane where you traveling in? Right
- Where there any vehicles to your left or right? no
- How far were you from the vehicle in front of you? No
- Was the road grade level on an incline or decline? Flat
- Is the road condition newly paved, moderate or poor in condition? Moderate
- Where you accelerating, coasting, braking or cruising (maintaining speed)? Cruising
- Was traffic level moderate, heavy, or light? moderate
- Just before the incident occurred, was the orientation of the steering wheel and the vehicle in a straight line? yes
- Was the cruise control in use? No
- Before the incident occurred how long had the vehicle been in operation? 30-40mins
- Weather: Clear
- Did any airbags deploy: No
- Point of impact: No Impact
- Customer stated this is the first time this has happen.

Arbs-DK informed customer that Arbs would setup an inspection for the FEB. Arbs-DK stated once arbs has the date Arbs will let the dealer and customer know.

Arbs-DK also stated that the process could take up to 6 weeks for everything to be done and process to determine a decision. Arbs stated that if customer decide to get alternate transportation it will be at the customer expense due to NNA does not offer assistance during the inspection period customer understood.

Created By: Samantha Dixon (12/22/2017 11:51 AM)
C is upset and inquiring about emergency braking system on veh making the veh stop in the middle of traffic.

Created By: Brittany Puryear (12/22/2017 11:41 AM)
**********Addition to last entry**********

CRT-BP also provided C with contact info and case number.

Created By: Brittany Puryear (12/22/2017 11:37 AM)
CRT-BP placed outbound call to C @
CRT-BP VERIFIED C's name, home & email address, concern, phone#
CRT-BP CHECKED and ADVISED of open recalls/campaigns and found:0
Previous UNRELATED Case(s) Found: [redacted]
Previous RELATED Case(s) Found: 0

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

C asked if C had a lawyer?
C stated no.
C stated that C has one but has not gone that far.
C stated that when C was calling in C and felt that inbound did not take C serious.
C stated that the veh stopped completely but almost got hit.
C stated that C loves veh and its C's second or third veh.
C stated that the DLR could not give C a loaner.
C stated that C asked to speak to a supervisor when speaking to inbound.
C stated C got very bad customer service and elaborated on frustrations between inbound and the DLRSHP.
C stated that C had to fight to get a loaner from DLRSHP.
CRT-BP clarified that C got a loaner veh?
C stated yes.
C elaborated more on frustrations and brought up previous experience with NNA veh and campaign.
CRT-BP apologized about C's experience.
CRT-BP stated that NNA takes this very seriously and CRT-BP is going to file out an IIR report for C and NNA would investigate.
CRT-BP asked IIR questions.
C stated that C has a good driving record.
C stated that C would like to be taken out of leased veh if the veh cannot be fixed.
CRT-BP thanked C for feedback and assured C that NNA takes this seriously.
CRT-BP offered to file a DLR complaint.
CRT-BP stated that C would be followed up with IIR team on Tuesday by EOB day.
C stated that C just wants to feel safe in veh.
CRT-BP understood.
CRT-BP thanked C for time.
Call ended mutually.

Created By: Gabriela Rosales (12/21/2017 4:25 PM) | Last Modified By: Brittany Puryear (12/22/2017 11:29 AM)
CASE SUMMARY
C contacted Nissan CA requesting assistance with call back request. CRR-GR emailing CRT- BP for case update.

Created By: Gabriela Rosales (12/21/2017 4:24 PM) | Last Modified By: Brittany Puryear (12/22/2017 11:28 AM)
CRR-GR VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number: [redacted]
CRR-GR VERIFIED VEH Information including: VIN #
CRR-GR CHECKED for open recalls/campaigns and found: None
CRR-GR CHECKED for previous UNRELATED Case(s) and found: None
CRR-GR CHECKED previous RELATED Case(s) and found: none
CRR-GR NOTED concern is: Call back request

CRR-GR received inbound call from C

C stated C was informed that C was going to receive a call
C stated C was contacted but RCAS called home and not C's cell phone and C asked only to be contacted on cell phone
C stated C was looking forward to call and is hoping C can get into contact today

CRR-GR apologized to C for the inconvenience and informed C that a call was made to all 3 contact #'s listed and RCAS-BP was unable to reach C

C stated C did not hear the phone ring and asked to be transferred to RCAS-BP

CRR-GR informed C that CRR-GR can try and transfer C to RCAS-BP as well as email RCAS-BP for C

C asked to be transferred to RCAS and wants it noted that C's best contact # is [redacted]

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

C declined.
CRR-GR transferred C to RCAS-BP work #.
CRR-GR emailing RCAS-BP for case update.

✓ **Created By: Brittany Puryear (12/21/2017 4:06 PM)**
CRT-BP placed outbound call to C @[redacted]

CRT-BP left VXM with case #, contact #, and best hours to reach CRT-BP.

✓ **Created By: Brittany Puryear (12/21/2017 4:05 PM)**
CRT-BP placed outbound call to C @[redacted]

CRT-BP left VXM with case, contact number, and the best times to reach CRT-BP.

Created By: Brittany Puryear (12/21/2017 4:04 PM)
CRT-BP placed outbound call to C @[redacted]

✓ C's mom picked up and advised that C was not home.

CRT-BP checked cell number for C and was told it was correct.

Call ended mutually.

✓ **Created By: Gabriela Rosales (12/21/2017 3:59 PM) | Last Modified By: Brittany Puryear (12/22/2017 11:28 AM)**
CASE SUMMARY
C contacted Nissan CA requesting assistance with case update and information. CRR-GR emailing RCAS for case update.

Created By: Gabriela Rosales (12/21/2017 3:59 PM) | Last Modified By: Brittany Puryear (12/22/2017 11:28 AM)
CRR-GR VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number:[redacted]
CRR-GR VERIFIED VEH Information including: VIN #
CRR-GR CHECKED for open recalls/campaigns and found: None
CRR-GR CHECKED for previous UNRELATED Case(s) and found: None
CRR-GR CHECKED previous RELATED Case(s) and found: None
CRR-GR NOTED concern is: Case update

CRR-GR received inbound call from C

C stated C needs the case # because C was not provided the case # when C had called yesterday
✓ C stated C would also like information on case because C was supposed to be contacted and has not heard from anyone on case

CRR-GR provided C case # and informed C that there is a scheduled call back for today and C should hear from RCAS sometime today but CRR-GR cannot guarantee what time C will receive a call back

C understood and thanked CRR-GR

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

C declined.

CRR-GR provided C with name, agent ID 7319301 and case number[redacted]

C understood
Call ended mutually.

✓ **Created By: Brittany Puryear (12/21/2017 1:28 PM)**
CRT-BP reviewed with RCAS-Adrienne Jones and IIR specialist -Samantha Dixon who advised that CRT-BP do an IIR for C since the veh is stopping in the middle of traffic by itself.

Created By: Maricris Abesamis (12/20/2017 3:36 PM) | Last Modified By: Brittany Puryear (12/22/2017 11:29 AM)
CASE SUMMARY
✓ C contacted Nissan CA requesting assistance with RHR

CRR-MA escalated Case as per C's request as C is wanting a call today
CRR-MA transferred Case to RCAS who will contact the C by close of business day 12/21/2017 regarding concern

Created By: Maricris Abesamis (12/20/2017 3:35 PM) | Last Modified By: Brittany Puryear (12/22/2017 11:29 AM)
CRR-MA VERIFIED Account Info including: C's name, home & email address, phone# & best contact #
CRR-MA VERIFIED VEH Info including: VIN#
CRR-MA CHECKED for open recalls/campaigns and found: 0
CRR-MA CHECKED for previous UNRELATED Case(s) and found: 00556261
CRR-MA CHECKED previous RELATED Case(s) and found: 0
CRR-MA NOTED concern is: RHR

C called in stating has a leased VEH that is a lemon
C stated life is at risk when driving VEH
C stated manufacture defect
C stated VEH is stopping on C
C stated automatic brakes comes on and will brake in middle of road during traffic
C is stressed and insecure to driving VEH
C has gone to DLRSHP and was told will look into it but was not providing loaner VEH
C stated VEH would do an immediate stop for no reason
C stated DLRSHP is aware of concern
C stated DLRSHP informed C to put off automatic brakes manually
C wanted to call NNA before taking further actions with lawyer

CRR-MA asked if attained an attorney

✓ C stated no

CRR-MA informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 12/21/2017 regarding the C concern

C wants someone to speak with now
C wants Case escalated

CRR-MA informed C that dept CRR-MA is sending Case to is above NNA CA
CRR-MA will escalate Case and cannot guarantee if would get a call before COB today

C stated that CRR-MA is not helping C and is a robot

CRR-MA unable to speak during conversation as C is constantly speaking above CRR-MA while trying to explain

C stated will be going to lawyer

CRR-MA informed C that is C's right

C stated will be going to media regarding this
C ended call prematurely

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]	BRAKES	INTELLIGENT BRAKE ASSIST (IBA)	POOR OR IMPROPER OPERATION	26	12/20/2017	YX	AD	328000	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Brittany Puryear, 12/22/2017 11:28 AM	12/22/2017

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Jessica Wegrzyn
Contact Email		Type	CA
Home Phone	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	2/7/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	12/23/2017 2:03 PM
Social Media Involvement		Date/Time Closed	2/5/2018 4:48 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Franklin	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	8,638	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	12/23/2017
IIR Date		RHR Completed	
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN8AT2MT9HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29117	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	NISSAN OF VACAVILLE	Data Net	
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	02	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	
LS Response Time		Work Phone	
		Mobile Phone	
		Email	
		Alternate Email	

Verbatims

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

DTS Inspection

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

System Information

Subject	CUSTOMER: [redacted] [redacted] VIN: JN8AT2MT9H[redacted]	Root Cause	
Created By	Harjot Dhindsa, 12/23/2017 2:03 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 12/10/2018 10:08 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	848		
Action Code	NT4D		
What action was taken?	4D Customer Refused Assistance		

Agent Comments

Agent Comments	START RHR!!!!
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
2/5/2018 4:48 PM	Jessica Wegrzyn	Changed **Status** from Open to **Closed**.
		Closed.
2/5/2018 4:18 PM	Jessica Wegrzyn	Changed **Follow Up Date** from 2/5/2018 to **2/7/2018**.
1/22/2018 2:29 PM	Chad Alsup	Changed **Case Owner** from Amberly Hayes to **Jessica Wegrzyn**.
1/10/2018 4:24 PM	Amberly Hayes	Changed **Follow Up Date** from 1/11/2018 to **2/5/2018**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Jessica Wegrzyn (2/5/2018 4:18 PM) ARBS notes: emailed DTS- Rick: Hi Rick, This was previously Amberly's case. I just reached out to the customer to confirm the date and he advised he did retain an attorney. We haven't received a letter of representation yet, so I'm not too confident the customer will be at the inspection. I'm going to be closing the case pending receipt of attorney letter, should I also cancel the inspection or would that be something you would do? Thank you,
	Created By: Jessica Wegrzyn (2/5/2018 4:14 PM) ARBS notes: customer retained an attorney ARBS closing case pending letter of representation
	Created By: Jessica Wegrzyn (2/5/2018 4:13 PM) ARBS notes: placed call to customer [redacted] call connected ARBS advised was calling to confirm DTS inspection customer advised would have to speak with ATTY, customer stated was advised not to speak with NNA ARBS understands and thanked customer for time
	Created By: Leslie Griffin (1/11/2018 11:15 AM) NIS1810140. DRTS-LG rec'd Add'l Docs from BBB on 01/11/18, dated 01/09/18.
	Created By: Leslie Griffin (1/11/2018 11:14 AM) NIS1810140. DRTS-LG rec'd Case Closed from BBB on 01/11/18, dated same. This is due to C no longer wants to pursue with there claim with the BBB Auto Line program.
	Created By: Amberly Hayes (1/10/2018 4:25 PM) ARBS confirmed DTS inspection for 2/7 @ 10 AM ARBS notes need to know if C wants to continue with inspection after attorney rep letter is received
	Created By: Amberly Hayes (1/10/2018 4:23 PM) ARSB placed outbound call to C at [redacted] ARBS states proposed date/time as Wed 2/7/18 at 10 AM (Pacific). C states will hold that day but C is in the process of retaining an attorney and all other communication will be through the attorney

ARBS understood and states once a letter of representation is received, NNA will reach out to attorney directly
ARBS asked if C would still like to keep the DTS inspection date of 2/7

C states yes and if Atty or C changes mind, can cancel inspection

Call ended mutually

Created By: Amberly Hayes (1/9/2018 4:18 PM)
ARBS received email from DTS stating:

Wed 2/7/18 at 10 AM (Pacific).

Created By: Amberly Hayes (1/9/2018 2:26 PM) | Last Modified By: Amberly Hayes (1/9/2018 2:26 PM)
ARBS emailed DTS-RN for a MWF date/time

Created By: Amberly Hayes (1/9/2018 2:22 PM)
ARBS notes dialed incorrect number on previous attempt

ARSB placed outbound call to C at [redacted]
ARBS states proposed DTS inspection time @ 2/6/2018 10a PST at Nissan of Vacaville

C asked how long the inspection would take

ARBS states is unsure but can request a loaner vehicle be available if necessary

C asked for an earlier inspection time since the vehicle is unsafe to drive
ARBS states this is the earliest inspection date/time

C asked for a MWF date since C takes 24 care of C's special needs son
ARBS states can ask for a new MWF date and get back with C

Call ended mutually

Created By: Amberly Hayes (1/9/2018 2:15 PM)
ARSB placed outbound call to C at [redacted]
ARBS-AB left VMX with case #, direct contact information as [redacted] and hours of operation
ARBS states proposed DTS inspection time @ 2/6/2018 10a PST at Nissan of Vacaville
ARBS request call back for confirmation

Created By: Amberly Hayes (1/8/2018 4:58 PM)
ARSB placed outbound call to C at [redacted]
ARBS states did receive information from BBB and offered further assistant

C states has already filed a claim with NNA CA
ARBS states does see that and when C files with the BBB the case is transferred to DRT

C asked if ARBS read through the case notes
ARBS states yes and does see where C is requesting repurchase or replacement of the vehicle

C states does not want a Nissan product
C states the vehicle is a hazard and cannot be driven
C states no one knows how to fix the issue
C states in order to operate the vehicle, the system has to be turned off
C states is asking for a full refund and will settle for nothing less

ARBS states has reviewed and is not in a position to offer repurchase/replacement of the vehicle
C asked what ARBS decision was based off of
ARBS states does review for repurchase/replacement based of state lemon law guidelines

C began to read the lemon law to ARBS
ARBS states is not in a position to discuss the law with C

ARBS states that ARBS is in a position to offer a DTS to review the vehicle if this is something C would like
C states that ARBS is stonewalling C
C states that ARBS did not make the decision is only passing on the information

ARBS states ARBS did make the decision and understand that C does not agree
ARBS reiterating the DTS offer

C states that C wants ARBS to know that ARBS made the wrong decision
C states there is a vehicle that cannot be repaired and is a safety hazard
C states that ARBS made a morally and ethically wrong decision

C states C wants in writing why ARBS is denying C
ARBS states will not be providing anything in writing and states this is C's verbal repurchase denial

C states C wants in writing the DTS process
ARBS states there is no process to provide in writing
ARBS states submits for DTS and DTS comes back with a date and time to see if this date/time works for C
C asked what if the date and time does not work
ARBS states will submit for a secondary date/time

C states no matter what this is inconvenient for C and for C's daughter that drives the vehicle and is 1 hour away

ARBS states will contact C with date/time

Call ended mutually

Created By: Amberly Hayes (1/8/2018 4:34 PM)
ARBS uploaded MRF response to BBB case– not in a position to offer repurchase/replacement

Created By: Amberly Hayes (1/8/2018 4:33 PM)
ARBS reviewed case with TL-CA, not offering repurchase/replacement

Created By: Amberly Hayes (1/8/2018 4:23 PM)
ARBS notes:

1 visit for vehicle applied brakes on free way
1 no dup

1 visit for forward emergency braking not working
1 cleared past codes, codes did not return

total days down: 6, 0 repairs made

Created By: Amberly Hayes (1/8/2018 4:22 PM)
Open campaigns: NONE
Additional cases found: NONE
Tech line case found: [redacted]
DTS involved: NONE
VSC found: NONE
State: CA
In-service Date: 9/16/2017
Purchased: NEW

ARBS notes the following repair history review:

10/26/17 @ 4,379 Miles, RO: [redacted] - Days Down: 1
CONCERN:
1. Customer states vehicle applied brakes at about 30mph while driving on freeway and a warning popped up (see attached pic)
ACTION:
1. No repairs to perform at this time
12/19/17 @ 8547 Miles, [redacted] - Days Down: 5
CONCERN:

1. C states that emergency forward imaging braking system is not working properly.
ACTION:
1. Found multiple pass codes stored in system. Spoke with techline, checked the configuration of all control units. Cleared codes, cycle ignition, no codes returned.

Created By: Leslie Griffin (1/4/2018 9:28 AM)
NIS1810140. DRTS-LG rec'd MRF from BBB on 01/04/18, dated same. C seeks full purchase buyback from NNA due to forward emergency braking system malfunction and side radar malfunction.

Created By: Tiffany Gerweck (12/29/2017 3:28 PM)
RCAS-TG placed outbound call to C at [redacted]
RCAS-TG advised this call may be recorded for quality and training purposes.
RCAS-TG stated RCAS was calling on behalf of the case.
RCAS-TG stated RCAS wanted to get in touch with C as the review is still underway.
RCAS-TG stated RCAS will be in touch with C next week within 3 days with another update.
RCAS-TG stated RCAS also received C's email with the documentation of the conversations that had been had with C and the dealership.
RCAS-TG stated RCAS apologizes for the way the case has been handled by the dealership.
RCAS-TG stated RCAS has not been able to discuss with Miguel or Z.
RCAS-TG stated RCAS will reach out to them for further info.
RCAS-TG asked if C had further questions?

✓ C stated no.
C stated C is just going to wait.
C stated the dealership is going to tell RCAS that it needs more diagnosing to confirm the repairs.

RCAS-TG understood.
RCAS-TG stated RCAS will follow up with C no later than Thursday Jan 4th.

C stated okay.

RCAS-TG thanked C for time.

Call ended mutually.

✓ Created By: Tiffany Gerweck (12/29/2017 3:07 PM)
RCAS-TG sent email to SM-Z Walid about sending current RO's to RCAS.

Created By: Tiffany Gerweck (12/29/2017 3:01 PM)
RCAS-TG placed outbound call to Oakland Nissan and spoke with SA-Guy.
RCAS-TG asked when the last time C was in at the dealership?

✓ SA-G stated Oct 26th.
SA-G stated no repairs were recommended at this time.

RCAS-TG thanked SA-G for help.

Created By: Alece Shumpert (12/26/2017 2:28 PM)
RCAS-AS placed outbound call to C at 7074498952.
RCAS-AS advised "This call may be recorded for quality and training purposes."
RCAS-AS verified C's email address, phone number, and mailing address.
RCAS-AS advised C that RCAS-AS is C's case manager.

C states C's daughter drives C's vehicle.
RCAS-AS understood.

RCAS-AS apologized for C's concerns.
C states the initial concern happened on October 26 on the freeway as the vehicle came to a complete stop.
C states the dashboard had a warning light and emergency break has been activated.
C states the Concord DLR could not diagnose C's vehicle and was told that C's license plate frame begin loose caused C's concern.

C states C's emergency braking component is further up in C's grill.
C states C went through the entire manual.
C states the Concord DLR was false.
C states C's service tech told C that C's vehicle is not safe.
C states C's vehicle is unsafe.

C states C's vehicle is malfunctioning but no one can tell C why and how.
C states C wants C's entire vehicle repurchased for the full purchase value and will not accept anything else.
RCAS-AS understood.

C has already contacted lemon law attorneys.
RCAS-AS understood.

RCAS-AS asked C has C retained a lawyer?
C states no.

RCAS-AS advised C that RCAS-AS can submit an RHR.
RCAS-AS advised C that an RHR takes up to around 10 business days.
RCAS-AS advised C that the decision is based upon C's state lemon laws.
RCAS-AS advised C that NNA is going to do everything in NNA's efforts to ensure C's vehicle is repaired.
✓ RCAS-AS advised C that an RHR is not a guarantee.

C states C is not going to accept the vehicle in full repair.

Why do you want to return the vehicle to Nissan North America? C feels as if C's vehicle is unsafe

Where is the vehicle currently? C's possession

Are you currently in a rental vehicle? No

Where was the vehicle purchased? NISSAN OF VACAVILLE

Was the vehicle purchased new or used? New

If used, when was the vehicle purchased? N/A

Where is the vehicle serviced? NISSAN OF VACAVILLE, AUTOCOM NISSAN OF CONCORD

Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers. N/A

C states C has two more things to tell RCAS-AS.
C states the DLR did a fraudulent act as the DLR charged C VSC's and gap insurance.

C states C denied all VSC's.
C states the DLR cancelled C's contract as the Sales Manager has been terminated.
C states the DLR needs to do an audit.

C states C will contact the start a criminal investigation of the DLR.
RCAS-AS States RCAS-AS's number to C.

RCAS-AS advises RCAS-AS will be in contact with C by the next 3 business days.
RCAS-AS thanked C for time and patience.
RCAS-AS asked C if C had any further questions.
C declined.
Call ended mutually.

✓ Created By: Alece Shumpert (12/26/2017 2:00 PM)
RCAS-AS placed outbound call to AUTOCOM NISSAN OF CONCORD.
RCAS-AS states C's name.
RCAS-AS spoke to SA-Adam Vazquez.

RCAS-AS requests C's R.O's.
RCAS-AS states RCAS-AS's fax number. (to SM-Paul Voskes phone number and voicemail)

SA-Adam Vazquez states the DLR cannot duplicate C's concerns at all.

SA-Adam Vazquez states without duplication there are no recommend repairs.

RCAS-AS understood.
Call ended mutually.

Created By: Harjot Dhindsa (12/23/2017 2:08 PM)
*******CASE SUMMARY**********

CRR-HD sending case to RCAS for further review

Created By: Harjot Dhindsa (12/23/2017 2:08 PM)
CRR-HD VERIFIED Account information including: C's name, home and email address and best contact#
CRR-HD VERIFIED VEH Information including: VIN #, Current Mileage

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

CRR-HD received inbound call from C

C stated C wants to make a complaint
C stated it is regarding Malfunctioning of new VEH
C stated C have 8 page document
C stated C wants to send that to NNA CA
C stated this issue started on Oct 26th
C stated VEH was taken to 2 DLRSHPs
C stated tech line gave information that they are unable to diagnose the concern
C stated VEH was taken to Selling DLRSHP
C stated they have checked the computer
C stated DLRSHP received malfunction of codes
C stated they were unable to duplicate the concern
C stated C had long conversation with DLRSHP
C stated DLRSHP will not replace the sensor and computer without corporate's Permission
C stated that malfunction happened again
C stated now C have VEH and C have to put codes to disable the functions that C paid for
C stated VEH is not safe to drive

CRR-HD stated how C wants Nissan to assist C

C stated VEH is not safe to drive
C stated C wants Nissan to give guarantee that it is safe to drive otherwise buy back the VEH
C stated DLRSHP and tech line don't know what the concern is
C stated they don't know how system operates and everyone have different information
C stated if technicians don't understand the information so the VEH should not be on the road
C stated C will document everything and will send to NNA CA

CRR-HD stated ok
CRR-HD informed C that Case will be transferred to a Regional Consumer Affairs Specialist
CRR-HD stated C will be contacted tomorrow by close of business day

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

C declined.

CRR-HD provided C with name, agent ID[redacted] and case number:[redacted]

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]	BRAKES	GEN. BRAKE COMPONENT (S)	UNABLE DIAGNOSE/DUPLICATE	03	2/5/2018	WT	AD	121500	OA

Forms

Forms Help

No records to display

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [90] | Case Categorizations [1] | Forms [1]

Case Detail

Reopen Case | Clone Closed Case

Number of open vehicle campaigns = 1

Account Name	[redacted]	Case Owner	[redacted] Trisha Zamarron
Contact Email	[redacted]	Type	CA
[redacted]	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	4/24/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	12/30/2017 9:56 AM
Social Media Involvement		Date/Time Closed	5/8/2018 11:49 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	2		
Description	Consumer Affairs Voluntary repurchase due to 2 repairs and 41 days out of service for braking on its own.		

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	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	1	RHR Started	2/9/2018
IIR Date		RHR Completed	2/9/2018
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	KNMAT2MV3HP[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	LEGEND NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	
Shared With		Requested Dealer Action	please review.

Bluetooth

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

Related Items

Approved Check Requests	$27,045.84	Goodwill Offered	
		VCAN	
		Goodwill Processed	0
		Vehicle Service Contract	
		VSC Reprint Request	Email

Contact Name [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date		Home Phone	[redacted]
LS Response Time		Work Phone	
		Mobile Phone	
		Email	
		Alternate Email	

Verbatims

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

DTS Inspection

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

System Information

Subject	CUSTOMER:[redacted] VIN: KNMAT2MV3HP[redacted]	Root Cause	
Created By	Taylor Willock, 12/30/2017 9:56 AM	Root Cause Code	SCMV
Last Modified By	NNAETL, 9/18/2019 9:26 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	756		
Action Code	NL5F		
What action was taken?	5F Voluntary NNA Trade/Repurchase - NNA Inventory - 1 veh		

Agent Comments

Agent Comments	IIR
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
5/8/2018 11:49 AM	Trisha Zamarron	Changed **Status** from Open to **Closed**. Closed.
5/7/2018 9:03 PM	NNAETL	Changed **Subject** from CUSTOMER:[redacted] PHONE: [redacted] VIN: KNMAT2MV3HP[redacted] to **CUSTOMER:**[redacted] **VIN: KNMAT2MV3HP**[redacted].
5/7/2018 2:59 PM	Leonardo Montero	Changed **Reopen Date** from 2/7/2018 4:12 PM to **5/7/2018 2:59 PM**. Changed **Subject** from CUSTOMER:[redacted] VIN: KNMAT2MV3HP[redacted] to **CUSTOMER:**[redacted] **PHONE:** [redacted] **VIN: KNMAT2MV3HP**[redacted].

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Case Comments

New

Case Comments Help

Public	Comment
	Created By: Brian Jones (7/6/2018 11:31 AM) *** [Added after the case is closed.] *** DRTS BAJ: Check(s) from NMAC for Overpayment in the amount of $674.80 sent to LOCKBOX #54457; FED EX TRACKING[redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT;[redacted] The case has been documented
	Created By: Trisha Zamarron (5/8/2018 9:47 AM) ARBS-TZ notes received a message that Morley has the C scheduled to surrender the vehicle.
	Created By: Trisha Zamarron (5/8/2018 9:28 AM) ARBS-TZ updated Ashley S, Disposition Coordinator, regarding ARBS call that the C is ready to schedule a date and time.
	Created By: Trisha Zamarron (5/8/2018 9:27 AM) ARBS-TZ called C and asked if she was needing some clarification regarding the surrendering of the old vehicle. C stated she has had a lot of family issues going on and could not give a date. C stated she is ready now. ARBS-TZ provided her Morley case number and ph#.
	Created By: Trisha Zamarron (5/8/2018 9:26 AM) ARBS-TZ asked Morley for an update. Ashley S, Disposition Coordinator, stated the C is not understanding why she has to schedule an appointment. ARBS-TZ notes ARBS will give her a call.
	Created By: Leonardo Montero (5/7/2018 3:00 PM) ****** [CASE SUMMARY] ****** C contacted CA with: Seeking Status Case #[redacted]
	Created By: Leonardo Montero (5/7/2018 2:59 PM) CRR-LM VERIFIED Account information including: C's name, home address, phone number CRR-LM VERIFIED VEH Information including: VIN # CRR-LM CHECKED for open recalls/campaigns and found: None CRR-LM CHECKED for previous UNRELATED Case(s) and found: None CRR-LM CHECKED for previous RELATED Case(s) and found: None CRR-LM NOTED concern is: CRR-LM received inbound call from C C stated that has a case but did not have INFO handy CRR-LM looked up C's case through C's account CRR-LM noting that C has a case with ARBS-AB

C stated that missed a call from ARBS-AB
C stated that is not feeling well but need a call from ARBS-AB ASAP

CRR-LM informed C that will send an internal communication to ARBS-AB ASAP to get in contact with C ASAP

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

C declined.

CRR-LM provided C with agent ID 7319360 and case number [redacted]

C understood

CRR-LM closing case.
Call ended mutually.

Created By: Anisha Baldon (4/23/2018 2:14 PM)
ARBS-Anisha Baldon assisting ARBS-TZ while OOO.

ARBS transferred case to Morley.
Morley # [redacted]
FedEx [redacted]

Created By: Trisha Zamarron (4/19/2018 10:25 AM)
ARBS-TZ received a copy of title.

Created By: Trisha Zamarron (4/18/2018 9:46 AM)
ARBS-TZ requested the e title from NMAC.

Created By: Trisha Zamarron (4/17/2018 2:14 PM)
ARBS-TZ called Southshore Nissan and requested to speak to clerks office.
ARBS-TZ reached the billing office and was told that they would get the documents emailed.

Created By: Trisha Zamarron (4/11/2018 3:09 PM)
ARBS-TZ was able to talk to the clerks office and the clerk stated she would have to find out how to locate Massapequa's documents, the dealership is no longer open.

ARBS-TZ provided ARBS contact information.

Created By: Trisha Zamarron (4/3/2018 3:39 PM)
ARBS-TZ attached the registration.

Created By: Trisha Zamarron (3/28/2018 11:49 AM)
ARBS-TZ summary:
C had gone to SouthShore Nissan and was told to shut the FEB off (no repair order).
C called CA 12/30/17
IIR submitted 1/2/18
1/11/18 vehicle dropped off for inspection
1/22/18 DTS Kevin McKay completed inspection
2/12/18 ARBS received the RHR for review; C was left in loaner vehicle until 3/24/18.
3rd Nissan

Created By: Trisha Zamarron (3/28/2018 10:22 AM)
ARBS-TZ requested the invoice, title app from South Shore Nissan.

Created By: Trisha Zamarron (3/28/2018 9:05 AM)
ARBS-TZ received the signed repurchase agreement.

Created By: Trisha Zamarron (3/21/2018 3:20 PM)
ARBS-TZ notes C called to state she is going into the dealer on Saturday and will get her new vehicle.

ARBS-TZ recommended C wait until the surrendering of the current vehicle as it remains C until the signing of the surrendering documents.
ARBS-TZ sent an updated offer letter to GM Adam for the C to sign, that needs to be signed to start the repurchase process.
ARBS-TZ explained the repurchase will occur with ARBS and the selling of a new vehicle will be with GM Adam.

C stated she appreciates the explanation and she understands.
C stated she will go in on Saturday and sign document so that it can be sent to ARBS.

Created By: Trisha Zamarron (3/21/2018 12:02 PM)
ARBS-TZ sent the repurchase letter with the following repurchase calculations:

Down Payment incl 1st $881.02
Additional Payments
4 x 338.94 $1,355.76

Total Amounts Paid $2,236.78

Less Sales Tax $1,052.32
Total Deductions $1,052.32

Total Refund $1,184.46

Created By: Trisha Zamarron (3/21/2018 11:48 AM)
ARBS-TZ received the following payment information from NMAC:

Below is the payment/payoff information that you requested.

SR# 1[redacted]
Account#: [redacted]
Customer: [redacted]
Payoff amount is $ 25861.38 good thru4/10/2018
Payments received 5
Payment amount $338.94
Recent payment received on 3/12/2018 in the amount of $ 338.94

Payment History is attached.

Created By: Trisha Zamarron (3/21/2018 10:10 AM)
ARBS-TZ requested payment information from NMAC.

Created By: Trisha Zamarron (3/21/2018 9:56 AM)
ARBS-TZ received a call from GM Adam.

GM Adam spoke to C and she wants out of the vehicle. It was explained to C that we are getting her out of the vehicle.
GM Adam stated the C is not going to like the letter. She is expecting all her money back. It would be best to show all the payments and not show the rebate. C will put up a fight about the sales tax.

ARBS-TZ C will need to contact NY state representatives regarding the tax issue.
ARBS-TZ will get with NMAC regarding March payment.
ARBS-TZ will send an updated letter.

Created By: Trisha Zamarron (3/21/2018 9:36 AM)
ARBS-TZ left a msg with GM Adam M. requesting a call back.

Created By: Trisha Zamarron (3/21/2018 9:15 AM)
ARBS-TZ notes C would like to know where we are in the process.
ARBS-TZ notes C wants out of the vehicle, she does not want the death trap.
ARBS-TZ notes C stated she is getting calls from Christy, sales associate at the dealership.

ARBS-TZ stated:
ARBS was trying to set up getting a replacement so C could have another vehicle.
ARBS had asked GM Adam M to test the vehicle over the rail road tracks to make sure the concern does not occur.
The vehicle they currently own a concern was not found.

C stated:
A concern was not found because no one drove over the rail road tracks.
She drives over the rail road tracks every day.

Christy, sales advisor, told her that she had test driven a vehicle they want to sell her over the tracks.

ARBS-TZ stated:
ARBS did send a letter via FedEx and sent it to GM Adam M for the C to sign.
A repurchase letter is offering to get the C out of the vehicle.
Legend Nissan is trying to sell you a new vehicle.

C wanted to know when will she get her money back.

ARBS-TZ explained once ARBS get the signed document, the documents will go to Nissan's third party surrendering company, Morley, VSPC. Morley will schedule a meeting to sign surrendering documents and at that time C will receive her refund.

Created By: Trisha Zamarron (3/20/2018 3:15 PM)
ARBS-TZ sent the C the repurchase letter via FedEx, tracking numbe[redacted]

Created By: Trisha Zamarron (3/20/2018 2:48 PM)
ARBS-TZ sent a request to GM Adam to provide ARBS with pictures of the vehicle and to look in vehicle for the registration. ARBS will need a copy of registration as well.

Created By: Trisha Zamarron (3/20/2018 2:29 PM)
ARBS-TZ notes sent the following repurchase calculations to the C:

Down Payment $3,181.02
Additional Payments
3 x 338.94 $1,016.82
Total Amounts Paid $4,197.84

Less Sales Tax $1,052.32
Less Rebate $2,300.00
Total Deductions $3,352.32

Total Refund $845.52

Created By: Trisha Zamarron (3/15/2018 5:42 PM)
ARBS-TZ called GM Adam to go over the options offered to the C.
ARBS-TZ stated there was nothing found defective in the C vehicle; however, the C states they were told this is a known issue.
ARBS-TZ asked if anyone at the dealership drove the vehicle over the tracks that the C is referring to. C states they have to drive over the tracks to go anywhere.

Adam stated he does not know and Nissan knows this is an issue.
Adam stated they need to get this resolved.

ARBS-TZ stated the offer has been made to get the C out of this vehicle.
ARBS-TZ concern is putting them in another vehicle the issue could happen.
ARBS-TZ it does not happen in every vehicle.
ARBS-TZ stated do we know it occurred in this C vehicle.

Adam stated;
He does not know and wants to know what can he do.

ARBS-TZ stated have the C drive the new vehicle before selling it to them, over the tracks.
ARBS-TZ is that possible.
ARBS-TZ this is an elder couple and I want to make sure they are in a vehicle that will not cause them the same concern they claim is occurring or they will have to go through the process.
ARBS-TZ thanked Adam for the talk and requested pictures of the vehicle.

Adam stated he will get the pictures.
Adam stated can ARBS share what the repurchase numbers will be.

ARBS-TZ stated the C will get all the payments they made minus the sale tax

Created By: Trisha Zamarron (3/9/2018 3:27 PM)
ARBS-TZ called C.
ARBS-TZ explained to the C if NNA repurchases the vehicle she will get back her payments, C will have to get the sales tax from the NYDMV.
ARBS-TZ explained the replacement would have to be the same make and model. NNA did not find a concern with current vehicle.

C stated they did not test if going over the railroad tracks.
C stated has been in the hospital, she fell and broke her hip. Now her husband is sick and in the hospital.
C stated now having to deal with this vehicle.
C stated she has bought Nissan and always liked the vehicle until this one.
C stated she can't believe that Nissan expects her to turn the system off and on, she crosses those tracks everyday.
C stated she wants a new vehicle, the current vehicle needs to be fixed and she cannot believe Nissan is selling vehicles knowing it does what it is doing.

ARBS-TZ stated engineers are getting information about the cars from the system as dealerships and consumer affairs inputs the concerns customers are having. ARBS cannot say whether engineers are or are not aware, if there is enough data there will be an update for the vehicles software.

ARBS-TZ stated NNA is willing to take you out of your current vehicle and replace it, due to the number of days the vehicle has been out of service.

Created By: Trisha Zamarron (3/9/2018 3:16 PM)
ARBS-TZ called SM Vinny G to provide an update.

ARBS-TZ stated ARBS offered C a repurchase, replacement or cash settlement.
ARBS-TZ asked if SM has spoken to the C.

SM Vinny stated:
talked to the C once.
C refuses to take the vehicle because of the concern and having to turn the system off then back on once over the tracks.
The vehicle has been at the dealership since January 11, 2018.

ARBS-TZ thanked SM for his time.

Created By: Trisha Zamarron (3/9/2018 2:07 PM)
ARBS-TZ notes called and left a msg with receptionist requesting a call back from finance.
ARBS-TZ notes:
[redacted]542.08 = ?
+338.94 first payment
equals cash down payment
==========

Created By: Trisha Zamarron (2/26/2018 6:39 PM)
ARBS-TZ called C. ARBS-TZ notes C was getting confused about the offer.

ARBS-TZ did go over the 3 options. ARBS-TZ is going to get the repurchase numbers together.
ARBS-TZ was not able to get C to understand the repurchase or replacement or a cash settlement.

C stated she wants all her money back, then she was talking about getting a 2018 with cash.

ARBS-TZ stated again there are 3 options and C only has one to choose.

ARBS-TZ notes at the end of the call ARBS explained ARBS will get repurchase refund together.

Created By: Trisha Zamarron (2/20/2018 11:52 AM)
ARBS-TZ received the payment and payoff information from NMAC:

SR# 1-17489391406
Account#: [redacted]
Customer: [redacted]
Payoff amount is $ 26198.76 good thru 3/10/2018
Payments received 4
Payment amount $ 338.94
Recent payment received on 2/12/2018 in the amount of $ 338.94

Copy of Payment History is attached.

Peggy Holder | Fulfillment & Correspondence | Nissan Group of North America | Phone:[redacted]
| Fax:[redacted]

Created By: Trisha Zamarron (2/20/2018 9:03 AM)
ARBS-TZ mailed the letter of Intent to C via FedEx with tracking[redacted]

Created By: Trisha Zamarron (2/20/2018 7:09 AM)
IIR- FEB- EST

Created By: Trisha Zamarron (2/16/2018 10:58 AM)
ARBS-TZ forgot to note that Katy, in billing stated should the documents not arrive ARBS can call Katy back or David, who is in finance.

Created By: Trisha Zamarron (2/16/2018 10:45 AM)
ARBS-TZ contacted Katy in billing and requested the invoice, sales contract and title app.

Created By: Trisha Zamarron (2/16/2018 10:56 AM)
ARBS-TZ requested payoff information from NMAC.

Created By: Trisha Zamarron (2/16/2018 10:45 AM)
ARBS-TZ contacted Katy in billing and requested the invoice, sales contract and title app.

Created By: Trisha Zamarron (2/16/2018 10:41 AM)
ARBS-TZ received a call from C husband.

Mr.[redacted] is upset because he feels Nissan is not concerned that lives are in danger.
The car stopped on the tracks and his wife was put in danger.
Instead of offering a temporary fix by stopping and turning off the system it needs to be corrected.

ARBS-TZ stated:
NNA consumer affairs takes C complaints seriously and document the concerns, the information is coded so that it will go to the Engineers. This is how manufacturers are made aware of concerns, C calls and visiting dealerships.
ARBS assured Mr.[redacted] that Nissan hears what his concern is and it has been documented.
Should engineers make any correction or updates the Nissan dealership would be aware.
ARBS asked Mr.[redacted] what he would like Nissan to do for him at this time, making any corrections to the vehicle at this time is not an option. There was not a mfg defect found on the vehicle.

Mr.[redacted] he wants his wife to be able to drive a safe vehicle.

ARBS-TZ stated NNA can put his wife in a replacement vehicle, or buyback the vehicle, these options can take up to 4 weeks. If you want to keep the vehicle and if there happens to be a software update needed and it addresses the experience your wife went through Nissan will offer $2800.00 cash settlement and C keep the vehicle.

Mr.[redacted] would like all offers in writing and sent via FedEx, so his wife can make the final decision.

ARBS verified C address.

Created By: Trisha Zamarron (2/15/2018 4:43 PM)
ARBS-TZ placed outbound to: C [redacted] and left a message to call ARBS.

Created By: Trisha Zamarron (2/14/2018 8:00 AM)
ARBS-TZ taking the case over due to the C claims the vehicle stops over railroad tracks. 1 visit 0 repairs currently 4 days down.

Created By: Trisha Zamarron (2/14/2018 7:59 AM)
ARBS-TZ reviewed the following repair history:
Prior to in-service date:
10/25/17 2[redacted] 1 5175 1.PDI
11/15/17 3[redacted] 1 5175 1.NY State Inspection

Current owner:

1/11/18 @ 473 miles[redacted] 3670-Legend Nissan
Concerns:
1.Car stops automatically over railroad tracks
2.MPI
3.Rental car
Actions:
Open
==========
ARBS-TZ notes the following for review purposes:

State: NY
In Service Date 11/12/2017
NMAC lease

0 previous CA cases
0 Techline cases

DTS Kevin McKay inspection 1/22/18
no VSC

Created By: Nicki Barror (2/12/2018 11:21 AM)
DRTS received the RHR. The RHR was assigned to ARBS Trisha Zamarron for review.

Created By: Dakota McGregor (2/12/2018 10:33 AM)
ARBS sent e-mail to PLNR-CA requesting RHR be reviewed

Created By: Nicki Barror (2/9/2018 8:11 AM)
DRTS attached RHR

Created By: Nicki Barror (2/8/2018 3:35 PM)
DRTS attached RO's dlr 5175

Created By: Nicki Barror (2/8/2018 3:29 PM)
DRTS called dlr 5175 for RO again. Spoke w/ someone in Service, adv Martha is in the middle of trying to send the RO-DRTS requested her to call when she send.

Created By: Nicki Barror (2/8/2018 2:58 PM)
DRTS called dlr 5175 for RO again. No one picked up in Service.

Created By: Nicki Barror (2/8/2018 12:49 PM)
DRTS called dlr 5175 for RO again. L/m at ext 1505 for Martha.

Created By: Nicki Barror (2/8/2018 9:53 AM)
DRTS attached open RO dlr 3670

Created By: Nicki Barror (2/8/2018 9:42 AM)
DRTS called dlr 3670 for any RO's incl open, Francisco faxing open RO-no other RO's for this C.

Created By: Nicki Barror (2/8/2018 9:35 AM)
DRTS called dlr 5175 for RO's, Martha sending inspection but not showing any open RO's.

Created By: Nicki Barror (2/8/2018 7:17 AM)
DRTS called dlr 5175 for RO's including open.SA Martha was with a C-left phone number with Sally for Martha to call once she is free.

Created By: Dakota McGregor (2/7/2018 4:42 PM)
ARBS notes that ARBS placed outbound to C[redacted]
ARBS informed that ARBS will be submitting a request for review for repurchase of Cs veh based on Cs lemon law
ARBS informed that is a 10 business day review process, and ARBS/ Nissan cannot guarantee will be in a position to repurchase or replace Cs veh
ARBS informed that should Nissan be in a position to assist C, that department that reviews these claims further would contact C to further discuss
C understood and agreed
C states C will be speaking to husband about this as is uncertain
ARBS informed if C changes mind to let ARBS know
C understood
ARBS offered further assistance
C thanked ARBS
ARBS thanked C
Call ended mutually

Created By: Dakota McGregor (2/7/2018 4:13 PM)
ARBS reviewed case with SRPLNR-FD
SRPLNR-FD informed for ARBS to submit RHR for review

✓ **Created By: Dakota McGregor (2/7/2018 4:12 PM)**
*** [Added after the case is closed.] ***
ARBS placed outbound to C[redacted]
ARBS spoke to Cs wife
ARBS verified C had time to speak to ARBS

C informed that is who contacted CA and had requested callback from ARBS
C states that C is unhappy with resolution and would like more proof
C repeated Cs experience with the veh
C states C does not want the veh
C states that C was dismissed by the DLR when C tried to trade in the veh
C states C would like to complain
C states is mad that C had to pay car payments for and during this entire process
C states does not agree with turning the system off
C states that Cs husband turned in the loaner veh and is picking up veh today
C states that does not believe that nothing was found
C states that does not believe Nissan is telling the truth
C inquired why letter mentioned insurance
C states that C does not want the veh
C states C does not want the veh
C states C does not believe the veh is safe
C states C does not want the veh

C requested specific info of everything done during inspection
ARBS informed that Nissan conducted a thorough inspection of the veh, and no defect was found with the veh
ARBS informed that is unable to provide specifics of inspection
ARBS informed that this is Nissan's position at this time
ARBS inquired if C has any other questions or concerns that ARBS can address
C kept repeating that C does not want the veh
ARBS informed that this is Nissan's position on the matter
C states C is still unhappy
C mentioned contacting CA
ARBS informed that is the correct department for Cs claim, and an inspection was the correct department
ARBS thanked C for Cs time
C did not say anything
Call ended mutually

Created By: Dakota McGregor (2/7/2018 3:10 PM)
*** [Added after the case is closed.] ***
ARBS placed outbound to DLR
ARBS spoke to SM Vinny
SM informed that SM believed that DTS verified concern that C had with the veh
✓ ARBS informed is unable to speak to this
ARBS informed that DTS does not make decision regarding resolution
ARBS informed that decision was made by specialists
SM informed that would like e-mail from ARBS indicating that no defect was found and that C can pick up the veh
*ARBS sent e-mail to SM with requested info
ARBS informed C would need to pick up the veh
ARBS informed that ARBS would be reaching out to C to inform of this again as C has contacted NNA again

✓ **Created By: Dakota McGregor (2/7/2018 3:07 PM)**
*** [Added after the case is closed.] ***
ARBS received vmx from SM Vinny requesting callback

Created By: Patience Million (2/7/2018 1:30 PM)
*** [Added after the case is closed.] ***
CRR- PM VERIFIED Account information including: C's name, home address and best contact number.
CRR- PM VERIFIED VEH Information including: VIN & Mileage
CRR- PM CHECKED for open recalls/campaigns and found: 0
CRR - PM CHECKED for previous UNRELATED Case(s) and found: 0
CRR- PM CHECKED previous RELATED Case(s) and found: 0
CRR- PM NOTED concern is: C requesting case conclusion reassessment

CRR- PM received inbound call from C.

C stated received letter from ARBS Dakota Mcgregor
C stated IIR specialist
C stated DEC 30, 2017
C stated CA Franklin TN - heading
C stated C wouldn't have let it end the way it did
C stated driving over tracks
C stated VEH stated VEH stopped
C stated husband received did same results when driving over train tracks
C stated husband did it 3 times and all 3 times VEH stopped
C would like someone to drive VEH to exact place
C stated DLR wasn't willing to assist DLR referred C to NNA
C stated DLR took VEH for 3 weeks
C stated using loaner VEH & DLR requesting loaner back
C would like VEH that works
C would like all 4-5 VEH options - Nissan Assist & wouldn't like to turn VEH option
C will go to channel 7 about concerns
C stated letter advising C to contact insurance company for further assistance with concern
C stated C believes DLR found concern & DLR fixed concern then sent C letter
C requesting ARBS to contact C within the hour

CRR-PM removed email address as per C's request
CRR-PM advisd C that case with ARBS specialist
CRR-PM advised C that internal memo would be sent to agent in charge of case
CRR-PM advised C that ARBS will contact C at earliest convenience
CRR-PM gave C case & agent ID
CRR-PM offered further assistance
CRR-PM thanked C for contacting NNA

C declined
C appreciated assistance

Best contact #: 5164540804

Call ended mutually

Created By: Dakota McGregor (2/6/2018 10:15 AM)
CASE CLOSING SUMMARY

✓ ARBS notes per PL review, no defects found

ARBS sent resolution letter to C via FEDEX

ARBS closing case

Created By: Dakota McGregor (2/6/2018 10:14 AM)
✓ ARBS sent resolution letter to C via FEDEX
ARBS notes FEDEX Tracking[redacted]
ARBS attached letter and label to case

Created By: Dakota McGregor (2/6/2018 10:13 AM)
✓ ARBS placed outbound to DLR Legend Nissan
ARBS left vmx for SM Vinny requesting callback
ARBS left best contact info

✓ **Created By: Dakota McGregor (2/6/2018 10:04 AM)**
ARBS placed outbound to C[redacted]

ARBS spoke to Cs husband
ARBS informed that after a thorough review, No defect was found with the veh
ARBS informed that a software update to improve functionality of the FEB system will be released in the near future and may or may not address Cs concerns
C states so ARBS is saying that C made all of this up
ARBS informed that ARBS did not say this
ARBS informed that Nissan does operate off of result from inspection/review
C understood
C inquired if C would receive this statement of no defect in writing
ARBS states yes
ARBS informed that would be sending C a letter in the mail, and C should receive in several business days
C understood
C inquired about loaner/rental coverage
ARBS informed that C would need to return the rental/loaner veh, and pick up Cs veh
C inquired how soon
ARBS informed as soon as possible
C states C can drop off loaner and pick up Cs veh tomorrow
ARBS informed that would be fine
ARBS thanked C for time
C thanked ARBS
call ended mutually

Created By: Dakota McGregor (2/6/2018 9:42 AM)
✓ ARBS reviewed case with SRPLNR-FD
ARBS to inform C to return rental/loaner veh and inform C of resolution

Created By: Dakota McGregor (2/2/2018 4:35 PM)
✓ ARBS reviewed case with SRPLNR-FD
ARBS to wait before giving decision as SRPLNR is reviewing case currently

Created By: Dakota McGregor (2/2/2018 9:10 AM) | Last Modified By: Dakota McGregor (2/2/2018 9:10 AM)
✓ ARBS received e-mail from PL-WR informing that no defects were found

ARBS attached e-mail to case

Created By: Dakota McGregor (1/31/2018 10:00 AM)
ARBS received e-mail from SM inquiring how to proceed
✓
ARBS informed SM that review is not completed yet
ARBS informed for SM to not do anything until review is completed

✓ **Created By: Dakota McGregor (1/24/2018 8:20 AM)**
ARBS notes per DTS that IIR was uploaded to FTP

✓ **Created By: Dakota McGregor (1/11/2018 1:39 PM)**
ARBS notes per SM Vinny that C dropped off Cs veh and picked up a loaner veh

✓ **Created By: Dakota McGregor (1/10/2018 1:31 PM)**
ARBS sent e-mail to DTS confirming the inspection date for 01/22/18 at 10

Created By: Dakota McGregor (1/10/2018 1:28 PM)
*ARBS additional note:
✓
ARBS confirmed inspection with C for 01/22/18 at 10 AM
ARBS did inform that will be 2-4 weeks after inspection date before result is available
C understood and agreed

Created By: Dakota McGregor (1/10/2018 1:27 PM)
ARBS received inbound from C
C inquired about missed call
ARBS inquired if Legend Nissan has spoken to C
C states no
ARBS informed that ARBS has been able to reach Legend Nissan, and informed that C can pick up a loaner/ rental veh as soon as today
C states C will not be able to pick up the veh today
C states C might be able to pick up tomorrow
C states C will call the DLR to further discuss
ARBS informed that ARBS spoke to SM Vinny
C understood
ARBS offered further assistance
✓ C insisted to know about other customer's with same concern and same claim
ARBS informed that is not able to speak to anyones case other than Cs case
ARBS informed that is only able to advise on Cs case
C states C feels like Nissan is not addressing the concern with the FEB well
ARBS explained VIN specific and informed that there are currently no campaigns or recalls issued for the veh
C understood
ARBS informed that Nissan is happy to inspect Cs veh, but did inform that Nissan has not verified that there is a concern with Cs veh at this point in time
C understood
C states that ARBS is telling C to mind Cs own business
ARBS informed that is not what ARBS stated
C thanked ARBS for time
ARBS thanked C for time
Call ended mutually

Created By: Dakota McGregor (1/10/2018 1:03 PM)
ARBS placed outbound ot C [redacted]
✓ C states is a bad time and requested callback in 5 minutes or longer
ARBS understood and apologized for inconvenience
Call ended mutually

Created By: Dakota McGregor (1/10/2018 10:57 AM)
ARBS received inbound from SM Vinny
ARBS informed that Nissan will be providing C a loaner/rental veh for duration of review for C s concerns with the FEB automatic braking concerns
✓ ARBS informed that inspection is set for 01/22/18 at 10 AM
SM confirmed inspection date
SM requested e-mail with Cs info and informed that would provide a rental/loaner to C today
SM informed that would call C to discuss drop off/ pickup info
ARBS verified e-mail : vgianni@legendnissan.com

Created By: Dakota McGregor (1/10/2018 10:54 AM)
ARBS received inbound from C
ARBS verified C had time to speak to ARBS
C states that is unhappy with Nissan and ARBS
C states that C has not heard back from ARBS
ARBS apologized and informed that Cs DLR had a blizzard and inclement weather
ARBS informed that ARBS has been working on Cs claim and informed that inspection is set for 01/22/18 at 10 AM at Legend Nissan
ARBS informed that DLR was closed, so aRBS was unable to verify loaner/rental veh info
C states C does not care , C states C has to live in the blizzard and ARBS doesnt
ARBS informed that is out of ARBS and Nissan control
ARBS informed that has reached out to Legend Nissan and is waiting on a callback
C inquired about inspection process again
ARBS explained entire inspection process again
✓ C inquired about rental/loaner veh again
ARBS explained that is working with DLR to get C a rental/loaner veh again
C states that C is still unhappy and claim has been open for over 2 weeks without C having a rental veh yet
ARBS informed that claim was opened on 12/30/17, and there was a holiday after C called in
C states C understands that but does not care, and C knows claim was opened on 12/24/17
C later states maybe C got confused
C states that C will not argue with ARBS
C states C is done speaking with ARBS
C inquired if ARBS would call C with update
ARBS states ARBS will call C with update once ARBS has one
C states if C cannot get rental soon, then C would like to change venue of inspection
ARBS understood and informed would have on file
ARBS thanked C
Call ended mutually

✓ **Created By: Dakota McGregor (1/10/2018 8:56 AM)**
ARBS placed outbound to Legend Nissan
ARBS spoke to service receptionist
Service Receptionist informed that no SA or SM is available
Receptionist took ARBS phone number and informed that SM would give ARBS a callback
ARBS thanked receptionist

✓ **Created By: Dakota McGregor (1/9/2018 10:49 AM)**
ARBS sent e-mail to SRDTS-GC and DTS-KM requesting inspection date be input into case

Created By: Dakota McGregor (1/8/2018 11:39 AM)
ARBS placed outbound to DTS-KM
ARBS requested an inspection date from DTS, as ARBS needs to provide an inspection date to C
DTS understood and informed would look at later today

✓ **Created By: Dakota McGregor (1/4/2018 3:29 PM)**
ARBS submitted DTS request

Created By: Dakota McGregor (1/4/2018 2:50 PM)
ARBS notes that reviewed DLR info with RCAS-AY

✓
ARBS notes per RCAS the LEGEND DLR is closed due to inclement weather
(blizzard)

✓ **Created By: Dakota McGregor (1/4/2018 11:36 AM)**
ARBS placed outbound to LEGEND NISSAN 2X
ARBS notes that per DLR message DLR is closed
ARBS not able to reach any representative

Created By: Dakota McGregor (1/4/2018 10:50 AM)
ARBS notes correction

✓
ARBS informed that would reach out to DLR and verify when a loaner/ rental veh could be provided as well as get C an inspection date
ARBS informed that would give C a callback in several business days with an update
C understood and agreed

Created By: Dakota McGregor (1/4/2018 10:49 AM)
(516)[redacted] ARBS placed outbound to C
ARBS verified C had time to speak to ARBS
ARBS verified C had time to speak to ARBS

ARBS spoke to Cs husband referred to as C

C states that first incident with FEB automatically braking occurred when wife was driving, C was not present
C states wife indicated that happened over railroad tracks
C states that there was no accident during either incident
C states that wife pumped gas and the FEB disengaged

C states C and Cs wife were present for most recent incident
C states no vehicles ahead of C
C states that there was a veh to Cs left hand side a little behind C
C states that does not happen at other railroad tracks
C states that Cs wife is 78 years old

C did not know if anyone was behind C
C states that goes over railroad tracks all the time
C states that stops usually in the middle of the tracks
C states that is a two set of railroad tracks and one set of railroad tracks is elevated
C states there was no construction
C states that there were no overhead obstructions
C states that mileage is about 380
C states that C tried hitting the accelerator
C states that eventually released
C states that incidents only take about 1 minute
C states that pumped the gas
C states that happens almost every time C goes over the tracks going at a certain direction North only
C states that veh came to a screeching halt
C states that C thinks smoke comes from underneath the veh sometimes when braking occurs
C states that there has not been an accident in the veh

C states that spoke to SM
✓ C states that C requested that the veh be taken back by DLR and/ or a loaner be provided
C states that C was told by SM that feature can be disabled while going over tracks
C states that SM showed C how to disconnect and connect the system
C states that C was very unhappy with DLR, and C informed that would and should not have to disconnect the system
C states that was Massapequa Nissan DLR
C states that DLR refused to provide a card with name on it to C

C states going forward C would like to use another Nissan DLR
ARBS verified that LEGEND Nissan would be Cs desired DLR for inspection process
C states yes

ARBS explained inspection process
ARBS informed that would be a 6-8 week process
ARBS informed that a rental/loaner would be provided for duration of review only
C states that there is inclement weather, and C will not be able to attend an inspection if is too soon
ARBS understood
C requested ARBS tell C about other claims regarding FEB from other customers
ARBS informed that is unable to discuss any other claims or customers cases, and ARBS is only able to discuss Cs case
C states this confirms that there are other cases
ARBS informed that the information provided to C does not indicate this, and informed that ARBS was informing C of Nissan's policy
C states is very unhappy with this policy
C states that Nissan only has this policy to protect Nissan
ARBS explained that this is for privacy reasons
C states C does not agree with policy
ARBS informed that would have this on file for C
C inquired about other customers cases again
ARBS informed that has already answered this question for C
C inquired if C has to pay for Cs veh
ARBS informed that C is financially responsible for the veh, and this is at Cs discretion
C states C is unhappy with this as well
C demanded that Nissan provide C with an SUV rental/loaner
ARBS informed that is between DLR and C, and cannot guarantee that DLR will have an SUV available for C
C understood
ARBS informed that would reach out to the DLR
ARBS offered further assistance
C declined
ARBS thanked C
C thanked ARBS
Call ended mutually

✓ **Created By: Dakota McGregor (1/3/2018 4:53 PM)**
ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE
****

Created By: Samantha Dixon (1/2/2018 11:13 AM)
C contacted NNA about veh concerns.

✓ **Created By: Amanda Yett (1/2/2018 9:00 AM)**
RCAS-AY submitted IIR.

✓ **Created By: Amanda Yett (1/2/2018 8:59 AM)**
RCAS-AY placed outbound call to C @ 5164540804.

RCAS-AY VERIFIED C's name, home & email address, concern, and phone.
RCAS-AY ADVISED "This call may be recorded for quality and training purposes."

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

RCAS-AY advised calling to gather some more information about C's concern.
RCAS-AY filled out IIR form.

C stated that DLR is aware of concern.
C stated that C is very concerned.
C stated that C is scared.
C stated that C's husband could probably speak better on it
C stated that it is very dangerous.
C stated that C's husband just got home.
C asked if RCAS-AY can speak with C's husband.

RCAS-AY spoke to C's husband Carmine who will now be referred to as C.
RCAS-AY introduced self.
RCAS-AY advised that RCAS-AY is gathering info about incident.

C stated that veh started beeping as C approached railroad tracks.
C stated that brake system locked up.
C stated that when C was coming back heading north, it did not occur again.
C stated that C did a U-turn and heading back south and it reoccurred.
C stated that C lives 1.5 blocks from railroad track.
C stated that C brought veh to DLR right away.
C stated that DLR personnel was arrogant.
C stated that DLR advised could disconnect FEB.
C stated that C wants the veh fixed but DLR stated cannot do it.
C stated that C's wife got stuck on rail road tracks.
C stated that veh would not go forward.
C stated that brakes released and C was able to reverse.
C stated that DLR manager said DLR was aware of veh concern.
C stated that DLR should have warned C if DLR was aware.
C stated that veh does not come to a slow stop but stops dead.
C stated that C tried it again and had C's daughter video it.
C stated that DLR is not able to do anything but disconnect feature.
C stated that is one of the reasons C bought veh.
C stated that DLR told C to disconnect the feature before getting to tracks and then reconnect it after.
C stated that it is not convenient to do that.

RCAS-AY understood and apologized for C and C's wife experiences with veh.
RCAS-AY advised "Thank you for the information. A Nissan/Infiniti representative will call you within 3 business days after the representative receives the case. Please allow for a minimum of 30 minutes during that call so the representative may best understand the whole situation. Is [redacted] the best number to reach you?"

C confirmed.
C stated that it should not take 3 days to get back to C.
C stated that C does not want someone to get hurt in the interim.

RCAS-AY understood.

C asked if call was being recorded.

RCAS-AY confirmed.

C stated C was not told.

RCAS-AY advised C's wife was told at beginning of call.

C sated CRR agent said C could not record RCAS-AY.

RCAS-AY advised company policy dictates that C is unable to record calls..

C stated if something happens to C, C will come forward.
C stated NNA is leaving itself open to liability.
C stated C just wants this known.

RCAS-AY advised case has been documented.
RCAS-AY advised someone will follow up with C within 3 business days.

C thanked RCAS-AY.

Call ended mutually.

Created By: Amanda Yett (1/2/2018 7:12 AM)
RCAS-AY notes unable to datanet.

Created By: Taylor Willock (12/30/2017 10:26 AM)
CASE SUMMARY
CRR-TW is forwarding the Case to RCAS for further review as no further assistance can be offered at this time.
C contacted Nissan CA requesting assistance with DLRSHP UNABLE TO RESOLVE CONCERN WITH FEB

Created By: Taylor Willock (12/30/2017 10:25 AM)
****NOTES CONTINUED****

CRR-TW guided C to page 5-85 in the 2017 Nissan Rogue Owner's manual for instructions on turning the FEB system off
CRR-TW Advised C that once the VEH restarts the FEB system turns back on.
CRR-TW Advised C that if C has any other questions at all to contact NNA CA back with C's case number for assistance
CRR-TW Advised C that the case will now be forwarded to RCAS for further review. Set Follow-Up date for no later than EOB 01/02/2018

C Understood and appreciated assistance.

CRR-TW Provided C with Case #[redacted] and agent ID
Best Contact Number: [redacted]
Call ended mutually.

Created By: Taylor Willock (12/30/2017 10:24 AM)
CRR-TW VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History, Address, Best Contact, and Email.
CRR-TW CHECKED for OPEN Campaign(s) and Found: NONE
CRR-TW CHECKED for RELATED Case(s) and Found: NONE
CRR-TW CHECKED for previous UNRELATED Case(s) and Found: NONE
CRR-TW NOTED Concern is: DLRSHP UNABLE TO RESOLVE CONCERN

C Stated C's wife recently leased a Nissan Rogue
C Stated C just came back from the DLRSHP where C purchased the VEH from
C Stated the DLRSHP just advised C there is nothing the DLRSHP can do
C Stated the VEH has the crash preventive feature
C Stated when C crosses the railroad tracks at night and the VEH stops moving.
C Stated after 60 seconds the brakes release and C can move again but the VEH was stopping on the railroad tracks.
C Stated C went to the DLRSHP and the DLRSHP turned off accident preventive feature
C Stated now C's wife is driving in a VEH that WONT stop if C's wife gets in an accident
C Stated the DLRSHP advised C that there has been a number of complaints about the activation of the feature while crossing rail road tracks.
C Stated C does not want to get killed as the VEH stops and if someone if behind C than someone will crash into the VEH
C Stated the DLRSHP advised C nothing can be done and C needs the concern resolved.
C Stated the DLRSHP cannot do anything to fix the feature as the DLRSHP can only turn the feature off
C Stated the DLRSHP would not give C a loaner VEH as C did not want to drive the VEH home due to the DLRSHP being unable to resolve the concern.

CRR-TW Advised C that the case will now be forwarded to RCAS for further review. Set Follow-Up date for no later than EOB 01/02/2018

C Asked if there is anyway C can contact RCAS

C Stated C is paying for a VEH that C is unable to drive
C Stated C's concern is C's wife is going to get in an accident or get rear ended due to the VEH stopping automatically.
C Stated C is recording the call

CRR-TW Advised C that if C is recording the call than CRR-TW will need to end the call.

C Stated C stopped the recording
C Stated C needs to speak with RCAS.
C Asked for CRR-TWs agent ID, Name and C's case number.

CRR-TW Advised C that it is procedure that the follow-up days are one business day.
CRR-TW Advised C that the case can be forwarded to RCAS with a follow-up of 01/02/2018

C Stated the concern is a grave concern to C
C Stated the DLRSHP knows of the concern and is not telling people and that is a grave concern to C
C Stated C's wife was stuck on the railroad tracks the first time the feature activated on the tracks due to the gates coming down
C Stated C's wife was able to back up off the tracks and C's concern is dangerous
C Stated C's wife does not want to drives C's VEH
C Stated C drove C's wife over the tracks three times south and the feature activated all three times
C Stated heading north over the track three times the concern did not activate.
C Stated the feature activating probably has something to due with the train station but that is a fault in the VEH due to the feature activating
C Stated Nissan will advise C that the concern is due to the train but C can get in an accident
C Stated C's concern is the DLRSHP knows of the concern and the Manager advised C that the DLRSHP heard of the concern happening on the same tracks near C's home.
C Stated C will be putting Nissan at fault if C's wife gets in an accident.
C Stated C's wife hit her head on the windshield the first time due to the VEH stopping.
C Stated C does not even want to go to the DLRSHP as the DLRSHP annoyed C
C Stated C's wife drives over the tracks multiple times a day with children in the VEH
C Stated the train tracks are two blocks from C's home and C's wife crosses the tracks every time C's wife goes out
C Stated the DLRSHP showed C how to turn the feature off but C hit a button and C does not know if the feature is on or off.

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	1/3/2018	YX	AV	320500	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Amanda Yett, 1/2/2018 8:59 AM	1/2/2018

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	Luis Rodriguez
Contact Email	[redacted]	Type	CA
[redacted]	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	7/11/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	1/3/2018 8:23 AM
Social Media Involvement		Date/Time Closed	7/13/2018 10:13 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	4		
Description	Consumer Affairs Voluntary Repurchase due to 1 repairs and 119 days out of service for the FEB malfunction.		

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	4,000	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	1	RHR Started	4/16/2018
IIR Date		RHR Completed	4/16/2018
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN8AT2MVXHW[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	$33,795.60	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] VIN: JN8AT2MVXHW[redacted]	Root Cause	
Created By	Jane Wills, 1/3/2018 8:23 AM	Root Cause Code	SCMV
Last Modified By	NNAETL, 9/18/2019 9:27 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	690		
Action Code	NT5F		
What action was taken?	5F Voluntary NNA Trade/Repurchase - NNA Inventory - 1 veh		

Agent Comments

Agent Comments	#IIR Completed.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
7/13/2018 10:13 AM	Luis Rodriguez	Changed **Status** from Open to **Closed**. Closed.
7/10/2018 11:32 AM	Luis Rodriguez	Changed **Follow Up Date** from 7/6/2018 to 7/11/2018.
7/10/2018 11:29 AM	Luis Rodriguez	Changed **Subject** from CUSTOMER:[redacted] VIN: JN8AT2MVXHW[redacted] to **CUSTOMER:**[redacted] **VIN: JN8AT2MVXHW**[redacted].
7/9/2018 1:45 PM	Eric Fowler	Changed **Subject** from CUSTOMER:[redacted] VIN: JN8AT2MVXHW[redacted] to **CUSTOMER:**[redacted] **VIN: JN8AT2MVXHW**[redacted].

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Case Comments

New

Case Comments Help

Public	Comment
▌	**Created By: Paige Gilliam (7/11/2018 3:00 PM)** Check sent-FedEx tracking number as notated by DRT agent.
	Created By: Luis Rodriguez (7/11/2018 9:37 AM) ARBS created a new shipping label and attached it to the case. Tracking number:[redacted] –
–	**Created By: Luis Rodriguez (7/11/2018 9:34 AM)** ARBS received inbound call from customer asking to please have the check sent to his business address: Innovative Power Products 1170 Lincoln Ave Unit 8 Holbrook, NY 11701 ARBS stated a new shipping label will be printed to have the check delivered to his business. Customer thanked ARBS and the call ended mutually. –
▌	**Created By: Luis Rodriguez (7/10/2018 1:55 PM)** ARBS contacted the customer at[redacted] and left a voice message letting the customer know a voice message was left this morning informing the customer the check was requested today and that the check will be delivered to the customer on Thursday (07/12). ARBS asked the customer to confirm the address where the check wants to be mailed to (home address on file). –
	Created By: David Adediran-Abiola (7/10/2018 1:52 PM) ***CASE SUMMARY*** C calling for case update CRR-AA provided C with neccessary information
	Created By: David Adediran-Abiola (7/10/2018 1:50 PM) CRR-AA Updated Account Info including: C's name, home & email address, phone# & best contact#6319492546 CRR-AA VERIFIED VEH Info including: VIN#, Current Mileage CRR-AA CHECKED for open recalls/campaigns and found: 0 CRR-AA CHECKED for previous UNRELATED Case(s) and found: 0 CRR-AA CHECKED previous RELATED Case(s) and found: 0 CRR-AA received inbound call from C CRR-AA NOTED concern is: case update C stated C is calling into CA for case update C stated this company is horrible C stated why does it take so long to send out someones check to C C stated it has been over 2 weeks C stated C would like to know why it takes so long to even get a follow up

C stated C is calling into CA for case update
C stated Nissan bought back C's VEH
C stated C would like to know what is going on with the balance on C's payment

CRR-AA advised C that internal email has been sent out

C stated C was told the same thing yesterday
C stated C is fed up
C stated C would like CA to put themselves in C's shoe

CRR-AA apologized to C

C disconnected call

Created By: Luis Rodriguez (7/10/2018 11:32 AM)
ARBS notes FedEx Shipping Label was created and attached to the case. Tracking No. 7[redacted]

–

Created By: Luis Rodriguez (7/10/2018 11:31 AM)
ARBS submitted check request payable to the customer in the amount of $325.46

–

Created By: Eric Fowler (7/9/2018 1:46 PM)
SUMMARY
C called about case follow up
CRR-EF notifying RCAS.

Created By: Eric Fowler (7/9/2018 1:45 PM)
CRR-EF < VERIFIED> Account Info including: NAME, ADDRESS, EMAIL, PHONE & BEST CONTACT
CONCERN: Case Follow up
_==_
CRR-EF received inbound call from C.

C stated trying to find out if a check has been sent out.
C provided Case #[redacted]
BEST CONTACT[redacted]
C stated, check is for overpayment, was told it was to be coming but nothing yet.

CRR-EF noted that there is indication of action but CRR-EF is unable to provide that information in this sort of case, would notify agent and request C have a follow up.

C acknowledged.

CRR-EF asked if any other assistance could be offered at this time.

C declined

Call ended mutually

Created By: Brian Jones (7/6/2018 10:30 AM)
DRTS BAJ: Check(s) from NMAC for Overpayment in the amount of $323.89
sent to LOCKBOX #54457; FED EX TRACKING[redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT;[redacted] The case has been documented

Created By: Luis Rodriguez (7/2/2018 9:23 AM)
ARBS contacted the customer at[redacted] and informed ARBS received confirmation from NMAC the customer made an additional payment for the month of May. ARBS stated ARBS is waiting for Accounting to process the overage and clear the account for ARBS to request the customer's check. ARBS stated that as soon as ARBS receives the confirmation from accounting, ARBS will be requesting the customer's check.

Customer thanked ARBS for the follow up and the call ended mutually.

–

Created By: Luis Rodriguez (7/2/2018 9:13 AM)
ARBS received the following email from NMAC:

Hi Luis:

Yes he did on 5/28/2018 for $325.46. Account was paid off on 6/5/2018 for $28575.60.

Peggy Holder | Fulfillment & Correspondence | Nissan Group of North America

–

Created By: Amaka Okafor (6/29/2018 1:46 PM)
**********CASE SUMMARY**********
Customer is seeking assistance with concerns case follow up

CRR-AO Sent ARBS email

Created By: Amaka Okafor (6/29/2018 1:45 PM)
CRR-AO VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-AO CHECKED for open recalls/campaigns and found: 0
CRR-AO CHECKED for previous UNRELATED Case(s) and found: 0
CRR-AO CHECKED for previous RELATED Case(s) and found: 0
CRR-AO NOTED Concern is: case follow up

CRR-AO received inbound call from C-

C stated case #
C stated C is getting a little bit more concerned
– C stated C is trying to get May payment concern resolved

CRR-AO apologized
CRR-AO advised C that case is being reviewed
CRR-AO advised C that agent handling case would be emailed

C stated emails don't work and if C is not contacted back what would C do

CRR-AO apologized and advised that case would be updated

C disconnected call

Created By: Luis Rodriguez (6/25/2018 2:10 PM)
ARBS sent the following email to NMAC:

Good day,

Could you please confirm Mr. Ozols sent a vehicle payment for the month of May? Please see attachment showing the last payment sent was made on 04/28/2018.

Regards,

Luis Rodriguez | Arbitration Specialist I

–

Created By: Luis Rodriguez (6/25/2018 2:06 PM)
ARBS contacted the customer at[redacted] Customer stated the customer has not received the refund on the extra vehicle payment he sent for the month of May. ARBS asked the customer if the customer has received the confirmation from NMAC that the account is closed and customer stated no.

ARBS stated ARBS will be sending an email to NMAC requesting confirmation an overpayment was made and ARBS will then follow up with the customer.

Customer thanked ARBS and the call ended mutually.

–

Created By: Daniela Ahtchiev (6/20/2018 4:17 PM)
*** [Added after the case is closed.] ***
****** CASE SUMMARY******
C contacted Nissan CA requesting assistance with ARBS follow up
CRR-DA sending ARBS a courtesy email

Created By: Daniela Ahtchiev (6/20/2018 4:16 PM)
*** [Added after the case is closed.] ***
CRR-DA VERIFIED Account Info including: C's name, home address, phone# & best contact#
CRR-DA VERIFIED VEH Info including: VIN#, Current Mileage
CRR-DA CHECKED for open recalls/campaigns and found: 0
CRR-DA CHECKED previous RELATED Cases and found: 0
CRR-DA RECEIVED inbound call from: ARVILS
CRR-DA NOTED concern is: ARBS follow up

C advised NNA bought C's VEH back at the end of May
C advised C made an extra payment for April
C advised C is supposed to get a check for $243
C advised C has been trying to get in contact with ARBS
C advised ARBS doesn't want to talk to C

CRR-DA apologized
CRR-DA advised C that CRR-DA will send ARBS a courtesy email

C advised 2 other agents already did that
C became upset and disconnected the call

Best contact: 6319492546

Created By: Amaka Okafor (6/8/2018 11:43 AM)
*** [Added after the case is closed.] ***
**********CASE SUMMARY**********
Customer is seeking assistance with getting call back regarding check –[redacted]

Created By: Amaka Okafor (6/8/2018 11:42 AM)
*** [Added after the case is closed.] ***
CRR-AO VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-AO CHECKED for open recalls/campaigns and found: 0
CRR-AO CHECKED for previous UNRELATED Case(s) and found: 0
CRR-AO CHECKED for previous RELATED Case(s) and found: 0
CRR-AO NOTED Concern is: call back request

CRR-AO received inbound call from C-

C stated C spoke to someone on Tuesday
C stated C wasn't contacted back
C stated case #

CRR-AO advised C that case is with ARBS
CRR-AO advised C that email would be sent to agent about call back

C agreed
C thanked CRR-AO for information provided

Call ended mutually

Created By: Dashonda Vest (6/6/2018 7:48 AM)
C Provided Best Contact at: (631)[redacted]

Created By: Dashonda Vest (6/6/2018 7:47 AM)
**********CASE SUMMARY**********
C contacted Nissan in regards to following up on how C can received a refund back for C's May VEH payment that had been made

CRR-DV forwarding case to the ARBS Specialist Luis & a courtesy email on behalf of C

Created By: Dashonda Vest (6/6/2018 7:45 AM)
CRR-DV VERIFIED Account Info including: C's name, home, email & best contact
CRR-DV VERIFIED VEH Info including: Year, Make & Model
CRR-DV CHECKED for open recalls/campaigns and found: 0
CRR-DV CHECKED for previous UNRELATED Case(s) and found: 0
CRR-DV CHECKED previous RELATED Case(s) and found: 0
CRR-DV NOTED concern is: Refund of May VEH Payment

CRR-DV received inbound call from C

C stated that C has a 2017 Nissan Rouge- Green
C stated that C's Nissan VEH had been bought back from Nissan through NMAC
C stated that C had made another VEH payment towards the VEH at the of May
C stated that the buyout was for the end of April & that April's VEH payment had already been received
C stated that had spoken to an NMAC agent about receiving the refund of $325.46 for the May's payment & C says that NAMC told C that C would have to speak to NNA CA in regards to receiving the refund back for May's VEH payment
C stated that C is just trying to follow up on how C can receive C's money back for the May's payment because the VEH had already been bought back prior to the May payment

CRR-DV informed C that C's concerns had been documented
CRR-DV informed C that C's case would be forwarded back to the ARBS Specialist that had been handling C's case & that C would be contacted before the end of business day tomorrow 06/07/2018
CRR-DV informed C that C's case# would remain the same
CRR-DV provided C with Agent ID
CRR-DV informed C that a courtesy email would be forwarded on behalf of C
CRR-DV asked if any other assistance could be offered

C stated no & appreciated the assistance

Call Ended Mutually

Created By: Luis Rodriguez (5/21/2018 1:54 PM)
ARBS notes the Morley Case[redacted] was submitted and transmitted.

ARBS notes Check No. 0141574101 payable to Superior Nissan was sent via FedEx under Tracking No.[redacted]
–

Created By: Luis Rodriguez (5/17/2018 2:37 PM)
ARBS submitted check request payable to the customer in the amount of $4,894.54

ARBS submitted check request payable to the lienholder in the amount of $28,575.60 good thru 05/27/2018
–

Created By: Luis Rodriguez (5/17/2018 2:27 PM)
IIR- FEB- EST

Created By: Luis Rodriguez (5/17/2018 2:16 PM)
ARBS received the signed agreement from the customer _ Attached to the case.
–

Created By: Luis Rodriguez (5/17/2018 1:14 PM)
ARBS notes the following updated repurchase figures:

(+) Down Payment Including 1st Payment $1,301.31
(+) Additional 8 Payments $2,603.68
(+) Trade-In $2,000.00
(=) Total Amounts Paid $5,904.99

(-) Sales Tax $1,010.45
(=) Total Deductions $1,010.45

Refund Amount to Customer $4,894.54
–

Created By: Luis Rodriguez (5/17/2018 1:04 PM)
ARBS received the following payoff information from NMAC:

Hello Luis,

SR 1[redacted]
[redacted]
Payoff $28575.60 good to 5/27/18
Last paid – 4/28/18, $325.46
9 total payments received
History attached

Anna Fraley | Fulfillment & Correspondence

–

Created By: Luis Rodriguez (5/16/2018 1:41 PM)
ARBS received inbound call from the customer wanting to gt an update on the revised repurchase agreement.

ARBS stated ARBS is still waiting for the updated payoff and payment history. ARBS stated that if ARBS gets it today, ARBS will be sending the customer the revised document before COB.

Customer thanked ARBS and the call ended mutually.

–

Created By: Luis Rodriguez (5/15/2018 1:25 PM)
ARBS contacted the customer at[redacted] and informed the customer that a new payoff and payment history has been requested to NMAC and that as soon as the information is received, ARBS will be sending the updated repurchase agreement that will reflect the latest vehicle payment the customer made.

–

Created By: Luis Rodriguez (5/15/2018 1:25 PM)
ARBS sent email to NMAC requesting new payoff and payment history.

–

Created By: Kristine Tavares (5/15/2018 9:31 AM)
CRR-KT updating case notes
********** [CASE SUMMARY] **********
C trying to contact ARBS
****

Created By: Kristine Tavares (5/15/2018 9:30 AM)
CRR-KT VERIFIED Account Info including: C's name, home & email address, phone number & best contact number
CRR-KT VERIFIED VEH Info including:
CRR-KT CHECKED for open recalls/campaigns and found: 0
CRR-KT CHECKED for previous UNRELATED Case(s) and found: #
CRR-KT CHECKED previous RELATED Case(s) and found: #
CRR-KT NOTED concern is: C trying to contact ARBS

CRR-KT received inbound call from C

C stated is having concerns getting in touch with ARBS
C stated case #[redacted]
C stated C has e-mailed and phoned Luis trying to get in touch

CRR-KT informed C that the follow up date is set for today
CRR-KT informed C that an e-mail would be sent

C asked what happens if ARBS does not get in touch

CRR-KT informed C that CRR-KT did not know

C stated C would call again tomorrow
C ended call

Best Contact #: (631)[redacted]

Created By: Jess McDonald (5/11/2018 11:16 AM)
CRR-JM <VERIFIED> Account Info including: C's name, home & email address, phone# & best contact#
CRR-JM CHECKED for open recalls/campaigns and found: 0
CRR-JM CHECKED for previous UNRELATED Case(s) and found: 9
CRR-JM CHECKED previous RELATED Case(s) and found: 0
CRR-JM NOTED concern is:

C stated C is having a problem with one of NNA people
C stated they one to buy back C's veh
C stated C wants a replacement veh but is being told no

CRR-JM stated C left a voicemail

C stated yes
C stated C has left voicemails, emails and has called
C stated C has been in a rental veh since January
C stated C can't get another rogue C was told that
C stated the veh has an emergency brake problem, C was informed of that
C stated C wants concerned resolved today
C stated c wants to know why C cannot get another rogue
C stated to have to go find another truck now is a waste

CRR-JM stated can document call and note it down in case
CRR-JM stated will send follow up email to ARBS-LR of C's call today

C asked why C cannot get another rogue

CRR-JM stated cannot answer why C cannot have another rogue

C stated ARBS-LR stated C would have same concerns again
C asked if there was someone above ARBS-LR to speak with

CRR-JM stated C is speaking with the highest of NNA

C stated so there is nobody but ARBS-LR

CRR-JM stated yes, ARBS-LR is the highest

C stated great

CRR-JM asked if additional assistance was needed

C disconnected

Created By: Dakota McGregor (5/10/2018 4:12 PM)
*** [Added after the case is closed.] ***
ARBS received vmx from C requesting callback from ARBS LR
C states in vmx that C has some concerns with paperwork and would like to further discuss with ARBS LR

ARBS informed ARBS LR of vmx and sent vmx to ARBS LR via e-mail

Created By: Luis Rodriguez (4/27/2018 10:47 AM)
ARBS closing case.
Customer has been provided with the repurchase agreement.
If customer wishes to complete the vehicle repurchase, the customer has been informed to sign the document and send it back to ARBS.

–

Created By: Luis Rodriguez (4/27/2018 10:46 AM)
ARBS contacted the customer at[redacted] and talked to the customer to confirm the repurchase agreement was received.

Customer got upset because Nissan would not replace the vehicle for another one.

ARBS explained to the customer that a vehicle replacement is an option that is offered but unfortunately in the customer's situation, a replacement vehicle will not be offered in an attempt to prevent the same situation

from happening since Nissan will have to replace the vehicle for the same model.

Customer asked to have the vehicle replaced for another model and ARBS stated that option is not available. ARBS explained that under LL the vehicle has to be replaced for the same model vehicle.

Customer stated that customer is being inconvenienced and Nissan is not providing any assistance. Customer stated it is not fair the customer has to go after the sales tax that he paid. ARBS stated Nissan is following the LL guidelines in the customer's state and Nissan does not reimburse the customer for the sales tax and that is the law in the customer's state.

Customer still believes Nissan is not helping the customer at all.

Customer hang up on ARBS.

–

Created By: Luis Rodriguez (4/25/2018 1:31 PM)
ARBS contacted the Smithtown Nissan dealer at [redacted] and talked to the SM-Mike and requested pictures of the vehicle and also a copy of the vehicle registration.

SM stated the pictures and the registration will be sent today.

ARBS thanked the SM and the call ended mutually.

–

Created By: Luis Rodriguez (4/25/2018 1:25 PM)
ARBS received inbound call from customer stating he did not received the email.

ARBS stated the email will be resent and asked the customer if he has time to look at the repurchase agreement today or if the customer prefers to contact ARBS back and customer stated he is at work and will look at the document tonight and will contact ARBS back tomorrow with any questions he might have.

ARBS understood, thanked the customer and the call ended mutually.

–

Created By: Luis Rodriguez (4/25/2018 1:19 PM)
ARBS contacted the customer at [redacted] and left a voice message asking the customer to please return the call and confirm the email with the repurchase agreement was received and and answer any questions the customer might have.

–

Created By: Luis Rodriguez (4/24/2018 5:06 PM)
ARBS sent the following email to the customer:

Good day Mr. Ozols,

Attached find the Vehicle Repurchase Agreement Offer Letter. Please review the document and let me know if you have any questions.

Under New York Lemon Law, Nissan does not reimburse you for the Sales Tax paid at the time the vehicle was leased. To recoup the sales tax in the amount of $1,010.45 you will need to complete the New York – Sales or Use Tax form that I am also attaching and send it to the New York State Department of Taxation and Finance.

I will contact you tomorrow morning to further discuss.

Regards,

Luis Rodriguez
Arbitration Specialist I

–

Created By: Luis Rodriguez (4/24/2018 5:01 PM)
ARBS notes the following repurchase figures (lease):

(+) Down Payment Including 1st Payment $1,301.31
(+) Additional 7 Payments $2,278.22
(=) Total Amounts Paid $3,579.53

(-) Sales Tax $1,010.45
(=) Total Deductions $1,010.45

Refund Amount to Customer $2,569.08

–

Created By: Luis Rodriguez (4/23/2018 4:12 PM)
ARBS notes the following Summary of service history:

State: New York
In-service date: 08/29/2017
Purchased: Retail ___ Lease _X_ Pre-Owned ___ CPO ___
Additional CA cases: None
Tech Line cases: None
VSC: None
DTS Inspection: Kevin MacKay _ 01/25/2018 _ IIR inspection

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

2 visits for the the braking system kicking while no vehicle is present:
– 1. No duplication
– 2. No repairs / Vehicle still at dealer

Days down: 101 (as of 04/23/2018)

–

Created By: Luis Rodriguez (4/23/2018 4:12 PM)
ARBS notes the following vehicle history repair:

1/3/18 ~ Mileage 4,080 ~ RO[redacted] ~ Days down 6
Concerns
1.CS emergency braking system kicking on while no veh present. CS happens usually in am. 1st incident o ST RT 25 Westbound in Coram, 2nd incident ST RT 25 in Calverton. Very cold both mornings.
2.CS heated steering wheel system not heating top of wheel. Checked heating element, no defect found. Heating evenly. C was in rental-per SD Andrew.
3.CS rattle from rear of veh
Actions taken
1.Tech test drove, unable to duplicate.Sensor free of debris. No codes found. Referred to Nissan Customer Care.
2.No defect found.
3.Found rear seat belt clanking agains door causing rattle. Moved buckle away from door. Noise coming from rear hatch locking mechanism. Installed new rear hatch, no noise heard.

1/18/18 ~ Mileage 4,080 ~ RO[redacted] ~ Days down 95 (as of 04/23/2018)
Concern
1.CS F.E.B. activating on its own.
Action taken
1.

–

Created By: Luis Rodriguez (4/19/2018 3:54 PM)
ARBS sent email to NMAC requesting the payoff information.

–

Created By: Luis Rodriguez (4/19/2018 3:42 PM)
ARBS contacted the customer at [redacted] and talked to the customer. ARBS apologized for the concern the customer has with the vehicle and that no fix is available to take care of the concern at this time. ARBS stated that the customer's request has been reviewed and Nissan is in a position to offer a vehicle repurchase at this time.

Customer stated customer loves the vehicle and would love to get another one that doesn't have the brake concern.

ARBS stated that Nissan typically offers a vehicle replacement but in this situation, since there is no fix available, Nissan would not be offering the customer a replacement since Nissan cannot guarantee the customer will have the same problem with the vehicle. Customer understood.

ARBS asked the customer if the customer has a copy of the vehicle registration and customer stated it is in the vehicle. ARBS stated ARBS will contact the dealership and request a copy of the document as well as pictures of the vehicle. ARBS also stated NMAC will be contacted to request a the payoff and payment history. Once this information is obtained, ARBS will be sending the customer the agreement that needs to be signed.

Customer thanked ARBS for the follow up call and the call ended mutually.

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Created By: Luis Rodriguez (4/18/2018 4:52 PM)
ARBS contacted the customer at [redacted] and left a voice message informing ARBS would like to discuss new information regarding the customer's case. ARBS apologized for the late phone call. ARBS stated ARBS will be contacting the customer back in the morning of 04/19/2018.

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Created By: Dakota McGregor (4/18/2018 3:59 PM)
ARBS placed outbound to C[redacted]
ARBS left vmx informing that information has been received by other department and is currently under review
ARBS informed that other department did inform that will need time to review case

Created By: Dakota McGregor (4/16/2018 3:22 PM)
ARBS notes that RHR was assigned to ARBS-LR for further review

Created By: Dakota McGregor (4/16/2018 2:36 PM)
ARBS sent RHR to PLNR-CA and PLNR-AM requesting RHR be reviewed

Created By: Nicki Barror (4/16/2018 1:20 PM)
DRTS NB attached RHR

Created By: Nicki Barror (4/16/2018 12:48 PM)
DRTS NB attached ROs dlr 2691

Created By: Nicki Barror (4/16/2018 12:22 PM)
DRTS called dlr 2691 back for RO's. SM, Andrew, emailing w/i half hour-5 RO's.

Created By: Nicki Barror (4/16/2018 10:54 AM)
DRTS NB called dlr 2691 for RO's again. Mike not in. Other SM not available and no voicemail. Call back later in day.

Created By: Nicki Barror (4/13/2018 2:54 PM)
DRTS NB called dlr 2691 for RO's. Denise giving to SM Mike to send.

Created By: Dakota McGregor (4/13/2018 2:29 PM)
ARBS received inbound from C
C states that C would like update regarding FEB
ARBS informed that does not have an update at this time regarding update
C states that C has been a long time without veh
C states that C is unhappy
ARBS offered to review for financial assistance and/or to send case for review for repurchase/replacement
C states that C has had to wait long enough and would like to have veh repurchased or replaced
ARBS informed that would see if other department would be in a position to assist
ARBS informed that does takes 1-2 business days for transfer
C states C does not want to wait any longer
ARBS apologized
ARBS thanked C for working with ARBS
C thanked ARBS
Call ended mutually

Created By: Dakota McGregor (4/13/2018 2:23 PM)
ARBS placed outbound to C[redacted]
ARBS left vmx requesting callback
ARBS left best contact info

Created By: Dakota McGregor (4/13/2018 2:17 PM)
ARBS received vmx from C requesting callback

Created By: Dakota McGregor (4/13/2018 2:14 PM)
ARBS reviewed case with SRPLNF FD
SRPLNR informed that FEB release date is on hold
SRPLNR informed for ARBS to offer to review for additional financial assistance due to inconvenience or to send case to Arbs for review for repurchase
ARBS to call C to discuss

Created By: Dakota McGregor (4/9/2018 12:20 PM)
ARBS notes that update was sent to SRCAS-CC

Created By: Dakota McGregor (4/5/2018 8:22 AM)
ARBS notes SM was inquiring of RCAS what update in case was

ARBS notes that ARBS sent return e-mail to RCAS with update

Created By: Dakota McGregor (4/2/2018 2:24 PM)
ARBS received inbound from C
C states that is inquiring about update on FEB
ARBS informed that office was closed on 03/30 due to holiday
ARBS informed that last update was provided last Thursday evening was that the release would be about 2 weeks out
ARBS inquired if C would like ARBS to check this information for C
C states yes
ARBS informed that other department is handling release
ARBS put C on brief hold
ARBS reviewed case with SRPLNR FD
ARBS notes that release is scheduled for mid april
ARBS informed C that would be mid-april for release
C understood
C states that C took Cs other Nissan veh, a Murano in for service recently
C states that C noticed that C has a ding on Cs Driver's side door for the Rogue that was not on the veh previously
C states that DLR informed that would take care of for C, but C wanted ARBS to know
C states that spoke with SA Jim, and SA informed that DLR would repair for C
ARBS informed that would have on file
C states that the service department is very good, and C does not have any problems with the service department
C states that sales department is unprofessional
C states that sales department informed that had used Cs one to one rewards points 2X, but did not
C states that sales department also informed C that DLR does not fill tires with nitrogen when the service department did
C states that C is unhappy with sales department
ARBS explained that would be between DLR service department and C regarding how the veh was stored
ARBS informed that would definitely have on file Cs concerns
ARBS offered further assistance
C declined
ARBS thanked C
C thanked ARBS
Call ended mutually

C states that

Created By: Dakota McGregor (3/28/2018 6:35 PM)
ARBS reviewed case with SRPLNR FD
SRPLNR informed that release for update is set for 2-3 weeks out

Created By: Dakota McGregor (3/23/2018 3:12 PM)
ARBS placed outbound to C[redacted]
ARBS verified C had time to speak to ARBS
ARBS informed that update is still currently set to be released at the end of March
ARBS informed that if parts are required that ARBS may have to inquire further with parts department and may prolong repair
C understood
ARBS informed that would keep C posted with any updates ARBS office receives
C understood and agreed
C reminded ARBS that veh is at the DLR
ARBS thanked C
C thanked ARBS
Call ended mutually

Created By: Dakota McGregor (3/23/2018 3:09 PM)
ARBS reviewed case with SRPLNR FD
ARBS notes that update is still currently set to be released at the end of March

Created By: Dakota McGregor (3/16/2018 12:00 PM)
ARBS reviewed case with SRPLNR FD
ARBS notes that update is still currently set to be released at the end of March

Created By: Dakota McGregor (3/7/2018 9:56 AM)
ARBS placed outbound to C[redacted]
C inquired about update in case
ARBS informed that information was received from engineering that update release has been delayed until the end of March
C understood
ARBS apologized for any inconvenience
C inquired what if after update C has further concerns
ARBS informed C can notify ARBS office
C understood
ARBS offered further assistance
C declined
ARBS thanked C
C thanked ARBS
call ended mutually

Created By: Dakota McGregor (3/7/2018 9:54 AM)
ARBS received vmx from C requesting callback

Created By: Dakota McGregor (3/7/2018 9:42 AM)
ARBS reviewed case with SRPLNR FD
SRPLNR informed that update will tentatively be available at the end of March now

Created By: Dakota McGregor (3/7/2018 9:39 AM)
ARBS notes that reviewed case with SRPLNR FD on 02/27/18

Created By: Dakota McGregor (2/20/2018 4:39 PM)
ARBS reviewed case with SRPLNR FD
ARBS to review case with SRPLNR weekly until update arrives

Created By: Catherine Myke (2/19/2018 9:28 AM)
CRR-CM < VERIFIED> Account Info including: C's name, home & email address & best contact#
CRR-CM CHECKED for previous UNRELATED Case and found[redacted]
CRR-CM CHECKED previous RELATED Case and found: 0
CRR-CM NOTED concern is: C wants to keep the rental until the update is available

Received in bond call from C

C stated that C received a letter asking C if C would like to keep the rental VEH until the update is available
C stated that C wants to keep the rental
C stated that C wanted to know what to do if after the update if the concern happens again

CRR-CM advised C that C can take the VEH to the DLR
CRR-CM advised C that C's decision would be documented in the case
CRR-CM asked C if there was anything else that CRR-CM can assist with

C declined

CRR-CM provided C with Case #[redacted] and agent ID 7319224

C understood and appreciated the assistance

Best Contact #: (631)[redacted]

Call ended mutually

Created By: Dakota McGregor (2/15/2018 8:44 AM)
ARBS sent resolution letter to C via FEDEX
ARBS notes FEDEX Tracking Label# 7714 8900 9119
ARBS attached label and letter to case

Created By: Dakota McGregor (2/15/2018 8:38 AM)
ARBS placed outbound to c[redacted]
ARBS verified C had time to speak to ARBS
ARBS informed that after a thorough inspection of the veh, Nissan found no defect with the system
ARBS informed that ARBS office has spoken to engineering and an update to the FEB system may or may not address Cs concerns is slated for release in the next 2-3 weeks
ARBS informed that system can be turned off if C is comfortable with this until release of update
C states that C is not happy that is paying for a veh that C cannot use all of the functions for, and is not happy with performance of the veh
ARBS informed that Nissan can offer to keep C in the rental/loaner veh until the update if C would prefer
C states wife is already very unhappy and might want to take legal action
C states that Cs wife stated she may not even want the veh anymore
C states C is not sure though
C states C would like to discuss with Cs wife then let ARBS know
ARBS informed that would be sending C a letter in the mail for Cs records
C states that Nissan is only trying to cover Nissan's self
C states is unhappy
C states will speak to wife
C terminated call

Created By: Dakota McGregor (2/15/2018 8:18 AM)
ARBS placed outbound to C[redacted]
C states would like ARBS to call back in about 5 minutes
Call ended mutually

Created By: Dakota McGregor (2/14/2018 4:28 PM)
ARBS placed outbound to C[redacted]
ARBS left vmx requesting callback from C
ARBS left best contact info and case number

Created By: Dakota McGregor (2/14/2018 4:26 PM)
*Rental at Cs discretion

notes correction: transfer

Created By: Dakota McGregor (2/14/2018 4:18 PM)
ARBS reviewed case with SRPLNR FD
ARBS notes that CA is to offer rental until update, and ARBS to tranfer case to RCAS

Created By: Dakota McGregor (2/13/2018 11:58 AM)
ARBS reviewed case with SRPLNR-SG
SRPLNR informed that SRPLNRS/ DRTM are reviewing case and for ARBS to check back in

Created By: Sandra Adjei (2/13/2018 11:39 AM)
CRR-SA received an inbound call from C: ARVILS OZOLS
CRR-SA VERIFIED C's name, phone#, email address

C stated C was calling to know the status of C's case

CRR-SA informed C that the case is with the ARBS department and a follow-up is set for 2/19/2018; so someone will call C for the update

C understood

CRR-SA ask C if there is anything else CRR-SA can assist C for today

C stated NO

Call ended mutually

Created By: Dakota McGregor (2/13/2018 9:52 AM)
ARBS received e-mail from PL-WR informing that no problems were found with the veh

ARBS attached e-mail to case

✓ **Created By: Dakota McGregor (2/5/2018 9:06 AM)**
ARBS notes that IIR was uploaded to FTP per DTS-KM

✓ **Created By: Dakota McGregor (2/1/2018 8:20 AM)**
ARBS sent e-mail to DTS-KM inquiring when IIR would be uploaded to FTP

Created By: Dakota McGregor (1/30/2018 3:34 PM)
ARBS received inbound from C
C informed that rental veh is going off rental, and DLR is replacing with another rental/loaner veh
C informed that SA Jim made a remark about C potentially having to pay for a rental/loaner
C inquired if C is going to be charged for rental/loaner veh
ARBS informed that information and authorization was provided to SM Mike at DLR on 01/16/18
ARBS informed that C can request to speak to SM if has any concerns, then if any further concerns arise, then C can notify ARBS
ARBS did inform that sometimes the DLR does require a credit card on file before rental can be obtained which is standard policy
C understood
C thanked ARBS
ARBS thanked C
Call ended mutually

Created By: Dakota McGregor (1/17/2018 1:02 PM)
ARBS placed outbound to C
ARBS verified C had time to speak to ARBs

ARBS informed that got Cs vmx, and C can pick up a rental/loaner veh at Cs discretion
C states that C was driving on the road was raining and the warning malfunction orange FEB light illuminated
C states that C pulled over immediately and restarted veh and light disappeared
✓ ARBS inquired if was the obstruction warning as C was experiencing inclement weather
C states C is sure was malfunction
ARBS understood
ARBS offered further assistance
C declined
ARBS thanked C
C thanked ARBS
Call ended mutually

Created By: Dakota McGregor (1/17/2018 12:58 PM)
ARBS placed outbound to DLR Smithtown Nissan
✓ ARBS spoke to SM Mike
SM informed that would have rental/loaner veh ready for C whenever C needs to pick up
ARBS thanked SM

– **Created By: Dakota McGregor (1/17/2018 12:57 PM)**
ARBS received vmx from c informing that C has had more concerns with the veh and would like a rental/loaner veh

Created By: Dakota McGregor (1/16/2018 4:38 PM)
ARBS placed outbound to C [redacted]
ARBS left vmx informing that is fine that C drop off veh on 01/24
✓ ARBS informed that spoke to service recep who was aware of inspection and said would be fine
ARBS informed that service recep also informed that if is after hours there is a drop box
ARBS informed that if C is needing a loaner/rental veh, c will have to drop the veh off during business hours
ARBS informed rental/loaner would only be provided for duration of review process
ARBS informed C to let ARBS know if C has any questions

Created By: Dakota McGregor (1/16/2018 4:36 PM)
ARBS placed outbound to DLR Smithtown Nissan
ARBS spoke to Service Recep Kim who is aware of inspection and inspector
Service Recep informed that would be fine for C to drop off the veh on 01/24
Service Recep informed that DLR has a drop box if is after business hours
ARBS informed that would let C know that C would have to come during business hours if needing a loaner/rental
Service Recep understood

✓ **Created By: Dakota McGregor (1/16/2018 4:33 PM)**
ARBS received vmx from C inquiring if C can drop off the veh on 01/24

Created By: Dakota McGregor (1/16/2018 11:08 AM)
ARBS placed outbound to DLR Smithtown Nissan
ARBS spoke to SM Mike
ARBS informed of inspection on 01/25/18 at 10 AM with DTS
✓ SM confirmed inspection
ARBS informed that rental/loaner is to be provided to C until Nissan review is completed should C want rental/loaner
SM understood
ARBS verified SM's e-mail address
ARBS sent e-mail to SM with rental instructions and C info

✓ **Created By: Dakota McGregor (1/16/2018 10:38 AM)**
ARBS received vmx from C confirming inspection

Created By: Dakota McGregor (1/15/2018 3:02 PM)
ARBS placed outbound to C [redacted]
✓ ARBS left vmx informing that inspection date has been set for 01/25/18 at 10 AM at Smithtown
ARBS informed that inspection does have to be confirmed or will be cancelled
ARBS left best contact info and requested callback
ARBS did inform that C can confirm via vmx

✓ **Created By: Dakota McGregor (1/12/2018 4:52 PM)**
ARBS submitted DTS request

✓ **Created By: Dakota McGregor (1/12/2018 4:51 PM)**
ARBS placed outbound to C [redacted] 4:08PM
ARBS verified and completed probe
ARBS verified C had time to speak to ARBS

C has other concerns not related to IIR:
when backing the veh up to park, C states that rear sonar did not activate when a veh was sitting where C was backing up
C states C did not hit anything because C was using Cs mirror
C states that C called Cs wife using the veh
C states that afterward none of the audio would work in the veh
C states that veh was stuck on audio mute

C states that wife has had concerns with the FEB prior to Cs most recent incident
C states that C had several vehicles around C and veh was being tailgated
C states that warning flashed up on screen and slowed the veh down
C states that was a white screen with red letters

C states that when C was driving the veh recently
C states that the veh had 3,800 miles
C staets that the veh started to slow down and brake but did not fully stop when no other vehicles were around C none to the side, behind C or in front of Cs veh
C states that there was no construction around
C states that there were no overhead obstructions like street lights, overpasses, street signs or poles
C states that C was on a two way street and was a secondary road
C states that concern has never occurred on a highway
C states that there has never been an accident with the veh due to this concern
C states that there has been no injuries related to incidents
C states that C panicked and did not do anything when the veh started to slow down other than keep Cs foot on the accelerator pedal
C states that concern eventually dissipated, so C just drove the veh to Cs desired location without pulling over

C did inform that DLR has diagnosed and inspected veh and found no concerns
C states that C had been working with the DLR

ARBS advised c that NNA would be interested in inspecting the veh
ARBS advised c that it can take 2-4 weeks to get an inspector out and another 2-4 weeks to get the results depending on the inspector's schedule
ARBS advised c that c would have to make the vehicle available at the Nissan dealer for the inspection and the inspection would take 4-6 hours
c stated ok and informed would like inspection at Smithtown Nissan
ARBS advised c that ARBS will request the inspection and will call c once a date is available
ARBS did advise that area is having inclement weather, so ARBS would provide C with inspection date as soon as office is able to and office open

C understood and states this is fine
ARBS offered further assistance
C declined
ARBS thanked C
C thanked ARBS
Call ended mutually

Created By: Dakota McGregor (1/12/2018 4:03 PM)
ARBS placed outbound to C[redacted]
✓ C states is still a bad time and requested callback in 5 minutes
ARBS informed that office may be closing early for inclement weather just in case ARBS is not able to reach C down the road
C understood
ARBS thanked c

Created By: Dakota McGregor (1/12/2018 2:57 PM)
ARBS placed outbound to C[redacted]
C states is a bad time
✓ C requested callback at 4 PM CST
ARBS informed that would try to reach C then
ARBS apologized for inconvenience
Call ended mutually

Created By: Dakota McGregor (1/12/2018 12:16 PM)
✓ ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE
****

Created By: Samantha Dixon (1/11/2018 11:29 AM)
IIR due to FEB system.

Created By: Kyra Walton (1/11/2018 10:15 AM)
✓ RCAS-KW sent C an email with case number and RCAS-KW contact number.

Created By: Kyra Walton (1/11/2018 10:14 AM)
RCAS-KW placed outbound call to C on #[redacted]
RCAS-KW VERIFIED C's name, home & email address, concern, phone
RCAS-KW ADVISED "This call may be recorded for quality and training purposes."
RCAS-KW VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History
RCAS-KW CHECKED for open recalls/campaigns and found: 0
RCAS-KW CHECKED for previous UNRELATED Case(s) and found: 0
RCAS-KW CHECKED previous RELATED Case(s) and found: 0

RCAS-KW advised that RCAS-KW is C's case manager and point of contact for C.
RCAS-KW stated RCAS-KW understands that C is having concerns with FEB system.

C stated yes.
✓ C stated C's wife is saying a warning light came up on the dash.
C stated when C was driving the light came on which is the front sensor which is disabled.
C stated when it got really cold C was being tailgated and the brakes came on.
C stated when C drove the VEH there were no cars around and a warning light came up with a white triangle and a red exclamatory mark.
C stated C's wife no longer feels safe driving the VEH.

RCAS-KW understood and apologized to C.
RCAS-KW informed C that RCAS-KW will submit IIR for C and C will receive contact within the next 3 business days.

C understood and thanked RCAS-KW for all the assistance.
C asked for email with case number and contact number.

RCAS-KW understood and informed C that RCAS-KW will send C an email with information.
Call Ended Mutually.

Created By: Tyler Robinson (1/10/2018 4:30 PM)
CRR-DM <OPENED or VERIFIED> Account Info including: C's name, home & email address, phone# & best contact#
CRR-TR CHECKED for open recalls/campaigns and found: 01
CRR-TR CHECKED for previous UNRELATED Case(s) and found:00
CRR-TR CHECKED previous RELATED Case(s) and found: 01
CRR-TR NOTED concern is: RCAS F/U
CCR-TR Received INBOUND PHONECALL

C stated supposed to have received a phone call
C stated not sure why it takes so long
C advised C of maybe wrong number

CCR-TR stated there is a wrong number on file
CCR-TR advised C removed unknown number
CCR-TR sent email in regards to F/U date 01/11/2018
CCR-TR advised C that RCAS agent will still be in touch with C tomorrow

CCR-TR offered any further assistance

C declined

CCR-TR thanked C for calling Nissan

Call ended mutually

Created By: Raveena Kaler (1/9/2018 4:40 PM)
CRR-RK VERIFIED Account Info including: C's name, home, phone# & best contact#
CRR-RK VERIFIED VEH Info including: VIN#,
CRR-RK CHECKED for open recalls/campaigns and found: none
CRR-RK CHECKED for previous UNRELATED Case(s) and found: none
CRR-RK STATED C concern is: missed followup call

C stated C was expecting a call and never got it

CRR-RK stated RCAS agent called and left a voicemail

C stated C never recieved it

CRR-RK verifiied if C got the call on 6315630046.

C stated C want to get a a call on[redacted] as thats the number that C gave earlier

CRR-RK stated will send an email to the RACS agent and they most probably would call back toaady or by end of business day

C got irate and said C cant wait this long

CRR-RK stated will address the concern and C will be contacted

C asked to send the email to C for employee id

CRR-RK understood

C appreciated

call ended mutually

Created By: Kyra Walton (1/9/2018 3:38 PM)
RCAS-KW placed outbound call to C on #6315630046.
✓ RCAS-KW left VMX for C.
RCAS-KW provided C with case #, RCAS-KW's phone #, and work hours.
RCAS-KW will follow up on 1/11/18.

✓ **Created By: Kyra Walton (1/9/2018 3:05 PM)**
RCAS-KW placed outbound call to Smithtown Nissan.

RCAS-KW discussed details with Service Director Andrew.

SD stated that the concern is with the forward emergency braking system.
SD sated that C was very upset and DLR informed C there are no issues with the FEB and system is operating as designed
SD sent over screen print of [redacted] of diagnosis of concern.
SD stated C reports that the concern happens in the morning between 7AM - 8:30AM and happened while C was heading westbound in town of Coram.
SD stated C said the 2nd incident happened around 11AM where the VEH just stopped out of nowhere in Calverton and C stated it was very cold each morning.
SD stated technician road tested VEH and could not duplicate the concern.
SD stated the sensors were clear of debris and no codes were found.
SD stated DLR referred C to owners manual for detailed operation of braking system and then referred C to Nissan CA for further assistance.

Created By: Anshroop Sidhu (1/8/2018 11:29 AM)
CRR-AS sending case to RCAS C want NNA to replace the VEH

Created By: Anshroop Sidhu (1/8/2018 11:29 AM)
CRR-AS <VERIFIED> Account Info including: C's name, home & email address, phone# & best contact#
CRR-AS VERIFIED VEH Info including: VIN#, Current Mileage
CRR-AS CHECKED for open recalls/campaigns and found: 0
CRR-AS CHECKED for previous UNRELATED Case(s) and found: 0
CRR-AS CHECKED previous RELATED Case(s) and found: 0
CRR-AS received an inbound call from C

C stated C have Case# [redacted]
C stated problem is that the VEH have the concern on the small road not on the highway and DLR was not able to find any concern with the VEH
C stated C's wife was driving the VEH someone was back tailing the VEH and that could have caused it

CRR-AS asked C what would C like NNA to assist C with

C stated C don't feel comfortable driving the VEH
C stated C wants NNA to replace the VEH

CRR-AS informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by the end of business day January 9, 2018 regarding to C's concern

C understood and appreciated the assistance

Best contact# 6319492546

Call ended mutually

Created By: Jane Wills (1/3/2018 8:34 AM)
CRR-JW closing case after documenting the case as VEH is at DLRSHP for diagnosis.

Created By: Jane Wills (1/3/2018 8:33 AM)
CRR-JW VERIFIED> Account Info including: C's name, home & email address, phone# & best contact# (631)[redacted]
CRR-JW VERIFIED Veh Info including: VIN#, Current Mileage, Warranty & Service History
CRR-JW CHECKED for open recalls/campaigns and found: none
CRR-JW CHECKED for previous UNRELATED Case(s) and found: none
CRR-JW CHECKED previous RELATED Case(s) and found: none
CRR-JW NOTED concern is: Vehicle is slowing down while foot not on the brake.
CRR-JW received inbound call from C.

C stated C's wife is really scared as the VEH is slowing down when foot is not on the brake.
C stated a white rectangular screen pops up on the middle of the dash.
C stated that C's wife is scared to drive the VEH.
C stated that the VEH is at the DLRSHP for diagnosis.

CRR-JW advised C that if C needs to contact NCA back after diagnosis depending on the results will provide C with a case #.

C stated that this should be covered under warranty at only 4000 miles and this is scaring C.

CRR-JW stated that does not mean to scare C.
CRR-JW stated that most customers are calling with a request after diagnosis has been given.
CRR-JW asked how can assist C at this time.

C stated is just calling to tell Nissan what is going on.
C asked if CRR-JW can send the case # via email as C is driving.

CRR-JW stated will definately send via email and stated a 2nd email could be received with a survey.

****
CRR-JW provided C with Case #[redacted] name and id.
CRR-JW offered further assistance.

C declined.

Best Contact #: (631)[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]	POWERTRAIN	GEN. POWERTRAIN COMPONENT	POOR OR IMPROPER OPERATION	10	1/3/2018	YX	BG	227000	OA
	[redacted]	BRAKES	INTELLIGENT BRAKE ASSIST (IBA)	PREMATURE WEAR/FAILURE	26	5/17/2018	WA	AD	328000	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Kyra Walton, 1/11/2018 10:08 AM	1/11/2018

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Leslie Griffin
Contact Email	[redacted]	Type	CA
Home Phone	[redacted]	Case Origin	Internal
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	1/5/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	1/4/2018 10:46 AM
Social Media Involvement		Date/Time Closed	8/8/2018 7:32 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Franklin	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count			
Description	Consumer affairs voluntary repurchase with 1 visit 66 days down for forward emergency braking system activating abruptly		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	NISSAN OF HUNTINGTON
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	2,429	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0	RHR Started	
IIR Date		RHR Completed	
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	5N1AT2MV2H[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Detail

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

Bluetooth

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

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
		VCAN	
		Goodwill Processed	0
		Vehicle Service Contract	
		VSC Reprint Request	Email

Contact Name [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date	
LS Response Time	
Home Phone	[redacted]
Work Phone	[redacted]
Mobile Phone	
Email	
Alternate Email	

Verbatims

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

DTS Inspection

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

System Information

Subject	CUSTOMER:[redacted] VIN: 5N1AT2MV2H[redacted]	Root Cause	
Created By	Leslie Griffin, 1/4/2018 10:46 AM	Root Cause Code	SCMV
Last Modified By	NNAETL, 12/10/2018 10:15 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	664		
Action Code	NT5F		
What action was taken?	5F Voluntary NNA Trade/Repurchase - NNA Inventory - 1 veh		

Agent Comments

Agent Comments	FEB case. #RHR.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
8/8/2018 7:32 AM	Leslie Griffin	Changed **Status** from Open to **Closed**.
		Closed.
2/28/2018 7:07 AM	Service Manager	Changed **Subject** from CUSTOMER:[redacted] VIN: 5N1AT2MV2H[redacted] to **CUSTOMER:**[redacted] **VIN: 5N1AT2MV2H**[redacted].
1/4/2018 10:46 AM	Leslie Griffin	Changed **Work Phone** to [redacted]
		Changed **Follow Up Date** from 1/4/2018 to **1/5/2018**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
✓	**Created By: Service Manager (2/28/2018 7:07 AM)** Hi! Vehicle has been re-purchased. Please close this case.
	Created By: Leslie Griffin (1/4/2018 10:48 AM) DRTS-LG has assumed case ownership in order to dispatch DTS to prepare vehicle for the remarketing process. Please refer any inquiries regarding the repurchase to the agent who handled the repurchase portion of the case. Repurchase Case[redacted] DRT Resolution CST0000143114 Dispatched DTS request for CBB processing. Morley VSPC case # 275461 The reason for repurchase is forward emergency braking system activating abruptly

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)	POOR OR IMPROPER OPERATION	03	8/8/2018	YX	AD	121500	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]ephanie Blair
Contact Email	[redacted]	Type	CA
Home Phone	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	2/7/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	1/8/2018 1:02 PM
Social Media Involvement		Date/Time Closed	2/6/2018 5:10 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 was driving the VEH and all of a sudden a big hazard light came on and a beeping sound and C's entire VEH locked up		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	THOMAS NISSAN OF JOLIET
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	17,839	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	JN8AT2MV8HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	2
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	HAWKINSON NISSAN	Data Net	✓
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	1/16/2018
Responsible District	07	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	C was driving the VEH and all of a sudden a big hazard light came on and a beeping sound and C's entire VEH locked up

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]
		[redacted]	
		Email	
		Alternate Email	

Verbatims

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

DTS Inspection

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

System Information

Subject	CUSTOMER: [redacted] [redacted] VIN: JN8AT2MV8H[redacted]	Root Cause	
Created By	Matthew Yu, 1/8/2018 1:02 PM	Root Cause Code	SCSH
Last Modified By	NNAETL, 12/10/2018 10:52 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	847		
Action Code	NT8F		
What action was taken?	8F Provided Vehicle Information		

Agent Comments

Agent Comments	Review DTS notes.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
2/6/2018 5:10 PM	Stephanie Blair	Changed **Status** from Open to **Closed**.
		Closed.
2/5/2018 11:26 AM	Lynzi Lee	Changed **Case Owner** from Lynzi Lee to **Stephanie Blair**.
2/5/2018 11:25 AM	Lynzi Lee	Changed **Follow Up Date** from 2/5/2018 to **2/7/2018**.
2/5/2018 11:10 AM	Lynzi Lee	Changed **Case Owner** from Stephanie Blair to **Lynzi Lee**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Stephanie Blair (2/6/2018 5:10 PM) SRCAS-SB is closing Case as no further assistance can be offered at this time.
✓	*** CASE SUMMARY *** C contacted NNA CA regarding vehile locking up. SRCAS-SB reviewed Case with SA -Steve Lee, DTS- Adam Sacker , and TL -Lelsey Howard. *** STATEMENT OF DECISION *** SRCAS-SB informed C the DTS -Adam test drove the vehicle for 57 miles and discussed the incident with the C who told me about how while driving on the freeway the vehicle came to a stop in the middle of the lane. SRCAS-SB informed C per DTS Due to all of the fact stated above and no duplication, no repairs were recommended.
	Created By: Stephanie Blair (2/6/2018 5:09 PM) SRCAS-SB placed outbound call to C @[redacted] to C. SCAS-SB asked is it a good time to discuss the case? C stated yes. SRCAS-SB ADVISED "This call may be recorded for quality and training purposes." SRCAS-SB informed the C follow-up regarding the recent DTS inspection of the vehicle. C stated okay.
✓	SRCAS-SB informed C the DTS -Adan test drove the vehicle for 57 miles and discussed the incident with the C who told me about how while driving on the freeway the vehicle came to a stop in the middle of the lane. SRCAS-SB informed C per DTS Due to all of the fact stated above and no duplication, no repairs were recommended. C stated yea the DTS spoke to C and provided the information. C asked how many miles did DTS-Adam drive the veh.? SRCAS-SB informed C 57 miles an all information is notated on the C including the photos the C sent. C stated and stated the DTS was unable to find codes and the previous SM was able to locate store codes and unsure what happen to them. C stated okay and will pick -up the vehicle on 02.07.2018. SRCAS-SB informed C if further assistance is sneered to contact SRCAS. SRCAS-SB offered additional assistance and C declined. SRCAS-SB thanked C for choosing NNA and allowing NNA to assist. Call ended mutually.
✓	**Created By: Lynzi Lee (2/5/2018 11:22 AM)** SRCAS-Lynzi Lee sending contact information email to C.
✓	

Created By: Lynzi Lee (2/5/2018 11:22 AM)
SRCAS-Lynzi Lee placed outbound call to C @ [redacted] 2/5/18 at 11:17am.
SRCAS-LL ADVISED "This call may be monitored and recorded for quality and training purposes."

SRCAS stated SRCAS is supervisor assisting SRCAS-Stephanie Blair.

SRCAS stated DTS appointment is scheduled 2/6/18 at 10am.

C stated yes.
C stated the DLR just contacted C to remind C of appointment.
C stated C will be there.
C stated C never received an email from SRCAS-SB.
C stated C has pictures and would like to send them in.

SRCAS stated SRCAS will send C email that C can respond to.

C stated ok.
C stated C will attach all photos.
C thanked SRCAS.

SRCAS stated SRCAS-SB will follow up with C 2/7/18.

C stated ok.

SRCAS thanked C for time.
call ended mutually.

✓ Created By: Stephanie Blair (1/25/2018 1:25 PM)
SRCAS-SB emailed DTS- Adam Sackner and SM-Steve Lee regarding the C's confirmation of the DTS inspection for 02.05.2018 @ 10 am (CST).

Created By: Stephanie Blair (1/25/2018 1:24 PM)
SRCAS-SB placed outbound call to C @ [redacted] and spoke to C.
SCAS-SB asked is it a good time to discuss the case?

C stated yes.

SRCAS-SB ADVISED "This call may be recorded for quality and training purposes."
SRCAS-SB informed C received a confirmation for the DTS Insp. for 02.06.2018 @ 10am (CST).

C stated okay and confirmed the date and time.

✓ SRCAS-SB informed C a DTS Reminder was sent and will follow-up 02.05.2018 with a friendly reminder.

C stated okay.

SRCAS-SB offered addiditonal assistance.

C stated no.

SRCAS-SB thanked for chooisng NNA and allowing NNA to assist.

Call ended mutually.

✓ Created By: Stephanie Blair (1/24/2018 9:52 AM)
SRCAS-SB emailed DTS-Adam Sacker and SM-Steve Lee the C's request for a DTS appt.

Created By: Stephanie Blair (1/24/2018 9:50 AM)
SRCAS-SB placed outbound call to C @ [redacted] and spoke to C on Behalf of RCAS-JA.
SCAS-SB asked is it a good time to discuss the case?

C stated yes.

SRCAS-SB ADVISED "This call may be recorded for quality and training purposes."

C stated has not heard from SRCAS since last week.
C stated that SRCAS keep C update with the information.
C stated the SM-Steve was working with the DTS and C picked up the vehcile and the light came back on.
C stated haven't heard from SM-Steve.

✓ SRCAS-SB apoloized to C regarding the C's conerns.
SRCAS-SB informed the C advised C on 01/15/2018 to work with the DLR and the DLR was unable to dupiciated the C's concerns.
SRCAS-SB informed the C the DLR was working with the DTS and if there were no concerns to resolved unable to duplicate.
SRCAS-SB offered to send a DTS to the C.

C stated okay.

SRCAS-SB informed the C will follow-up 01.29.2018 with date and time for the DTS.
SRCAS-SB informed C once date is confirmed can send a DTS appt.,via email to C.

C stated okay.

SRCAS-SB offered addiitional assistance and C declined.
SRCAS-SB thanked C for chooisng NNA.

Call ended mutually.

✓ Created By: Stephanie Blair (1/24/2018 9:26 AM)
*** [Added after the case is closed.] ***
SRCAS-SB received a vmx from C.

✓ Created By: Service Manager (1/16/2018 11:07 AM)
*** [Added after the case is closed.] ***
this happened previously and was taken to another dealer.

Created By: Stephanie Blair (1/16/2018 10:16 AM)
SRCAS-SB is closing Case as no further assistance can be offered at this time.

*** CASE SUMMARY ***
C contacted NNA CA regarding vehile locking up.

SRCAS-SB reviewed Case with SA -Steve Lee, DTS- Adam Sacker , and TL -Lelsey Howard.

✓ *** STATEMENT OF DECISION ***
SRCAS-SB received a resposne from DYS- Adam stating ..

Stephanie,

This vehicle is equipped with FEB (Forward Emergency Braking) from the incident the client is describing this system activated in an attempt to prevent a collision. From the TECH LINE case the incident occurred on i-94 North between 47th and 35th street. I checked google maps and do not see anything obvious that could have caused this. It is possible the vehicle saw another car and was just doing its job. On the other hand we have seen some false activation and that incident is currently under engineering review pending a software update.

At this point there is nothing that can be done for this vehicle and if the vehicle has gone 18,000 miles without any other concerns with this system it is unlikely it will happen again.

✓ Created By: Stephanie Blair (1/16/2018 10:15 AM)
SRCAS-SB received a resposne from DYS- Adam stating ..

Stephanie,

This vehicle is equipped with FEB (Forward Emergency Braking) from the incident the client is describing this system activated in an attempt to prevent a collision. From the TECH LINE case the incident occurred on i-94 North between 47th and 35th street. I checked google maps and do not see anything obvious that could have caused this. It is possible the vehicle saw another car and was just doing its job. On the other hand we have seen some false activation and that incident is currently under engineering review pending a software update.

At this point there is nothing that can be done for this vehicle and if the vehicle has gone 18,000 miles without any other concerns with this system it is unlikely it will happen again.

Created By: **Stephanie Blair** (1/15/2018 1:01 PM)
SRCAS-SB received inbound call from SA-Steve stating spoke to the techline regarding the C's concens.

SA stated that Techline advised the SA to return the veh. back to the C and unable to verify the concerns and will check with SM speaking to DTS.

✓ SRCAS-SB stated okay and advised SA will contact SA once infomation is received from the DTS regarding the concerns and seen a couple from New York.

SA stated okay.

Call ended mutually.

Created By: **Stephanie Blair** (1/15/2018 10:50 AM)
SRCAS-SB received inbound call from DTS-Adam Sacker regarding the vmx that was left previously.

DTS stated received a call from the DLR regarding a Rogue that's habving a vibrating. concerns.

✓ SRCAS-SB advised DTS of the concerns per all of a sudden a big hazard light came on and a beeping sound and C's entire VEH locked up.

DTS stated will view if the veh. model has a sensor that stops the vehicle.
DTS asked for the vin number.

SRCAS-SB advised DTS of the email sengt with the C's case number and DTS stated okay and will research first and let SRCAS know the next steps.
SRCAS-SB thaked DTS and call ended mutually.

✓ Created By: **Stephanie Blair** (1/15/2018 10:45 AM)
SRCAS-SB emailed the DTS-Adam S. and TL-Lesley inquiring if the DLR made contact with the DTS and pending a response.

✓ Created By: **Stephanie Blair** (1/15/2018 10:32 AM)
SRCAS-SB reviewd the case with TL-Lesley Howard and adived to contact the DTS and make sure the DLR made contact for a service date and if not make a DTS Rquest.
SRCAS-SB palced outbound call to DTS-Adam Sacker and pending a call back
SRCAS-SB setting a follow-up date 01.16.2018.

Created By: **Stephanie Blair** (1/15/2018 10:30 AM)
SRCAS-SB placed outbound call to C @[redacted] and spoke to C on Behalf of RCAS-JA.
SCAS-SB asked is it a good time to discuss the case?

C stated yes.

SRCAS-SB ADVISED "This call may be recorded for quality and training purposes."
SRCAS-SB informed the C regarding spoke to SA- Steve regardign the C's conerns and unable to duplicated and will work with DTS.

C stated that SA-Steve is working with the C regarding the C's coancerns and told the C the same thing.
C stated happy that the DTS is being involved.
[redacted] C stated just waiting for answers.

SRCAS-SB advised the C due the DLR unable to duplciated the concerns to work with the DLR.
SRCAS-SB informed C if futher assistance is needed to contact SRCAS.

C stated okay and C stated all are waiting for answers and unsure if the vehicle will stop working on the highway.
C stated just waiitng from the information.

SRCAS-SB offered C contact number if futher assistance is needed and offered additional assistance and C declined.
SRCAS-SB thanked C for choosign NNA and allowing NNA to assist.

Call ended mutually.

Created By: **Stephanie Blair** (1/12/2018 10:49 AM)
SRCAS-SB received inbound call from SA-Steve.

✓ SA stated unable to duplicated the concerns and spoke too the C earlier and NNA open case with Techline and speaking to DTS regarding the concerns.

SRCAS-SB stated okay and will follow-up 01.15.2018 with C.

Call ended mutually.

✓ Created By: **Stephanie Blair** (1/12/2018 10:41 AM)
SRCAS-SB placed outbound call to the C @[redacted] and received a fast busy signal.
SRCAS-SB will follow-up 01.15.2018.

Created By: **Stephanie Blair** (1/12/2018 10:40 AM)
✓ SRCAS-SB placed outbound call to the C @[redacted] and left a vmx.
SRCAS-SB provided brief reason for calling, hours of business, case number and RCAS's phone number requesting a callback.
SRCAS-SB requested if C does call back and reaches VMX, to please leave best time and number to reach C.
SRCAS-SB will follow-up 01.15.2018.
SRCAS-SB advised C case is still pending.

✓ Created By: **Stephanie Blair** (1/12/2018 10:38 AM)
SRCAS-SB placed outbound call to HAWKINSON NISSAN[redacted]
SRCAS-SB left a VMX for SA-Steve Thyme regarding diagnsotic and felt contact number[redacted]

✓ Created By: **Stephanie Blair** (1/12/2018 10:37 AM)
SRCAS-SB received a vmx from SA-Steve stating will take the veh. for a test drive. and to contact the SA prior to calling the C.

Created By: **Stephanie Blair** (1/10/2018 3:16 PM)
SRCAS-SB placed outbound call to C @[redacted] and spoke to C on Behalf of RCAS-JA.
SCAS-SB asked is it a good time to discuss the case?

C stated yes.

SRCAS-SB ADVISED "This call may be recorded for quality and training purposes."
SRCAS-SB informed C pending a diagnsotic from SA-Steve from the DLR.

C stated okay and spoke to SA-Steve asking about an accident.
C stated SA-Steve provided C with a brief diagnostic of the vehicle and clear the air codes.
C stated SA-Steve was busy and have a few questions and to gain the C;s approval to test drive the vehicle.
C stated informed the SA-Steve did not drive the truck.
✓ C stated was scared what happen that night to the C.
C stated he spoke to SRCAS.

SRCAS-SB apologized to the C regarding the C's concerns.
SRCAS-SB information the C left a vmx three different times and pending an updated.
SRCAS-SB infomred C will follow-up 01.12.2018 and C agreed.

C stated okay and checked NNA for a recall and founded none.
C stated had many questions but SA-Steve was busy and unable to answer the questions.

SRCAS-SB informed C understand.
SRCAS-SB offered additional assistance and C declined.
SRCAS-SB thanked C for choosing NNA.

Call ended mutually.

✓ Created By: **Stephanie Blair** (1/10/2018 2:51 PM)
SRCAS-SB placed outbound call to HAWKINSON NISSAN @[redacted]
SRCAS-SB left a VMX for SA-Steve Thyme regarding diagnsotic and felt contact number[redacted]

✓ Created By: **Stephanie Blair** (1/10/2018 2:02 PM)
SRCAS-SB placed outbound call to HAWKINSON NISSAN @[redacted]
SRCAS-SB notes no one answer in the service dept.

✓ Created By: **Stephanie Blair** (1/10/2018 12:50 PM)
SRCAS-SB placed outbound call to HAWKINSON NISSAN @[redacted]
SRCAS-SB left a VMX for SA-Steve Thyme regarding diagnsotic and felt contact number[redacted]

✓

Created By: Stephanie Blair (1/9/2018 11:02 AM)
SRCAS-SB placed outbound call to HAWKINSON NISSAN @[redacted]
SRCAS-SB spoke to SA-Steve Thyme regarding the veh. just stopping.

SA stated was about to call C and asked if the vehicle was in an accident to collect more information.
SA stated the vehicle has 15 stored codes.
SA stated the diagnostic is not completed at this time.

SRCAS-SB adivsed C will contact SA-Steve tomorrow for additional information after the diagnostic is completed SA speaks to the C.

SA stated okay.

SRCAS -SB thanked SA and call ended mutually.

Created By: Stephanie Blair (1/9/2018 10:56 AM)
SRCAS-SB placed outbound call to C @[redacted] and spoke to C on Behalf of RCAS-JA.
SCAS-SB asked is it a good time to discuss the case?

C stated yes.

SRCAS-SB ADVISED "This call may be recorded for quality and training purposes."
SRCAS-SB VERIFIED C's name, home & email address, concern, and phone#
SRCAS-SB asked if the number is the best contact number?

C stated[redacted]

SRCAS-SB CHECKED for open recalls/campaigns and found: none
Previous UNRELATED Case(s) Found: 3
Previous RELATED Case(s) Found: none

SRCAS-SB verified C's concerns regarding the vehicle stopping.
SRCAS-SB apologized to C regarding C's concerns.

C stated okay.

✓ SRCAS-SB advised C spoke to SM-Rich at THOMAS NISSAN OF JOLIET and no diagnostic was performed regarding the C's concerns.

C stated the diagnostic was at Hawkinson Nissan and unsure why or how that was confused.
C stated purchased the vehicle from THOMAS NISSAN OF JOLIET and do not trust them to bring the vehicle back to the DLR.
C stated visited DLR on 01.08.2018 and currently have a loaner vehicle.
C stated the DLR wanted to view the Veh. and at this time no diagnostic and received no call from DLR.

SRCAS-SB adivsed C will follow-up 01.10.2018 and asked C what would C like from NNA?

C stated would like to know that the concerns are and how to fix them.

SRCAS-SB stated okay.
SRCAS-SB advised C will follow-up 01.10.2018.

C state okay.

SRCAS-SB provided C with name and contact number if futher assistance is needed.
SRCAS-SB offered additional assistance and C declined.
SRCAS-SB thanked C for choosing NNA and allowing NNA to assist.

Call ended mutually.

Created By: Stephanie Blair (1/9/2018 10:17 AM)
SRCAS-SB placed outbound call to THOMAS NISSAN OF JOLIET @[redacted]
SRCAS-SB spoke to SM-Rich regarding the diagnostic of the vehicle.
✓ SRCAS-SB provided C concerns regarding vehicle locking up.

SM stated the last visit the C had was 01/03/2018 for an LOF and tire rotations with no mention of the vehicle locking up.

SRCAS-SM thanked SM and call ended mutually.

Created By: Jennifer Anglea (1/8/2018 5:54 PM)
✓ RCAS sent SM- Rich at Thomas Nissan of Joliet:

RCAS requested diagnose from the dlr & info if C veh is at the dlr now.

Created By: Matthew Yu (1/8/2018 1:05 PM)
case summary
CRR-MY will send case to RCAS for review in regards to a dealership complaint and multiple concerns on C's VEH

Created By: Matthew Yu (1/8/2018 1:05 PM)
CRR-MY VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-MY VERIFIED Veh Info including: VIN#, Current Mileage, Warranty & Service History
CRR-MY CHECKED for open recalls/campaigns and found:
CRR-MY CHECKED for previous UNRELATED Case(s) and found:
CRR-MY CHECKED previous RELATED Case(s) and found:
CRR-MY NOTED concern is:

C states that C has had multiple concerns with C's 2017 Rogue VEH

C was driving the VEH and all of a sudden a big hazard light came on and a beeping sound and C's entire VEH locked up

C states that there was nothing in the road that should have made C's VEH lock up

C states that C was driving down the sideroad and then C's VEH just came to a complete stop

C called the dealership to inquire about this and the SA stated that it was probably just something that obstructed C's camera which caused C's VEH to lock up

C was provided with a loaner VEH and the only thing that C can be charged for is a diagnostic fee

C states that C is not buying the SA's story and states that with the VEH locking up C could have caused a bad accident

C is now calling NNA for further help on C's VEH because the dealership has not been very helpful

CRR-MY apologized to C in regards to C's concerns

CRR-MY will send case to RCAS for review and provided C with case# and agent ID#

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	1/16/2018	YX	AD	118500	OA

Forms

Forms Help

No records to display

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Case [redacted]

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Haley Tate
Contact Email	[redacted]	Type	CA
Home Phone	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	3/7/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	1/8/2018 2:29 PM
Social Media Involvement		Date/Time Closed	3/7/2018 4:25 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	1		
Description	Customer has stalling/ Engine/ Transmission concerns on the veh		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	CREST NISSAN OF FRISCO
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		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	1	RHR Started	
IIR Date		RHR Completed	
IIR	[redacted]	Customer Document Requested	✓
		Date Requested	3/7/2018
		Customer Document Received	✓
		Date Received	3/7/2018

Vehicle Information

Vehicle	5N1AT2MT5H[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	22517	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	CREST NISSAN OF FRISCO	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	12	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	Please Review

Bluetooth

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

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
		VCAN	
		Goodwill Processed	0
		Vehicle Service Contract	
		VSC Reprint Request	Email

Contact Name [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date		Work Phone	[redacted]
LS Response Time		Mobile Phone	
		Email	
		Alternate Email	

Verbatims

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

DTS Inspection

DTS Inspection Date	2/7/2018 10:00 AM	DTS Inspection Date Confirmed?	
DTS Request Type	CA Inspection	Notes for DTS (Vehicle Concerns)	C is seeking solution to concerns. RCAS has been informed of concerns not being FEB and that C needed to have VEH inspected.
Inspection Time/Notes	Appointment Time: 10:00 AM in the consumer's time zone. Notes to Agent: Please confirm with customer and Dealer. Advise Dealer they should make their Master Technician or Shop Foreman available for the duration of the inspection/repair. Please advise customer they must meet with the DTS so that they may demonstrate their concerns. Please check confirmation box when confirmed with all parties. Thanks		

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AT2MT5H[redacted]	Root Cause	
Created By	Christina Salutari, 1/8/2018 2:29 PM	Root Cause Code	SCSV
Last Modified By	NNAETL, 12/10/2018 10:46 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	818		
Action Code	NT8H		
What action was taken?	8H Referred Customer to Dealer/Retailer		

Agent Comments

Agent Comments	03/07 second attempt. 03/06 email Tony
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
3/7/2018 4:25 PM	Haley Tate	Changed **Status** from Open to **Closed**.
		Closed.
3/7/2018 4:11 PM	Lynzi Lee	Changed **Case Owner** from Lynzi Lee to **Haley Tate**.
3/7/2018 4:10 PM	Lynzi Lee	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] VIN: 5N1AT2MT5H[redacted] to **CUSTOMER:** [redacted] **VIN: 5N1AT2MT5H[redacted]**.
3/6/2018 12:18 PM	Lynzi Lee	Changed **Case Owner** from Lesley Howard to **Lynzi Lee**.

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Case Comments

New

Case Comments Help

Public	Comment
	Created By: Haley Tate (3/7/2018 4:25 PM) RCAS-HT is closing Case as no further assistance can be offered at this time.
✓	*** CASE SUMMARY *** C contacted Nissan CA regarding FEB update. RCAS-HT reviewed Case with DRT-TL-Fekado Debeb, SRCAS-Lynzi Lee, SD-Daniel Cook. *** STATEMENT OF DECISION *** RCAS-HT advised C the Case has been thoroughly reviewed and documented and advised C to continue working with the DLRSHP.
✓	**Created By: Lynzi Lee (3/7/2018 4:11 PM)** SRCAS-Lynzi Lee transferring case to RCAS-Haley Tate for case closure.
✓	**Created By: Lynzi Lee (3/7/2018 4:10 PM)** SRCAS-Lynzi Lee placed outbound call to C @ [redacted] 3/7/18 at 4:08pm, left VMX with case #, SRCAS stated SRCAS is contacting C per C's request for a supervisor call back. SRCAS stated SRCAS has thoroughly reviewed the case and information provided by RCAS-Haley Tate would remain the same, there is not a current repair available. SRCAS advised C to continue to work with the DL. SRCAS provided SRCAS direct contact information as [redacted]
	Created By: Jesselyn-Jade Meadus (3/6/2018 11:46 AM) ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with supervisor call back Best Contact #[redacted]
✓	**Created By: Haley Tate (3/6/2018 11:45 AM)** RCAS-HT placed outbound call to C @ [redacted] RCAS-HT asked to speak with C about case. C stated that C made it crystal clear that C wanted to speak with a manager. C ended call.
	Created By: Jesselyn-Jade Meadus (3/6/2018 11:44 AM) CRR-JM VERIFIED Account Info including : C's name, home & phone # & best contact # CRR-JM VERIFIED VEH Info including: VIN#, Current Mileage CRR-JM CHECKED for open recalls/campaigns and found: 0 CRR-JM CHECKED for previous UNRELATED Case(s) and found: 0 CRR-JM CHECKED previous RELATED case(s) and found: 0 CRR-JM recieved inbound call from C

C states C will no longer deal with RCAS-HT
C states RCAS-HT doesnt have skill set to deal with C's concern
C states C requested to deal with RCAS-HT supervisor or someone else on case but had to wait a business day to have call returned
C states RCAS-HT ended up calling C
C states RCAS-HT is not to return C's calls

CRR-JM informed C of 4 up to 8 business hours for escalation

C states whatever process if reflects on poor service of NNA

CRR-JM informed C of call back in up to 8 business hours

C disconnected call

✓ **Created By: Haley Tate (3/6/2018 11:44 AM)**
RCAS-HT received an email from SP,Customer Quality-Fekado Debeb stating that ETA on update for FEB software is the end of March.

✓ **Created By: Haley Tate (3/6/2018 8:17 AM)**
RCAS-HT received an email from DTS-Tony stating that no updates are available at this time.

✓ **Created By: Haley Tate (3/5/2018 4:45 PM)**
RCAS-HT sent an email to DTS-Tony requesting for an update on FEB system.

Created By: Haley Tate (3/5/2018 4:35 PM)
✓ RCAS-HT answered an inbound call from C @[redacted]
RCAS-HT left a VMX stating case # and direct #.
RCAS-HT apologized for missed calls.
RCAS-HT stated a follow up for Wednesday.

Created By: Haley Tate (3/5/2018 1:51 PM)
RCAS-HT placed an outbound call to SD-Daniel @[redacted]
RCAS-HT asked if C had been back to the DLRSHP.
SD stated that C renewed the rental agreement.
SD stated that C asked about update for repair.
✓ SD stated that DTS-Tony Panno was reached.
SD stated that DTS advised that update is still not available.
SD stated that Engineering is actively working on the update.
RCAS-HT understood.
RCAS-HT thanked SD.
Call ended mutually.

Created By: Jude Amoah (3/2/2018 1:36 PM)
CRR-JA VERIFIED Account information including: C's name, home & e-mail address,
phone number & best contact number
CRR-JA VERIFIED VEH Information including: VIN #, Current Mileage, Warranty & Service History
CRR-JA CHECKED for open recalls/campaigns and found:
CRR-JA CHECKED for previous UNRELATED Case(s) and found:
CRR-JA CHECKED previous RELATED Case(s) and found:
CRR-JA NOTED concern is:

CRR-JA received inbound call from C

C states that there are incongruencies between what dlr and NNA-CA are telling C

C states C is getting the run-around from NNA

C states C is done dealing with RCAS named Haley, because C states RCAS-Haley is ignoring

[redacted] C and not calling C back on purpose

C states C was promised to have a technician come look at C's veh on Feb 6

C states on Feb. 7 RCAS called and stated that there will be no technician coming as dlr has found the sourcre of the problem on C's veh

When C called dlr C found out that the technician had already determined that there was no fix avail. for C's veh

C states C feels lied to

C states C has been waiting since Dec. for C's veh... C states C is shocked that its march now and there is still no determination

CRR-JA assured C that CRR-JA will send out an email for C to ,be contacted ASAP

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

C declined.

CRR-JA closing case.
Call ended mutually.

Created By: Haley Tate (2/22/2018 11:03 AM)
*** [Added after the case is closed.] ***
RCAS-HT placed an outbound call to SM-Daniel @[redacted]
✓ RCAS-HT asked to speak about C.
SM stated that C called and about ETA on update.
SM advised that ETA has not been provided, but is at high priority.
RCAS-HT understood.
Call ended mutually.

Created By: Haley Tate (2/6/2018 5:44 PM)
RCAS-HT is closing Case as no further assistance can be offered at this time.

*** CASE SUMMARY ***
✓ C contacted Nissan CA regarding FEB concerns.
RCAS-HT reviewed Case with DTS-Tony, TL-Lesley, SM-Daniel

*** STATEMENT OF DECISION ***
RCAS-HT advised C the Case has been thoroughly reviewed and documented and C would need to continue working with the DLR until repair is available.

✓ **Created By: Haley Tate (2/6/2018 5:43 PM)**
Unable to Datanet

Created By: Haley Tate (2/6/2018 5:42 PM)
RCAS-HT placed outbound call to C @[redacted]
RCAS-HT ADVISED "This call may be recorded for quality and training purposes."
RCAS-HT stated that RCAS reviewed with DTS and was advised that no repair is available.
RCAS-HT stated that DTS will not be able to recommend a repair, due to concern being under review.
C stated that NNA needed to get the facts straight.
C stated that C was told C was going to have VEH inspected.
✓ RCAS-HT apologized.
RCAS-HT stated that DTS advised of concerns and C was put in a rental until concerns have a repair.
C stated that the rental was less than C other VEH.
C stated that C was going to go to a news outlet.
C stated that NNA cannot figure out concerns, so C will go to DLRSHP tomorrow.
C stated that this is not the last time RCAS has heard from C.
RCAS-HT understood and apologized.
RCAS-HT stated that C would need to continue to work with the DLRSHP until the repair is available.
C ended call.

Created By: Haley Tate (2/6/2018 5:16 PM)
****Noting from 01/26****
✓ RCAS-HT received an email from DTS-Tony.
DTS stated that if concern can or cannot be duplicated, there is no fix for the concern.
DTS stated that concern is under review, with hopes of having a repair by the end of February.

✓ **Created By: Haley Tate (1/26/2018 3:46 PM)**
RCAS-HT placed outbound call to C @[redacted]
RCAS-HT ADVISED "This call may be recorded for quality and training purposes."
RCAs-HT stated that appointment with DTS is 02/07/18.
RCAS-HT asked if that worked for C.
C confirmed.
C stated that VEH was at DLR.
RCAS-HT asked if C was provided VEH.
C confirmed.
C asked for ETA on update.
RCAS-HT stated that RCAS does not have ETA.
RCAS-HT apologized.
Call ended mutually.

✓ **Created By: Haley Tate (1/25/2018 9:16 AM)**
Prior to call

RCAS-HT received a VMX from C, Wed 1/24/2018 9:23 AM, stating that C just got back from vacation.

✓ **Created By: Haley Tate (1/24/2018 5:02 PM)**
RCAS-HT sent an email to SD-David, SM-Daniel and CC'd FOM-Josh advising of internal review with TL-Lesley.

Created By: Haley Tate (1/24/2018 4:52 PM)
RCAS-HT placed outbound call to C @[redacted]
RCAS-HT ADVISED "This call may be recorded for quality and training purposes."

RCAS-HT stated that RCAS has put in for DTS to inspect VEH.
C thanked RCAS-HT.

RCAs-HT asked about stalling.
C stated that VEH would stop and rev up.
C stated that C would lose power steering and the VEH would shut off.
C stated that C would have turn VEH back on.
RCAS-HT understood.
C stated that DLRSHP told C that the common denominator is electrical railroad track.
RCAS-HT stated that RCAS will document that for C.
Call ended mutually.

✓ **Created By: Haley Tate (1/19/2018 5:12 PM)**
RCAS-HT placed outbound call to C @[redacted]
RCAS-HT ADVISED "This call may be recorded for quality and training purposes.
RCAS-HT advised that RCAS was reviewing for DTS.
RCAS-HT advised C to call for any questions or concerns.

✓ **Created By: Haley Tate (1/18/2018 4:00 PM)**
RCAS-HT placed outbound call to C @[redacted]
RCAS-HT left a VMX stating case # and direct #
RCAS-HT stated that RCAS wanted ask C more questions regarding C's concern.
RCAS-HT requested a call back.

✓ **Created By: Haley Tate (1/17/2018 1:53 PM)**
RCAS-HT sent an email to DTS-Anthony requesting earliest availability and stated C's concerns.

Created By: Haley Tate (1/17/2018 10:18 AM)
RCAS-HT placed an outbound call to SM-Daniel @[redacted]
RCAS stated that C is very unhappy.
RCAS-HT stated that case was reviewed, and concerns seem to relate to CVT or engine.

Sm stated that the DLRSHP ran all DTC test with the VEH and no codes for engine or transmission was pulled.
SM stated that SM initially thought the concerns were related to transmission or engine.
SM stated that DTS-Tony Panno was involved.
✓ SM stated that DTS advised of concerns actively being reviewed by engineering.
SM stated that DTS cannot reach DLRSHP for 3 more weeks, due to schedule.
SM stated that SM can run data, but can only record so much at time.
SM stated that that if data cannot duplicate, there is no repair.

RCAS-HT thanked SM for the information.
RCAS-HT stated that RCAS will contact DTS.

Call ended mutually.

✓ **Created By: Haley Tate (1/17/2018 10:11 AM)**
RCAS-HT reviewed case with ARBS-DM.

Created By: Haley Tate (1/16/2018 1:38 PM)
RCAS-HT placed outbound call to C @[redacted]
RCAS-HT ADVISED "This call may be recorded for quality and training purposes."
RCAS-HT stated that RCAS has been reviewing case.
RCAS-HT due to the characteristics being related to CVT, RCAS-HT recommended that C take VEH back to the DLRSHP for further diagnosis.

C stated that C already done that.
✓ C stated that no one knows what is going on with VEH.
C stated that just because someone spoke with another department, everything shifts.
C stated that RCAS does know what RCAS-HT is doing.
RCAS-HT stated that RCAS is not mechanically inclined.
RCAS-HT stated that RCAS does rely on information from the DLRSHP.
RCAs-HT stated that technical resources will be involved with VEH.
C stated that C has nothing else to say.
C stated that C will go to the DLRSHP.
C ended call.

✓ **Created By: Haley Tate (1/16/2018 9:14 AM)**
RCAS-HT sent an email to SD-David and and SM-Daniel stating that concerns are not FEB.
RCAS-HT stated that C will be directed back to the DLRSHP and a tech line case needed to be opened.

✓ **Created By: Dakota McGregor (1/15/2018 4:59 PM)**
****ARBS notes transferring case to RCAS for further handling****
ARBS notes to RCAS: please work with techline and/or DTS to further address Cs concerns

✓ **Created By: Dakota McGregor (1/15/2018 4:58 PM)**
ARBS notes to omit note from 01/15/18 at 4:55PM

Created By: Dakota McGregor (1/15/2018 4:55 PM)
IIR- FEB- CST

✓ **Created By: Dakota McGregor (1/15/2018 4:54 PM)**
ARBS reviewed case with RCAS-HT

✓ **Created By: Dakota McGregor (1/15/2018 4:54 PM)**
(860)[redacted] ARBS placed outbound to C
ARBS verified C had time to speak to ARBS
ARBS verified and completed partial probe

C states that when C brought Cs veh in to DLR C brought for a CVT concern
C states that Cs DLR informed that front camera informed that sensed a potential frontal collision recently, then DLR focused on FEB
C states that on December 20th is when C brought to DLR for some concerns

C states has had 2 similar incidents, 3 incidents total
C states that C was driving the veh
C states that was going no more than 20 mph
C states that Cs dashboard had some kind of warning light illuminate, C was uncertain
C states that there was an uneven dip in the road
C states is travelling on uneven cobblestone
C states in a downward slope
C states that RPMS in the veh suddenly went high in the veh, and the veh stalled
C states that had vibration going through the veh

C states that as is crossing railroads the veh would stop completely, engine shutting off, then the RPMS would rev high
C states that does not happen every time C drives in the same area
C states that DLR kept inspecting for potential FEB concerns

C states regarding 3rd incident
C states that was driving on roads under construction
C states that part of the road had been dug up
C states that did not ever get into an accident in any of the incidents
C states that DLR informed that could not duplicate any concerns for Cs veh
C states that regarding most recent incident that DLR informed that engine overtorqued and caused the veh to turn off
C states that DLR gave Cs keys back and told C to contact DLR if happens again
C states that C had reported concerns on 12/20/17 and still has had no resolution
C states that C was told by DLR that the issue is a national issue with FEB that Nissan does not have a fix for
C states that C will keep trying to escalate the concern and is unhappy with info provided by DLR
C states that C is still willing to work with Nissan

ARBS informed that relating to Cs concerns provided to ARBS, Cs concerns seem related to Engine or transmission
ARBS asked C has C ever had any concerns with FEB or that is related to FEB
C states no and that DLR was always occupied with FEB though and informed that front camera may have some concerns also
C states that C is not technically trained
ARBS understood
*ARBS reviewed case with ARBS SD

ARBS informed that for Cs concerns the regional department would currently be in the best position to assist C
ARBS informed that RCAS-HT would be working further with C and DLR to address Cs cocnerns
ARBS informed that Regional department does have access to tools and resources to help DLR address a CS concerns
C understood
ARBS informed that C would receive a callback no later than close of business 01/16/18
C agreed
ARBS offered further assistance
C declined
ARBS thanked C
C thanked ARBS
Call ended mutually

Created By: Dakota McGregor (1/15/2018 3:13 PM)
✓ ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE
****

Created By: Samantha Dixon (1/15/2018 2:25 PM)
IIR rejected- In the Quick Description or Summary of Incident on the IIR probe the allegation of defect is not clear on what the customer is alleging failed on the veh. Please correct and resubmit.

Created By: Samantha Dixon (1/10/2018 11:19 AM)
▬ C is having concerns with FEB.

Created By: Haley Tate (1/10/2018 10:47 AM)
RCAS-HT placed outbound call to C @[redacted]
RCAS-HT VERIFIED C's name, home & email address, phone#, VEH model/model year, mileage
RCAS-HT CHECKED for open recalls/campaigns and found: 0
Previous UNRELATED Case(s) Found: 0
Previous RELATED Case(s) Found: 0
RCAS-HT ADVISED "This call may be recorded for quality and training purposes."
RCAS-HT verified concern.

C stated that C had 3 incidents.
C stated that incident happened twice in same area, where there is a dip in the road before the railroad tracks.
C stated that the VEH is sensing a collision with the dip and railroad tracks.
✓ C stated that the VEH stalls and will not move.
RCAs-HT apologized for concerns.
RCAS-HT stated that NNA engineering is working diligently for a resolution.
RCAs-HT asked C how C wanted NNA to be involved.

C stated that NNA should not be making customer's decide what to do.
C stated that C is concerned for C's safety.
C stated that C NASA could a man on the moon faster in 1960 than NNA can resolve FEB concerns.
C stated that C wanted VEH to be filed under lemon law or a free loaner VEH.
RCAS-HT apologized.
RCAS-HT stated that concerns will be documented.
RCAS-HT stated C will received a call no later than Monday.
Call ended mutually.

Created By: Haley Tate (1/10/2018 8:43 AM)
✓ RCAS-HT received a VMX from C, Tue 1/9/2018 4:27 PM, requesting a call back.

Created By: Haley Tate (1/9/2018 4:22 PM)
✓ RCAS-HT placed outbound call to C @ [redacted]
RCAS-HT left a VMX stating case # and direct #.
RCAS-HT requested a call back.

Created By: Haley Tate (1/9/2018 3:08 PM)
RCAS-HT placed an outbound call to SM-Daniel @[redacted]
RCAS-HT asked about C's concerns.
SM stated that DTS is aware of concern.
✓ SM stated that concern happened in specific location.
SM stated that engineering is working on a update.
SM stated that C is upset that there is no ETA.
RCAS-HT understood.
Call ended mutually.

Created By: Christina Salutari (1/8/2018 2:36 PM)
CASE SUMMARY
CRR-CS forwarding case to RCAS for further review

Best Contact # (860)[redacted]

Created By: Christina Salutari (1/8/2018 2:36 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, Warranty
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: FRONT END CAMERA
CRR-CS received inbound call from C

C stated DLR recommended C contacts Nissan CA to file a formal complaint about VEH

CRR-CS asked what concern C is experiencing with VEH

C stated C is one of the 5 reported person nationwide regarding this concern
C stated the front end camera is sensing a front end collision causing the VEH to stall
C stated this has happened 3 times now
C stated C has lost confidence driving the VEH
C stated C is almost looking to trade the VEH in

CRR-CS understood and stated this is definitely a unique concern

C agreed
C stated C loves the VEH but does not have any confidence left with driving the VEH
C stated C expects the DLR to provide C a free rental VEH until this situation is resolved

CRR-CS understood
CRR-CS asked which DLRSHP C has been working with

C stated CREST NISSAN OF FRISCO

CRR-CS stated CRR-CS has documented C's concern today
CRR-CS stated CRR-CS will forward the case to a Regional Specialist for further review

C understood

CRR-CS stated a Regional Consumer Affairs Specialist will review the case and contact C regarding concern before end of business day 1/9/2018

C understood and accepted

CRR-CS asked if there is anything else CRR-CS can assist with today

C declined and appreciated the assistance

CRR-CS provided C with Case [redacted]
CRR-CS thanked C for calling 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 EMERGENCY BRAKING (FEB)	POOR OR IMPROPER OPERATION	26	1/15/2018	YX	AV	320500	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Haley Tate, 1/10/2018 10:39 AM	1/10/2018

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [44] | Case Categorizations [1] | Forms [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Lakisha Benedict
Contact Email	[redacted]	Type	CA
[redacted]	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	3/1/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs	✓	Date/Time Opened	1/10/2018 12:32 PM
Social Media Involvement		Date/Time Closed	3/1/2018 2:31 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	1		
Description	IIR- FEB- EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	Smithtown Nissan
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	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	1/11/2018
IIR Date		RHR Completed	2/1/2018
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

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

Dealer Detail

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

Bluetooth

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

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
		VCAN	
		Goodwill Processed	0
		Vehicle Service Contract	
		VSC Reprint Request	Email

Contact Name [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date		Home Phone	[redacted]
LS Response Time		Work Phone	
		Mobile Phone	
		Email	
		Alternate Email	

Verbatims

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

DTS Inspection

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

System Information

Subject	CUSTOMER: [redacted] [redacted] VIN: 5N1AT2MV9H[redacted]	Root Cause	
Created By	Brenda Crown, 1/10/2018 12:32 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/10/2018 10:45 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	824		
Action Code	NT8G		
What action was taken?	8G Provided Other Information		

Agent Comments

Agent Comments	IIR. #RHR
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
3/1/2018 2:31 PM	Lakisha Benedict	Changed **Status** from Open to **Closed**.
		Closed.
2/26/2018 4:48 PM	Markita Scott	Changed **Follow Up Date** from 2/20/2018 to **3/1/2018**.
2/15/2018 11:33 AM	Lakisha Benedict	Changed **Follow Up Date** from 2/15/2018 to **2/20/2018**.
2/12/2018 2:42 PM	Lakisha Benedict	Changed **Follow Up Date** from 2/9/2018 to **2/15/2018**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Lakisha Benedict (3/1/2018 2:31 PM) ARBS-kb contacted the customer. ARBS-bk advised the c that Nissan North America reviewed the cs case & Nissan North America is not in the position to repurchase the customers vehicle at this time. ARBS-kb advised the c that the c is more than welcome to stay in the loaner vehicle until an update is available; however the dealership & DTS was unable to verify that there is a concern with the vehicle. C/s that the c will pick the cs vehicle, and & return the loaner vehicle. ARBS-kb asked the customer if the customer had any other questions. C/s that the c does not have any other questions at this time. ARBS-kb thanked the c & the call ended.
	Created By: Lakisha Benedict (3/1/2018 1:42 PM) ARBS-kb contacted the dealership. ARBS-kb spoke with the Service Director Andrew. ARBS-kb advised that ARBS wanted to follow up with the dealership to make sure there is no updated information before ARBS reached out to the customer. ARBS-kb was advised that there is no new information at this time. ARBS-kb was advised that from the Service Directors understanding Nissan was buying the vehicle back. ARBS-kb advised that ARBS did not advise the customer that Nissan was buying the vehicle back. ARBS-kb advised that the customer was advised that Nissan was not buying the vehicle back; however if the customer is concerned that Nissan will allow the customer to stay in the loaner vehicle until there is a bulletin put in place. ARBS-kb advised that ARBS will reach out to the customer and reiterate the denial. ARBS-kb was thanked by the c & the call ended.
	Created By: Lakisha Benedict (3/1/2018 1:18 PM) ARBS-kb reviewed case with Senior Planner-SG & Senior Planner-FD. ARBS-kb verified that currently there is no updated information regarding the concern that the customer has at this time. ARBS-kb will continue with Nissan North America is not in the position to offer repurchase of the customers vehicle at this time.
	Created By: Markita Scott (2/26/2018 4:48 PM) ARBS-MS placed outbound call to Customer at [redacted] on 02/26/2018 at 4:12pm. ARBS-MS stated that ARBS-LB has been out of the office. ARBS-MS stated that once ARBS-LB returns to the office, contact will be made with Customer to discuss case further in detail. Customer stated that this has been going on for over a month. Customer stated that Customer does not want this Rogue. Customer stated that Customer works for Nissan. Customer stated that Customer knows this is an issue. Customer stated that Customer will go to an attorney and will go to the news.

ARBS-MS stated that what Customer chooses to do is completely up to Customer.
ARBS-MS stated that as of 02/15/2018, the repurchase was denied.
ARBS-MS stated that ARBS-LB will be able to look at case again upon return to the office.

Customer asked ARBS-MS when that will be.

ARBS-MS stated that ARBS-MS is hoping this week.

Customer stated that if Nissan doesn't want to buy this vehicle back, Customer will go to an attorney.

ARBS-MS stated that ARBS-MS will not be changing ARBS-LB initial decision to deny repurchase.
ARBS-MS stated that Customer can speak with ARBS-LB once ARBS-LB returns to the office.
ARBS-MS stated that Customer will remain in the loaner vehicle until otherwise indicated by ARBS-LB.

Customer thanked ARBS-MS.

Call ended mutually.

Created By: Markita Scott (2/26/2018 4:11 PM)
ARBS-MS placed outbound call to Smithtown Nissan on 02/26/2018 at 4:00pm and spoke with SA-Jim.

ARBS-MS asked SA-Jim for an update on vehicle.

SA-Jim stated that vehicle has not been touched because Dealership was waiting on direction from NNA.
SA-Jim stated that Customer has been in a loaner vehicle for 32 days.

ARBS-MS stated that the direction was for the Dealership to test drive the vehicle in an attempt to duplicate the concern.
ARBS-MS stated that the recommendation would be to drive the vehicle around the areas that Customer has expressed the concern happening in.
ARBS-MS asked SA-Jim when the last recorded test drive was.

SA-Jim stated that SA-Jim does not know that information.
SA-Jim stated that SM-Mike will be back on 03/05/2018.

ARBS-MS understood.

Call ended mutually.

Created By: Jagpreet Singh (2/26/2018 10:06 AM)
CRR-JS VERIFIED C's, name, address, phone, e-mail
CRR-JS VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History
CRR-JS CHECKED for open recalls/campaigns and found:0
CRR-JS CHECKED for previous UNRELATED Case(s) and found:0
CRR-JS CHECKED previous RELATED Case(s) and found:[redacted]

CRR-JS NOTED concern is: Case Update

CRR-JS received inbound call from C

C Stated is calling to get the case update
CRR-JS Advised will send internal email to contact cx ASAP
C agreeded

CRR-JS provided C with agent ID and case number
CRR-JS noting C contact no :5165780841

Call ended mutually

Created By: Lakisha Benedict (2/15/2018 11:33 AM)
ARBS-kb contacted the dealership.
ARBS-kb spoke with the Service Manager-Mike.
ARBS-kb advised that ARBS wanted to let the Service Manager know that ARBS is reviewing the customers case, and is in the process of trying to verify the next steps with the customers vehicle.
ARBS-kb knows that the DTS & the Dealership was unable to verify the concerns with the customers vehicle; however ARBS would like for the dealership to keep the customer in the vehicle until further notice from ARBS.

ARBS-kb advised that once ARBS has new information regarding the case ARBS will follow up with the Service Manager.

ARBs-kb was advised to reach the SErvice Manager via email or phone as the assistant service manager is not involved in theses sort of cases.

ARBS-kb was advised that the will allow ARBS to follow up with the case.

ARBS-kb thanked the Service Manager for the service Managers time & the call ended.

Created By: Lakisha Benedict (2/12/2018 2:41 PM)
ARBS-kb contacted the customer.
ARBS-kb advised the c that ARBS was reaching out the c regarding the cs case.
ARBS-kb advised that ARBS wanted to advise the c of Nissan's position regarding the request for repurchase.
ARBS-kb advised that Nissan North America is not in the position to offer repurchase of the customers vehicle at this time.
ARBS-bk advised that ARBS is willing to allow the c to stay in the rental vehicle to allow the dealership to continue test driving the vehicle to determine if there is any concerns.

C/s that the c is in a rental & that the c is willing to allow Nissan to continue to look at the cs vehicle.

ARBS-kb thanked the c & the call ended.

Created By: Lakisha Benedict (2/12/2018 2:30 PM)
ARBS-kb contacted the dealership.
ARBS-kb spoke with the Service Receptionist-Kim. ARBS-kb was advised that all Service Advisors is with a customer.
ARBS-kb was advised that the Service Manager was not available as well.
ARBS-kb thanked the rep & the call ended.

Created By: Tyson Ricker (2/12/2018 12:44 PM)
CRR-TR VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-TR CHECKED for previous UNRELATED Case(s) and found: 2
CRR-TR CHECKED previous RELATED Case(s) and found: 0
CRR-TR NOTED concern is: CASE UPDATE
CRR-TR received inbound call from C

C stated C looking for update on Case as C has yet to hear back from RCAS for some time

CRR-TR offered to send case owner an email to give C an update

C agreed

CRR-TR asked C if C required further assistance
C declined
CRR-TR provided C with Case#:[redacted]
Call ended mutually

Created By: Lakisha Benedict (2/7/2018 11:15 AM)
ARBS-kb reviewed the case with Senior Planner-SG.

Created By: Lakisha Benedict (2/6/2018 3:11 PM)
ARBS-kb reviewed case with Senior Planner -IIR-FD.
ARBS-kb was advised by Senior Planner-FD to review case with Senior Planner-SG.

Created By: Lakisha Benedict (2/6/2018 3:06 PM)
ARBS-kb note the following RHR review:
ARBS-kb note the following previous case/IIR-[redacted]
ARBS-kb note the following STATE: NY

08/02/17- Mileage:6,555-[redacted]
1. CUSTOMER STATES SOUND SYSTEM GETS NO RECEPTION———Technician drove vehicle with stereo on both AM and FM frequencies. No defects found at this time.

12/02/17- Mileage:12,563-[redacted]
1.CUSTOMER REPORTS BEEPING FOR ABS EVEN WHEN ABS NOT ACTIVE———Nothing found at this time.

12/14/17- Mileage:14,404-[redacted] 1
1.TECHNICIAN INSPECTED RADAR SYSTEM, AND CHECKED FOR CODES.———NO DEFECTS FOUNT. RADAR FREE OF DEBRIS AND NOT DAMAGED CUSTOMER NO DEFECT FOUND AT THIS TIME

1/25/18- Mileage: 16,118[redacted]
1. Customers reports forward emergency braking concern—unable to duplicate

Created By: Lakisha Benedict (2/6/2018 3:04 PM)
ARBS-kb contacted the dealership.
ARBS-kb spoke with the Service Writer- Jim
ARBS-kb requested information regarding the case.
ARBS-kb advised that ARBS would like to verify why the vehicle is currently at the dealership.
ARBS-kb was advised that the customer is refusing the pick up the vehicle.
ARBS-kb was advised that the dealership has had the customer in a vehicle since 1-10-18.
ARBS-kb was advised that the DTS was unable to verify a concern.
ARBS-kb was advised that the dealership found no codes, an was unable to verify with several test drives.
ARBS-kb notes there is no techline case created.

ARBS-kb requested the closed RO.
ARBS-kb thanked the SW-Jim, and the call ended.

Created By: Lakisha Benedict (2/6/2018 2:31 PM)
ARBS-kb note the information on the RHR is not correct.
ARBS-kb note the vehicle only currently has 15,000 miles.
ARBS-kb sent task to agent advising that the RHR is not correct for this case.
ARBS-kb note pending agent correcting RHR for review.

Created By: Lakisha Benedict (2/6/2018 2:21 PM)
ARBS-kb note that the RHR is incorrect:
_____
ARBS-kb note last entry @ 2:17 pm. is incorrect.
_____

Created By: Lakisha Benedict (2/6/2018 2:17 PM)
ARBS-kb note the following RHR review:
ARBS-kb note the following STATE: NY
_____
ARBS-kb note previous IIR[redacted]
_____

5/1/2015- Mileage:22,727- RO#[redacted] Days down-5
1. CUSTOMER STATES PASSENGER REAR TIRE LOSING AIR CHECK AND ADVISE———INSPECTED AND FOUND TIRE TO HAVE DAMAGE TO SIDEWALL NECESSARY TO REPLACE TO RESOLVE 999XX-TIRES REMOVED AND REPLACED PASSENGER REAR TIRE AS PER GOODWILL REPAIR ACTION . TREAD DEPTH 8/32NDS DOT NUMBER P562 34C 2913
2. CUSTOMER STATES NOTICED CLUNK OVER BUMPS CHECK AND ADVISE———VERIFIED CONCERN FOUND NOISE TO BE COMING FROM FRONT STRUT AREA 54010-3SH0A AS PER NTB14-088B , INSTALLED STRUT BEARING SPCAERS TO CORRECT

6/2/2015- Mileage:23,201- RO#[redacted]
1. CUSTOMER STATES TURN SIGNALS & PARKING LIGHTS INOP TEST DROVE VEHICLE MULTIPLE TIMES ON NORMAL STOP AND GO TRAFFIC,UNABLE TO DUPLICATE CONCERN,CHECKED FOR CODES,NONE FOUND,INSPECTED IPDM CONNECTIONS OK NO CORRECTIONS AT THIS TIME DUE TO======= UNABLE TO DUPLICATE CONCERN

12/12/2016- Mileage;38,029- RO#[redacted]
1.CLIENT STATES CLUNKING NOISE WHEN GOING OVER BUMPS.
2.CLIENT STATES STEERING WHEEL IS NOISY WHEN TURNING.
3.CLIENT STATES BLUETOOTH WILL RANDOMLY PULL UP CUSTOMERS PHONE INFORMATION THEN SCREEN GETS STUCK AND WILL NOT RESET UNTIL CAR IS RESET.
4. CLIENT STATES CENTER CONSOLE IS VERY SQUEAKY.
5. CVT REPROGRAM NTB15-069 F PERFORMED RECALL NTB15-069 REPROGRAM TCM SHOWN IN BULLETIN AND NOW EVERYTHING WORKS AS DESIGNED
6. SENTRA OCS NTB16-053————PERFORMED RECALL NTB16-053 AND INSTALLED BRACKET AND REPROGRAM ACU AND OCS AS SHOWN ON BULLETIN AND NOW EVERYTHING WORKS AS DESIGNED

4/28/2017- Mileage:44,729- RO#[redacted]
1. C.S THE MIDDLE CONSOLE IS SQUEAKING FOUND EYE GLASSES RATTLING, REMOVED GLASSES AND RETEST OK AT THIS TIME
2. C.S THE BLUETOOTH IS NOT CONNECTING USED PERSONAL PHONE AND CONNECTED WITH BLUETOOTH OPERATION OK
3. C.S THE STEERING WHEEL IS NOISY WHEN TURNING ON INSPECTION VERIFIED CUSTOMER COMPLAINT, WHEN TURNING STEERING WHEEL COULD HEAR RUBBING NOISE IN SHOP BAY FOUND RUBBING NOISE COMING FROM BOTTOM OF STEERING COLUMN DUST BOOT LUBE BOOT AND RETEST OK AT THIS TIME
C.S THE CAR IS MAKING CLUNKING NOISES WHEN GOING OVER BUMPS ON TEST DRIVE WHEN TURNING WHEEL AND GOING OVER BUMPS COULD HEAR CLUNKING NOISE COMING FROM STRUT MOUNT AND STRUTS, REPLACED FRONT STRUTS AND MOUNT, PERFORMED ALIGNMENT AND RETEST OK AT THIS TIME

5/13/2017- Mileage:45,130- RO#[redacted] Days down-12
1. C.S THE CAR IS LACKING POWER WHEN TRYING TO Acceleration———ON INSPECTION VERIFIED CUSTOMER COMPLAINT, ON TEST DRIVE COULD FEEL TRANSMISSION JUDDER ON ACCELERATION AT 20-30mph, IN SHOP BAY FOUND NO CODES, CHECK CVT A AND B AT 0, CHECK MISFIRE COUNT AT 0, CHECK FLUID LEVEL OK, FLUID DISCOLORED AND HAS SLIGHT BUNT SMELL, CHECK CONNECTORS AND HARNESS OK, CALLED TECH SUPORT AUTHN0518173467047 REPLACED CVT ASSY, AND RETEST OK AT THIS TIME

11/18/2017- Mileage:54,320- RO#[redacted] Days down-11
1. C.S THE CAR IS LACKING POWER .————WAS ADVISED BY PCC TP PERFORM NTB17-041. REPLACED PCV FOR UPDATED PART. PERFORMED ENGINE REPROGRAM. TEST DROVE VEHICLE TO VERIFY PROPER OPERATION.
2. C.S THE CAR JUDDERS UPON ACCELERATION . REPLACED PCV AND REPROGRAMMED ECM PER NTB16-086. AFTER APPROVAL======== REPLACED CVT ASSY. CLEANED AND INSPECTED OIL COOLER, FILLED AND CALIBRATED TCM. TEST DROVE VEHICLE TO VERIFY PROPER OPERATION.

12/8/17 Mileage: 55,078—RO#[redacted]
1. Customer states vehicle has a loss of power which seems to get better when turning off the lights or the radio

Created By: Earl Scales (2/6/2018 7:54 AM)
RCAS-ES placed outbound call to C at[redacted]
RCAS-ES ADVISED "This call may be recorded for quality and training purposes."
RCAS-ES informed C that the case is still under review.
RCAS-ES stated that RCAS-KW will be in contact with C to provide an update.
RCAS-ES stated that RCAS-KW would follow up with C no later than Friday 02/16/18.

✓ C understood.

RCAS-ES asked if C had any questions.

C stated no.

RCAS-ES wished C a good day.
Call ended mutually.

Created By: Kyra Walton (2/1/2018 9:48 AM)
RCAS-KW placed outbound call to Smithtown Nissan.
✓ RCAS-KW spoke to SD-Andrew.

SD stated that VEH is still there and RO is still open.
SD stated that C works at the DLR in the Show Room and is refusing to drive VEH.

Created By: Kyra Walton (2/1/2018 9:46 AM)
✓ RCAS-KW placed outbound call to C on [redacted]
RCAS-KW left VMX for C in regards to case and reiterating NNA is still reviewing RHR.
RCAS-KW setting follow up for 2/6/18.

Created By: Kyra Walton (2/1/2018 9:45 AM)
RCAS-KW placed outbound call to C on[redacted]
RCAS-KW advised this call is being monitored for quality and training purposes.

RCAS-KW informed C that RHR is still currently being reviewed and there is no current update on the RHR.
RCAS-KW apologized to C for the delay.

Call became fuzzy and RCAS-KW was unable to understand C.
RCAS-KW stated "Hello" multiple times and did not receive a response.
RCAS-KW terminated the call.

Created By: Nicki Barror (2/1/2018 9:07 AM)
DRTS received the RHR. The RHR was assigned to ARBS Lakisha Benedict for review.

✓ Created By: Kyra Walton (2/1/2018 8:51 AM)
RCAS-KW previously submitted RHR on 1/22/18.
RCAS-KW resubmitted RHR on 2/1/18.

Created By: Bridget Zapadinsky (1/31/2018 12:13 PM)
CRR-BZ RECIEVED inbound call from C
CRR-BZ VERIFIED C's full name, mailing addrtess, phone number & email
CRR-BZ CHECKED & ADVISED C of open recalls/campaigns: 0
Previous RELATED Case(s) Found: 0

C stated C was looking for update on case as C has never been contacted before

CRR-BZ advised C that RCAS contacted C 25th & 29th regarding case
CRR-BZ advised C that case is still being investigated

C inquired if C can speak with RCAS now

CRR-BZ transferred C to RCAS line

Call ended mutually

✓ Created By: Kyra Walton (1/29/2018 8:00 AM)
RCAS-KW placed outbound call to C on [redacted]
RCAS-KW left VMX for C advising C that NNA is still reviewing RHR.
RCAS-KW setting follow up for 2/1/18.

✓ Created By: Kyra Walton (1/25/2018 1:24 PM)
RCAS-KW placed outbound call to C on [redacted]
RCAS-KW left VMX for C stating RHR is still currently being reviewed.
RCAS-KW setting follow up for 1/29/18.

✓ Created By: Kyra Walton (1/23/2018 10:18 AM)
RCAS-KW received fax from Smithtown Nissan with Open RO.
RCAS-KW attached Open RO to case for further review.

✓ Created By: Kyra Walton (1/23/2018 10:07 AM)
RCAS-KW placed outbound call to Smithtown Nissan.
RACS-KW spoke to SA-Jim that is currently working on case.

SA-Jim provided Open[redacted]
SA-Jim is faxing over Open RO.

Created By: Michelle Simpson (1/22/2018 12:09 PM)
DRTS received the RHR. The RHR was assigned to ARBS Lakisha Benedict for review.

✓ Created By: Kyra Walton (1/22/2018 12:08 PM)
RCAS-KW placed outbound call to C on [redacted]
RCAS-KW left C a VMX informing C that NNA is still currently reviewing the case.
RCAS-KW setting follow up for 1/25/18.

✓ Created By: Kyra Walton (1/22/2018 12:06 PM)
RCAS-KW sent email to SM-Mike and SD-Andrew requesting Open RO to attach to case.

✓ Created By: Kyra Walton (1/22/2018 12:06 PM)
RCAS-KW placed outbound call to Smithtown Nissan.
RCAS-KW left VMX for SM-Mike requesting Open RO to further review case.

✓ Created By: Kyra Walton (1/18/2018 3:51 PM)
RCAS-KW placed outbound call to C on [redacted]
RCAS-KW advised this call is being monitored for quality and training purposes.
RCAS-KW informed C that C's RHR is currently being processed at this time and RCAS-KW is giving C update call.

RCAS-KW informed C that C's next update will come on 1/22/18.

C understood and thanked RCAS-KW for all the assistance.
Call Ended Mutually.

[redacted] Created By: Morgan Robinson (1/17/2018 10:48 AM)
RCAS-MR notes RCAS-KW spoke with C on 01/15/18 and advised C of follow-up every 3 business days
RCAS-MR changing follow-up to 01/18/18

Created By: Kyra Walton (1/15/2018 3:30 PM)
RCAS-KW placed outbound call to C on [redacted]
RCAS-KW VERIFIED C's name, home & email address, concern, phone
RCAS-KW ADVISED "This call may be recorded for quality and training purposes."
RCAS-KW VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History
RCAS-KW CHECKED for open recalls/campaigns and found: 0
RCAS-KW CHECKED for previous UNRELATED Case(s) and found: 0
RCAS-KW CHECKED previous RELATED Case(s) and found: 0

RCAS-KW advised that RCAS-KW is C's case manager and point of contact for C.
RCAS-KW stated RCAS-KW understands that C is having concerns with FEB in VEH.

C understood and stated yes.
C stated C does not feel safe in the VEH.

RCAS-KW understood and apologized to C.
RCAS-KW informed C that the IIR decision does still stand and that NNA would not be in position to repurchase based off of IIR review.
RCAS-KW understands that C has stated C feels unsafe in VEH and due to this RCAS-KW can review for RHR.
RCAS-KW informed C there is no guarantee that NNA will repurchase the VEH and that review takes 10 business days.
RCAS-KW informed C that RCAS-KW would follow up with C in every 3 business days with an update.

✓ C understood and thanked RCAS-KW for all the assistance.

RCAS-KW understood and thanked C.
RCAS-KW asked C RHR questions:

• Why do you want to return the vehicle to Nissan North America?
C stated C has been having issues with FEB system for a long time and does not feel safe driving the VEH.
• Where is the vehicle currently?
Smithtown Nissan
• Are you currently in a rental vehicle?
Yes
• Where was the vehicle purchased?
Nissan of Huntington
• Was the vehicle purchased new or used?
Leased New
• Where is the vehicle serviced?
Smithtown Nissan
• Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers?
Just Nissan of Huntington and Smithtown Nissan

RCAS-KW understood and reiterated RHR review takes 10 business days.
RCAS-KW asked C did C have any further questions.

C declined.
Call Ended Mutually.

✓ Created By: Vivian Luu (1/15/2018 11:38 AM)
CRR-VL emailed RCAS-KW about C's call and C's request for today call back.

✓ **Created By: Vivian Luu (1/15/2018 11:36 AM)**
Best contact number: [redacted]

CRR-VL received inbound call from C.
CRR-VL VERIFIED Account Info including: C's name, home & email address, concern, best contact#
CRR-VL VERIFIED VEH Info including: VIN#
CRR-VL CHECKED for open recalls/campaigns and found: 0
CRR-VL CHECKED for previous UNRELATED Case(s) and found: 1
CRR-VL CHECKED previous RELATED Case(s) and found: [redacted] [redacted]
CRR-VL NOTED Concern is: case status

C stated C has a case with NNA.
C stated C missed a call from a representative on Friday and now C called NNA back.

CRR-VL confirmed RCAS-KW called C on 1/12/2018 and left VMX.
CRR-VL notified C that RCAS-KW set the follow up date for 1/16/2018 so C will receive a call back by the end of business day 1/16/2018.

C inquired if C can speak to RCAS-KW now as C is afraid that C will miss the phone call again.

CRR-VL noticed RCAS-KW left RCAS-KW's phone number in the VMX.
CRR-VL informed C that CRR-VL will try to transfer C to RCAS-KW but C may reach voice mail because RCAS-KW may be on the phone with other customers. CRR-VL advised C to leave a VMX if that happens.

C understood.
C inquired RCAS-KW's phone number.

CRR-VL provided RCAS-KW's phone number.
CRR-VL informed C that CRR-VL will email RCAS-KW to let RCAS-KW know about C's call.
CRR-VL notified C that CRR-VL will try to request RCAS-KW to call C ASAP but it's not a guarantee. CRR-VL informed C that C will be contacted by the end of business day 1/16/2018 for sure.

C understood.

CRR-VL transferred the call to RCAS-KW's phone number.

Created By: Kyra Walton (1/12/2018 1:51 PM)
RCAS-KW placed outbound call to C on #5165780841.
✓ RCAS-KW left VMX for C.
RCAS-KW provided C with case #, RCAS-KW's phone #, and work hours.
RCAS-KW will follow up on 1/16/18.

Created By: Kyra Walton (1/12/2018 1:38 PM)
RCAS-KW reviewed case with ARBS in reference to previous case #[redacted]
✓

ARBS informed RCAS-KW that decision by NNA does still stand where NNA is not in position to repurchase/replace VEH as there were no manufacture defects to be found.
ARBS informed RCAS-KW that RCAS-KW can submit for RHR review if C asks for RHR.

Created By: Kyra Walton (1/11/2018 3:52 PM)
RCAS-KW placed outbound call to C on #5165780841.
✓ RCAS-KW left VMX for C.
RCAS-KW provided C with case #, RCAS-KW's phone #, and work hours.
RCAS-KW will follow up on 1/12/18.

Created By: Kyra Walton (1/11/2018 3:17 PM)
RCAS-KW placed outbound call to Smithtown Nissan.
RCAS-KW spoke to SM-Mike.
✓

SM stated C is having issues with the Forward Emergency Braking System.
SM stated C is afraid to drive the VEH.
SM stated C is currently in a rental and that SM will test drive VEH later tonight for further review.

Created By: Colleen Patchett (1/11/2018 9:29 AM)
✓ ****** [CASE SUMMARY] ******

CRR-CP sending case to RCAS for possible buy back as C stated that doesn't feel safe in the veh because it just stops on its own and C has a young child.

Created By: Colleen Patchett (1/11/2018 9:28 AM)
CRR-CP VERIFIED Account information including: C's name, home & e-mail address,
phone number & best contact number
CRR-CP VERIFIED VEH Information including: VIN #, Current Mileage 15,000, Warranty & Service History
CRR-CP CHECKED for open recalls/campaigns and found: 0
CRR-CP CHECKED for previous UNRELATED Case(s) and found: 0
CRR-CP CHECKED previous RELATED Case(s) and found: [redacted]
CRR-CP NOTED concern is: veh stopping
CRR-CP received inbound call from C.

C stated C that the veh is in the dlrshp again
C stated that they never got a chance to look at veh yesterday
C stated that there is something with the features that detect veh ahead
✓ C stated that the veh isn't safe expecially when C has child with C and doesn't want the veh any longer

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

C declined.

CRR-CP informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day Jan 12, 2018 regarding C's concern.

C understood.

CRR-CP provided C with agent ID 7319134 and case number [redacted]
CRR-CP noting C's best contact number is [redacted]

Call ended mutually

Created By: Brenda Crown (1/10/2018 12:38 PM)
CRR-BC VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-BCVERIFIED Veh Info including: VIN#, Current Mileage, Warranty & Service History
CRR-BC CHECKED for open recalls/campaigns and found:0
CRR-BC CHECKED for previous UNRELATED Case(s) and found:0
CRR-BC CHECKED previous RELATED Case(s) and found: 0

C states Nissan sent an inspector to check her Nissan Rogue 2017
C states was advised nothing wrong with it
C states took VEH back in one more time to Smithtown Nissan approximately 2 weeks ago in Dec 2017
C states that Dealership says nothing wrong with VEH
C states diagnostics was done
C states VEH still slows down on its own shutters and shakes
C states went over train tracks this morning and car stopped
C states does not feel safe driving
C states drove VEH back to Smithtown Nissan
C states she works at the Nissan Dealership where her VEH is

CRR-BC ask for VIN

C states does not have VIN with her

CRR-BC asked for C name [redacted]

CRR-BC found C vin

5N1AT2MV9HC[redacted]

C is upset and crying

CRR-BC advised C to call back if C doesn't get a satisfactory result today in regards to diagnosis

C agreed

CRR-BC provided case # [redacted] and emp # 516842
CRR-BC asked if anything else

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]	NISSAN PRODUCT INQUIRIES	ROGUE	GENERAL INQUIRY	QF	1/10/2018	ZR	AZ	270500	OF

Forms

Forms Help

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Case [redacted]

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Case History [5+] | Case Comments [86] | Case Categorizations [1] | Forms [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted]aven Giddens
Contact Email		Type	CA
[redacted]	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	✓
Letter Received Date		Exec-Received-Date	2/2/2018
Follow Up Date	2/16/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	1/16/2018 7:05 AM
Social Media Involvement		Date/Time Closed	2/16/2018 8:40 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Consumer Affairs Voluntary Repurchase due to 3 visits and 15 days down for Forward Emergency Braking feature inoperable		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	6,375	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	1/17/2018
IIR Date		RHR Completed	1/18/2018
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN8AT2MV3HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	QUIRK NISSAN	Data Net	
Case Servicing Dealer Region	Northeast 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	$35,421.85	Goodwill Offered	
		VCAN	
		Goodwill Processed	0
		Vehicle Service Contract	
		VSC Reprint Request	Email

Contact Name [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date	
LS Response Time	

Home Phone	[redacted]
Work Phone	[redacted]
Mobile Phone	
Email	
Alternate Email	

Verbatims

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

DTS Inspection

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

System Information

Subject	CUSTOMER: [redacted] VIN: JN8AT2MV3H[redacted]	Root Cause	
Created By	Mubah Butt, 1/16/2018 7:05 AM	Root Cause Code	SCMV
Last Modified By	NNAETL, 9/18/2019 9:25 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	837		
Action Code	NT5F		
What action was taken?	5F Voluntary NNA Trade/Repurchase - NNA Inventory - 1 veh		

Agent Comments

Agent Comments	no calls now due to attorney, but send correspondence request about rhr denial.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
2/16/2018 8:40 AM	Raven Giddens	Changed **Status** from Open to **Closed**.
		Closed.
2/9/2018 10:42 AM	Raven Giddens	Changed **Follow Up Date** from 2/9/2018 to **2/16/2018**.
2/8/2018 3:17 PM	Raven Giddens	Changed **Follow Up Date** from 2/8/2018 to **2/9/2018**.
2/7/2018 9:16 AM	Raven Giddens	Changed **Description**.

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Case Comments

New

Case Comments Help

Public	Comment
	Created By: Paige Gilliam (3/1/2018 8:27 AM) *** [Added after the case is closed.] *** DRTS PW: Check(s) from Customer/Dealer for Funds due at repurchase in the amount of $583.30 sent to LOCKBOX #54457; FED EX TRACKING [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted] Case documented and copy of check attached to case.
	Created By: Raven Giddens (2/28/2018 11:12 AM) *** [Added after the case is closed.] *** ARBS-RG received an email from NMAC-Anna Fraley NMAC stated the dealer sent a GAP refund cancellation check and asked if it should be sent to NNA or the customer ARBS-RG responded to NMAC-Anna Fraley and stated it should be sent to the customer
	Created By: Raven Giddens (2/22/2018 2:00 PM) *** [Added after the case is closed.] *** ARBS-RG received check in the amount of $583.30 ARBS-RG handed check to Paige W.
	Created By: Raven Giddens (2/16/2018 8:39 AM) ***Case Summary*** Customer contacted NNA CA to request a repurchase due to concerns with the FEB ARBS-RG reviewed and found the FEB system would apply the brakes while driving with no one/nothing in front of the vehicle DTS inspected and performed ICC sensor alignment and ICC system action test, also perform lane camera aiming procedure ARBS-RG notes the concern is currently under engineering review ARBS-RG offered a repurchase
	Created By: Raven Giddens (2/16/2018 8:35 AM) ARBS-RG notes surrender scheduled for today, 2/16/18 ********** ARBS-RG closing the case at this time as no further assistance is required
	Created By: Raven Giddens (2/12/2018 4:43 PM) ARBS-RG sent an email to the customer ARBS-RG stated Morley will contact c to schedule the surrender date ARBS-RG stated c will take the vehicle to the dealer on that day and sign paperwork ARBS-RG stated ARBS is not involved with the surrender, and would not know the exact paperwork
	Created By: Raven Giddens (2/12/2018 4:41 PM) ARBS-RG received a voice message from the customer C asked what the process is next C asked how they get the car C asked what other paperwork needs to be done

[redacted]

Created By: Raven Giddens (2/12/2018 11:11 AM)
ARBS-RG sent an email to the customer confirming the check was sent to Morley last week.

Created By: Raven Giddens (2/12/2018 11:09 AM)
ARBS-RG received an email from the customer
C stated c wanted to confirm ARBS received the check and contacted Morley

Created By: Raven Giddens (2/9/2018 11:39 AM)
Morley FedEx Shipment[redacted]

Created By: Raven Giddens (2/9/2018 11:39 AM)
The case is successfully created with Morley with Case Number as:[redacted]

Created By: Raven Giddens (2/8/2018 3:17 PM)
ARBS-RG sent an email to the customer
ARBS-RG stated the case has been approved by accounting
ARBS-RG stated ARBS should get the payoff check tomorrow to send to the 3rd party surrender company
ARBS-RG stated once they receive the check, they will review the case and contact c to schedule the surrender

Created By: Raven Giddens (2/8/2018 3:14 PM)
ARBS-RG notes email from Correspondence Coordinator - Paige Waltlington advising no checks today

Created By: Raven Giddens (2/7/2018 9:16 AM)
C wants RHR for multiple repair attempts on forward emergency braking system.

Created By: Raven Giddens (2/7/2018 9:14 AM)
ARBS-RG submitted check request for Consumer Affairs Voluntary Repurchase due to 3 visits and 15 days down for Forward Emergency Braking feature inoperable

$35,421.85 payable to lien holder
Sales Manager: Jerry Dao
Vehicle: JN8AT2MV3HW[redacted]
Color: BRILLIANT SILVER
In service date: 8/29/2017

Created By: Raven Giddens (2/7/2018 9:04 AM)
ARBS-RG emailed Sales Manager - Jerry Dao at jdao@quirkcars.com
ARBS-RG sent an FYI regarding the voluntary repurchase and surrender

Created By: Raven Giddens (2/7/2018 9:03 AM)
ARBS-RG received and attached the signed repurchase figures.

Created By: Raven Giddens (2/7/2018 8:28 AM)
ARBS-RG sent an email to the customer
ARBS-RG attached the repurchase document with the updated figures
ARBS-RG stated at this time, the repurchase offer is voluntary
ARBS-RG stated it can take up to 2 to 4 weeks to complete the surrender and there is no way to expedite the process
ARBS-RG stated once c sends the form back signed ARBS will send the case to accounting for review

Created By: Raven Giddens (2/7/2018 8:10 AM)
ARBS-RG notes updated figures with the excise tax:

Base Price $37,489.84
Gov. License and/or Registration Fees $65.00
Gov. Certificate of Title Fees $75.00
Dealer Doc Fee $299.00
Finance Charges $0.00
Excise Tax $235.94

Total Purchase Price $38,164.78

Less Usage $2,326.23
Less Rebates $1,000.00

Loan Payoff* $35,421.85
Total Deductions $38,748.08

Refund Amount -$583.30

[redacted] Created By: Raven Giddens (2/7/2018 8:07 AM)
ARBS-RG received and attached the excise tax to the case

Created By: Raven Giddens (2/7/2018 8:00 AM)
ARBS-RG received a third email from the customer
C stated Mass Lemon Law allows seven days to rectify this situation
C stated the issue has been going on since September
C stated this claim was officially opened on January 15th
C stated the official last date of service was January 17th
C stated the date of this letter was January 22nd
C stated Nissan is past the seven days that is allowed by the law
C stated this needs to be resolved no later than February 9th or c will take other actions allowed by law
C stated attached is the copy of the invoice for the excise tax so ARBS has no excuses to require additional info
C stated ARBS will have the invoice and cancelled check

Created By: Raven Giddens (2/7/2018 7:50 AM)
ARBS-RG received a second email from the customer
C stated Nissan is the one that sold a faulty car
C stated Nissan cannot fix it
C stated c is financed through Nissan
C stated Nissan is the one c is making the deal with
C stated there is no reason it should take 2 to 4 weeks to get it resolved
C stated c has already been waiting months
C stated Nissan should be making this easy on c
C stated c is not driving the vehicle (which DTS said is unsafe to drive)
C stated this needs to be resolved immediately
C stated Nissan needs to stop dragging their feet
C stated this has been going on since September and c has been more than patient
C stated the only way c is agreeing to the ridiculous numbers is if it is done this week
C stated otherwise c will turn it over to Attorney Lefebvre and the NTSB, BBB, and AG
C stated c is on the verge of taking the plates and insurance off this vehicle and dropping it off at the dealership
C stated c appreciates a response tomorrow

Created By: Raven Giddens (2/7/2018 7:45 AM)
ARBS-RG received an email from the customer
C stated c is not waiting 2 to 4 weeks
C stated this is unacceptable
C stated the mass lemon law is seven days
C stated this has been going on since September
C stated if ARBS cannot straighten this out this week c is not agreeing to it and will get an attorney
C stated c has spoken with the attorney and is waiting to see how this week goes

Created By: Raven Giddens (2/6/2018 6:10 PM)
ARBS-RG sent an email to the customer
ARBS-RG stated the usage amount went down, not up
ARBS-RG stated once c agrees to the numbers it can take 2 to 4 weeks for the surrender to take place

Created By: Raven Giddens (2/6/2018 6:07 PM)
ARBS-RG received an email from the customer
C asked why the usage changed
C stated it is not c's fault that Nissan is dragging their feet and making c drive the vehicle
C stated c wanted to take it off the road but Nissan will not let c
C stated the mileage is supposed to stop from the date that Nissan cannot repair it
C stated c is not paying above that
C stated c will send the excise shortly

2nd email from the customer:
C stated once the excise tax is taken off and c agrees to the numbers, what is the process and how long will it take
C stated c would like to get this resolved immediately so c can get the new vehicle and put all the stress and anxiety behind c

Created By: Raven Giddens (2/6/2018 3:01 PM)
ARBS-RG sent an email to the customer
ARBS-RG stated c mentioned that c was going to send the receipt or confirmation for the excise tax to be added to the figures
ARBS-RG stated it will be added once c sends it over

ARBS-RG stated that ARBS also spoke with Jerry at the dealer about the GAP cancellation
ARBS-RG stated Jerry explained that the refund takes 4 to 6 weeks to be processed
ARBS-RG stated Jerry stated if the loan account id still open by the time the refund goes through it will go to the bank, they will send it to us and we will send the check to c
ARBS-RG stated if the loan account is closed by the time the refund goes through it will go straight to c

ARBS-RG provided the repurchase figures and stated it includes the updated payoff but not the excise tax

Created By: Raven Giddens (2/6/2018 2:55 PM)
ARBS-RG received an email from the customer requesting the updated figures.

Created By: Raven Giddens (2/6/2018 2:47 PM)
Updated Repurchase Figures:

Base Price $37,489.84
Gov. License and/or Registration Fees $65.00
Gov. Certificate of Title Fees $75.00
Dealer Doc Fee $299.00
Finance Charges $0.00

Total Purchase Price $37,928.84

Less Usage $2,326.23
Less Rebates $1,000.00

Loan Payoff* $35,421.85
Total Deductions $38,748.08

Refund Amount -$819.24

Created By: Raven Giddens (2/6/2018 2:33 PM)
ARBS-RG placed outbound call to the dealer to speak with the Sales Manager - Jerry (customer cc'd in emails)

ARBS-RG was transferred to SM-Jerry
ARBS-RG asked about the GAP refund and how the cancellation works

SM stated if the loan account is still open, the refund will go to the bank

ARBS-RG stated that the customer's vehicle is being repurchased, so the loan will be closed
ARBS-RG asked what happens if the loan closes

SM stated if the loan closes it will be sent to the customer

ARBS-RG asked how to confirm how long the refund takes

SM stated usually 4 to 6 weeks

ARBS-RG understood
Call ended mutually

Created By: Raven Giddens (2/6/2018 2:24 PM)
ARBS-RG placed outbound call to the dealer and requested to speak with someone in sales
ARBS-RG spoke with a representative and asked if ARBS can obtain confirmation for the GAP cancellation

Sales Rep asked when it was cancelled

ARBS-RG stated in the last few days

Sales Rep stated that GAP is not done through Nissan
Sales Rep stated that it will take 4 to 6 weeks for the refund to go through

ARBS-RG stated that ARBS is repurchasing the vehicle

Sales Rep stated the customer will get a check in the mail

ARBS-RG understood
Call ended mutually

Created By: Raven Giddens (2/6/2018 2:21 PM)
ARBS-RG placed outbound call to the dealer to speak with Service Manager - Jerry
ARBS-RG was informed SM is with a customer
ARBS-RG left contact information for a returned call

Created By: Raven Giddens (2/6/2018 2:20 PM)
ARBS-RG placed outbound call to David Gomes at [redacted]
****
ARBS-RG informed c that ARBS is calling back regarding the customer
ARBS-RG stated that ARBS has been in contact with c since yesterday
ARBS-RG asked about the GAP cancelation

David stated David would not have any idea
David stated that David handles work for the Executive Manager and is in the main office
David said that the Service Manager - Jerry had reached out to David regarding the customer and may be in a better position to assist

ARBS-RG thanked David
Call ended mutually

Created By: Raven Giddens (2/6/2018 8:29 AM)
SR#: 1[redacted]
Customer: [redacted]
1. Account#[redacted]
2. 30 day payoff: $ 35421.85 good thru 3/5/2018
3. Per diem: 0.00
4. # of scheduled payments received 3
5. Scheduled Payment amount 521.22
6. Total Principal paid: 1,563.66
7. Total Interest paid 0.00
8. Late fees paid 0.00
9. Most Recent payment received: 1/29/2018 for $521.22
10. Eligible for SOC? Yes

Created By: Raven Giddens (2/5/2018 3:10 PM)
ARBS-RG placed outbound call to [redacted] to speak with LeAnn
****
ARBS-RG stated that ARBS sent an email to c providing the sales contract to show the rebate

C stated c already has the contract

ARBS-RG stated with the rebate added, it will be included in the figures
ARBS-RG stated ARBS is not sure how long it takes the GAP refund to go through, but it is possible that it will be included in the payoff as a payment
ARBS-RG stated if is not, ARBS should be able to get cancellation confirmation from the dealer

C stated ok

ARBS-RG asked about the excise tax as it is not included on the sales contract

C states it is paid once a year

ARBS-RG asked if c has a receipt for the amount that is paid

C stated yes

ARBS-RG stated c can send it over
ARBS-RG asked what other questions c has at this time

C asked how long this process can take

ARBS-RG stated once c agrees to the repurchase figures it can take two to four weeks for the surrender to take place

C stated this has been going on since September
C stated c put a down payment on another vehicle but has to wait until this process is completed to get the car
C asked if c can cancel the insurance on the car

ARBS-RG stated the vehicle belongs to c, so it is up to c

C stated as long as there is a loan on the vehicle it has to have insurance
C stated ARBS is not helping much
C stated c will get an attorney at this point
C stated if c gets in an accident there will be a huge problem

ARBS-RG asked if c wants ARBS to send updated figures or if c is going to move forward with working with the attorney

C stated ARBS can send the updated information
C terminated the call

[redacted] **Created By: Raven Giddens (2/5/2018 3:06 PM)**
ARBS-RG received an email asking about the excise tax

[redacted] **Created By: Raven Giddens (2/5/2018 3:01 PM)**
ARBS-RG sent an email to the customer providing a copy of the sales contract to show the rebate

Created By: Raven Giddens (2/5/2018 2:48 PM)
ARBS-RG notes a voice message from the customer
C stated c is not paying a dime for repurchase
C stated the rebate needs to be taken off and ARBS needs to fix the payoff amount to reflect the recent payment
C stated the mileage calculation is not correct and should be 10 cents a mile
C stated the payments should be reflected in the figures as well
C requested a call back

Created By: Raven Giddens (2/5/2018 8:31 AM)
ARBS-RG sent an email to NMAC requesting updated payoff information for the customer.

Created By: Raven Giddens (2/5/2018 8:28 AM)
ARBS-RG sent an email to the customer
ARBS-RG apologized and stated ARBS was out of the office, unexpectedly last week
ARBS-RG stated ARBS will get the updated payoff information to calculate in the figures
ARBS-RG stated as far as the rebate, there is a $1,000 rebate added to the sales contract
ARBS-RG stated the GAP is not included in the repurchase figures as it is to be cancelled with the dealership, but it appears c has done that already
ARBS-RG stated the mileage fee is calculated with the full mileage for the vehicle
ARBS-RG stated ARBS will send the updated figures after receiving the information from finance

Created By: Raven Giddens (2/5/2018 8:18 AM)
ARBS-RG notes multiple emails received by the customer:

"Raven
What about my expenses for example my car payments, excise tax and insurance, etc."

"Raven
I have attached a copy of the legislation for the mass lemon law.
If you see 11.11.11 highlighted you are to include my fees.
I have accessed the following expenses while driving the vehicle:
Monthly payments
3 @ $521.22 = 1563.66
Auto insurance
6 payments @ $107 = $645
Gap insurance: $599
Excise tax: $235.94

Total expenses: $3043.60

Please let me know the process from here."

"Also what is the rebate? We didn't take any rebates we took the zero percent financing.

Please respond ASAP as I want this resolved immediately. I do not want to have to retain my lawyer and go to court over this."

"Hi Raven
I haven't received a response from the emails I sent you yesterday, just wanted to be sure you got them.
This has been dragged out way too long and want it resolved immediately so I would appreciate a response.

Thank you!"

"Hi Raven
I have also been advised that the mileage is the mileage to the FIRST attempt to fix it not the mileage currently on the vehicle.
I would appreciate a response to all my questions, seem as though Nissan is avoiding us at this point."

"The payoff amount is incorrect as well as we just made a payment of $521.22 on 1/29.
Online on NMAC our payoff amount yesterday was $35,413.75.
Looks like your payoff amount doesn't reflect the payment made this week.

Please send corrected figures immediately.
I don't appreciate that my emails and phone calls are being ignored.
Regards
Lee Ann "

"The payoff amount is incorrect as well as we just made a payment of $521.22 on 1/29.
Online on NMAC our payoff amount yesterday was $35,413.75.
Looks like your payoff amount doesn't reflect the payment made this week.

Please send corrected figures immediately.
I don't appreciate that my emails and phone calls are being ignored.
Regards
Lee Ann"

"Please see email below from Quirk Nissan.
The GAP insurance was cancelled and Nissan Finance will be receiving a refund for the $599 so that should be deducted from the numbers as well."

Created By: Raven Giddens (2/5/2018 8:13 AM)
ARBS-RG notes that ARBS has been out of the office, unexpectedly, since Thursday

✓ **Created By: Mariana Ndabarushimana (2/2/2018 4:28 PM)**
Fri 2/2/2018 4:11 PM

✓ **Created By: Mariana Ndabarushimana (2/2/2018 4:27 PM)**
From: [redacted] [mailto[redacted]
Sent: Friday, February 02, 2018 12:01 PM
To: Tavi, Andrew <Andrew.Tavi@Nissan-Usa.com>; Thacker, Brad <brad.thacker@nissan-usa.com>; melissa.ortiz@nissan-usa.com; Naraeva, Anna <Anna.Naraeva@infiniti.com>
Subject: [redacted] repurchase case[redacted]
Importance: High

Good day
I am forwarding this email in regards extreme dissatisfaction with my Nissan Repurchase that is in process.

I have been dealing with Raven Giddens who sent me this repurchase info on Wednesday.
Since Wednesday my husband and I made several attempts to contact her. Leaving her voice mails and sending emails, all of which have gone ignored.
I am sure all the info is in the system but just for a brief explanation of the situation...
I have been having an issue with my brand new 2017 Nissan Rogue since September.
The FEB is malfunctioning and going off without warning. This has happened on four occasions. It has been to the dealership on 3 occasions (even looked at by DET and Nissan Engineers none of which have a fix).
Nissan is now in the process of a repurchase because of the Mass Lemon Law.
This process has been going on for several weeks and neither the dealership or Nissan have been helpful in assisting us.
This repurchase price that Raven set is incorrect.
Raven has the incorrect payoff, there should be no $1000 rebate as we were never given any rebates (we opted for the 0% financing), she also did not account for the $599 GAP insurance or my excise tax of $235.94.
I have sent her the info and asked for a new breakdown but have not received it.
I have been in touch with a lemon law attorney and I know what my rights are and what I am entitled to.
I have chosen not to retain and attorney as to try to resolve it between us but it seems as though that is not going to happen.
I want this resolved IMMEDIATELY as my car is unsafe to drive.
If I do not hear anything by close of business today I will be retaining the attorney and you can deal with him. If this happens Nissan will be paying alot more than just the repurchase of the vehicle. You will be paying attorney's fees, court fees, lost wages, etc.
I have tried to be patient and be as reasonable as possible. I just want to this car repurchased asap as I do not feel safe driving it and need a safe vehicle. I do not think this is too much to ask.
Regards,
Lee Ann Zappi

Created By: Katrina Nicholson (2/2/2018 3:10 PM)
SCRR-KN is informing ARBS of C contact

CASE SUMMARY
C contacted Nissan CA requesting assistance with ARBS callback

Created By: Katrina Nicholson (2/2/2018 3:10 PM)
SCRR-KN VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
SCRR-KN CHECKED for open recalls/campaigns and found: 0
SCRR-KN CHECKED for previous UNRELATED Case(s) and found: 0
SCRR-KN CHECKED previous RELATED Case(s) and found: 0
SCRR-KN NOTED concern is: ARBS callback

SCRR-KN received inbound call from C

C provided case# [redacted]
C stated C has trying to get in touch with ARBS
C stated NNA sent C buyback slip but didn't account for certain things, that C was going to owe C things
C stated C wants to talk to someone now who knows about it

SCRR-KN stated that ARBS would call C at earliest convenience
SCRR-KN stated ARBS would be informed of C contact
SCRR-KN stated that ARBS is a higher department and no one in this office can assist C

C asked ARBS doesn't have decency to call a C back
C stated C wants callback today, if that doesn't happen C will hire a lawyer
C stated C can't keep waiting

SCRR-KN advised if C hires an attorney, C's lawyer will have to submit letter of representation

C understood

C disconnected

SCRR-KN provided C with Agent #[redacted]
Best Contact #: [redacted]

Created By: George Langill (2/2/2018 3:04 PM)
CRR-GL VERIFIED Account information including: C's name, home & e-mail address, phone number
CRR-GL NOTED concern is: C checking on case

C stated checking on case

CRR-GL asked if C received communication from specialist

C stated yes, specialist not responding to C

CRR-GL asked if C would like further documentation

C stated C is on verge of getting a lawyer
C stated C has sent email and made phonecalls, C feels no one is responding
C stated without response from Raven C is getting attorney

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

C stated no
C stated C has safety concern with veh
C stated C believes Nissan is sweeping this concern under rug
C stated C would like to speak to a sueprvisor or someone else to resolve C's concern

CRR-GL asked C to hold

C agreed

CRR-GL returned to C and explained case cannot be escalated further

C stated C will get lawyer if C is not satisfied by response from specialist handling C's case

Call ended mutually

Created By: Raven Giddens (1/31/2018 2:45 PM)
ARBS-RG sent repurchase figures to the customer.

Created By: Raven Giddens (1/31/2018 2:43 PM)
ARBS-RG notes repurchase figures:

Base Price $37,489.84
License and/or Registration Fees $65.00
Certificate of Title Fees $75.00
Dealer Doc Fee $299.00
Finance Charges $0.00

Total Purchase Price $37,928.84

Less Usage $2,389.98
Less Rebates $1,000.00

Loan Payoff* $35,943.07
Total Deductions $39,333.05

Amount owed from customer -$1,404.21

Created By: Raven Giddens (1/31/2018 2:34 PM)
Usage Calculation: 6,375 / 100,000 x 37,489.84 = 2,389.98

Created By: Raven Giddens (1/31/2018 2:31 PM)
ARBS-RG placed outbound call to David Gomes at[redacted]
****
ARBS-RG stated ARBS is calling regarding the email

David stated that David will call ARBS back in 10 minutes

ARBS-RG provided contact information
Call ended mutually

Created By: Lawanda Bradley (1/31/2018 10:18 AM)
ARBS sent email to David Gomes stating:

Good morning David,

[redacted] I hope this email finds you well!

Raven Giddens is actually the point of contact for this case and she will be able to provide you with an update. I have added her to this email thread.

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (1/31/2018 10:16 AM)
ARBS received email from David Gomes at Quirk Nissan stating:

Hi Lawanda,
I'm following up on this arbitration case for our Executive Manager to find out where we stand. Can you please give me a call to discuss this at your earliest convenience? You can reach me on my cell phone at any time.
My number is [redacted]

David Gomes
Quirk Auto Dealers
[redacted]

Created By: Raven Giddens (1/30/2018 4:47 PM)
ARBS-RG received an email from the customer

C stated c got the payoff from Nissan this morning: $35,413.75.

Created By: Raven Giddens (1/30/2018 4:47 PM)
SR#: 1[redacted]
Customer: [redacted]
1. Account# [redacted]
2. 30 day payoff $35943.07 good thru 3/1/2018
3. Per diem 0.00
4. # of scheduled payments received 2
5. Scheduled Payment amount 521.22
6. Total Principal paid 1,042.44
7. Total Interest paid 0.00
8. Late fees paid 0.00
9. Most Recent payment received 12/27/2018 for $ 521.22
10. Eligible for SOC? No. Account is 2 days Delinquent.

Can I also get Payment History, Sales Document and Title Application if applicable please.

Created By: Symone Watson (1/30/2018 3:03 PM)
Previous cases found: [redacted]

Open recalls/campaigns: None

DRTS-SW in receipt of attorney letter received 1.29.2018 via US mail_ dated 1.22.2018 sent via Lee Ann Zapi. Attached for your review.

Law cited: Massachusetts Lemon Law

Nonconformities include: Emergency Braking system faulty

Requesting:

Requesting written response within ___ days.

Created By: Raven Giddens (1/30/2018 9:34 AM)
ARBS-RG received an email from the customer asking ARBS to confirm receipt of the pictures

ARBS-RG sent an email to the customer stating ARBS has the pictures and registration
ARBS-RG stated ARBS is waiting to confirm the payoff and will send the repurchase figures

Created By: Raven Giddens (1/30/2018 9:32 AM)
ARBS-RG notes no payoff amount is listed on the account information provided by NMAC-Peggy Holder

ARBS-RG sent an email to NMAC asking if there is a 30 day payoff

Created By: Raven Giddens (1/30/2018 9:24 AM)
ARBS-RG received and attached registration and pictures.

Created By: Raven Giddens (1/29/2018 3:39 PM)
SR#: 1[redacted]
Customer: [redacted]
1. Account# [redacted]
2. 30 day payoff $ good thru 3/1/2018
3. Per diem 0.00
4. # of scheduled payments received 2
5. Scheduled Payment amount 521.22
6. Total Principal paid 1,042.44
7. Total Interest paid 0.00
8. Late fees paid 0.00
9. Most Recent payment received 12/27/2018 for $ 521.22
10. Eligible for SOC? No. Account is 2 days Delinquent.

Can I also get Payment History, Sales Document and Title Application if applicable please.

Created By: Raven Giddens (1/26/2018 4:24 PM)
ARBS-RG sent an email to NMAC requesting payoff information.

Created By: Raven Giddens (1/26/2018 4:23 PM)
ARBS-RG sent an email to the customer providing the letter of intent
ARBS-RG requested registration and pictures

[redacted] **Created By: Raven Giddens (1/26/2018 4:12 PM)**
ARBS-RG received a call from the customer
****
ARBS-RG informed c that ARBS is calling regarding the case and understands that c has concerns with the forward emergency braking system in the vehicle

C stated yes

ARBS-RG stated that ARBS sees that a Technical Specialist inspected the vehicle and made repairs, but has informed c in the meantime to cut the feature off until the permanent fix is available

C states yes

ARBS-RG asked if c has been cutting it off and if c is ok keeping it off for now

C stated absolutely not
C stated c is not comfortable driving this vehicle
C stated the DTS did not make any repairs because there are no repairs to make
C stated Nissan needs to repurchase the vehicle based on 3 repair attempts and nothing has been fixed

ARBS-RG stated that if c decided to keep the vehicle, ARBS can offer a cash settlement.....

C interrupted and stated that c is not accepting anything but a buy back

ARBS-RG stated there is also an option for replacement

C stated that c no longer wants to do business with Nissan
C stated c has had the worst experience with CA and the dealership
C stated no one ever calls c back
C stated c can get a lawyer if c needs to

ARBS-RG stated that ARBS is not denying a repurchase and will make the offer
ARBS-RG stated ARBS will need to collect documents to look into the calculations
ARBS-RG stated there will be a mileage fee per state guidelines

C stated so c will get charged for mileage

ARBS-RG stated yes, per c's state NNA charges mileage

C understood

ARBS-RG asked who the vehicle is financed with

C stated Nissan

ARBS-RG stated ARBS will send c an email to advise of what is needed to move forward
ARBS-RG stated in the meantime ARBS will collect information needed for the calculations

C understood
Call ended mutually

Created By: Raven Giddens (1/26/2018 4:03 PM)
ARBS-RG placed outbound call to [redacted] to speak with LeAnn
****
No answer, ARBS-RG left a voice message stating ARBS is calling regarding the case with the CA Department
ARBS-RG requested a call back at [redacted]

Created By: Raven Giddens (1/26/2018 3:56 PM)
ARBS-RG received a voice message from the customer (LeAnn) requesting a call back.

Created By: Raven Giddens (1/25/2018 4:11 PM)
ARBS-RG placed outbound call to [redacted] to speak with LeAnn
****
No answer, ARBS-RG left a voice message stating ARBS is calling regarding the case with the CA Department
ARBS-RG requested a call back at [redacted]

Created By: Raven Giddens (1/25/2018 4:05 PM)
ARBS-RG attached latest RO to the case.

Created By: Raven Giddens (1/25/2018 3:53 PM)
ARBS-RG spoke with Sr. Planner - Fekado Debeb and advised of the conversation with the SM

Sr. Planner stated if the customer is not comfortable driving with the FEB feature on, to offer settlement, repurchase, replacement
Sr. Planner stated to see how the conversation goes with the customer

Created By: Raven Giddens (1/25/2018 3:47 PM)
ARBS-RG placed outbound call to DTS - Peter Merkel at [redacted]
****
No answer, ARBS-RG left a voice message explaining the reason for the call
ARBS-RG requested a call back at [redacted]

Created By: Raven Giddens (1/25/2018 3:43 PM)
ARBS-RG placed outbound call to the dealer and spoke with Service Manager - Jerry regarding the customer

SM stated the customer picked up the vehicle on January 22nd

ARBS-RG asked if the customer has called back in since pick up

SM stated the repairs were made out of concern
SM stated they were not able to duplicate concerns
SM stated the customer was advised to pick up the vehicle
SM stated DTS informed the customer to turn off the function while driving
SM stated there is no fix
SM stated DTS tried a few repairs
SM stated DTS knows there is no fix
SM stated the customer has valid points like "what if I forget to turn it off"
SM stated the customer does not feel safe and SM does not blame c
SM stated it will be wise for Nissan to repurchase the vehicle

ARBS-RG understood and requested SM to confirm days down on RO[redacted] due to dates overlapping- SM stated 1 day

SM stated initially they were unable to duplicate concerns and there were no codes
SM stated this last visit codes were in the system
SM stated that SM speaks with the wife, LeAnn as well as the husband

ARBS-RG understood and thanked SM for the information
Call ended mutually

Created By: Raven Giddens (1/25/2018 3:22 PM)
ARBS-RG reviewed case with Sr. Planner - Fekado Debeb who stated to review the DTS visit as a repair (like a regular RHR)

Created By: Raven Giddens (1/23/2018 3:49 PM)
ARBS-RG reviewed case with Sr. Planner - Fekado Debeb
ARBS-RG explained FEB concerns and advised DTS made repairs

Sr. Planner stated an IIR does not need to be completed due to DTS repairs
Sr. Planner stated for ARBS to take over case at this time

Created By: Raven Giddens (1/23/2018 3:47 PM)
ARBS-RG notes the following repair history:

3 visits for FEB system applying brakes while driving with no one/nothing in front of the vehicle
1st visit more time needed for diagnosis
2nd visit unable to duplicate concern
3rd visit perform ICC sensor alignment, ICC system action test, and lane camera aiming procedure

1 visit for "no key ID" warning staying on all of the time
1st visit replaced battery

State: MA
Total days down: 15
In service: 8/29/2017
Last reported mileage: 2,346
No open campaigns found
1 warranty cases found
No additional CA cases found
1 tech line case found
No VSC for customer found
1 DTS visits found

Created By: Raven Giddens (1/23/2018 3:38 PM)
ARBS-RG notes the following RHR:

10/07/18 @ 1,822 miles. [redacted] 4 days down
Concern:
1. C/S MALFUNCTION FOR F.E.B. SYSTEM CAME ON, SYSTEM APPPLIED BRAKES WHILE DRIVING WITH NO ONE/NOTHING IN FRONT OF HER. CHECK AND ADVISE
Action:
1. MORE TIME NEEDED FOR FURTHER DIAGNOSTIC, FOUND CODE C1B5D

10/09/17 @ 1,985 miles. [redacted] 3 days down
Concern:

1. C STATES MALFUNCTION FOR F.E.B. SYSTEM CAME ON, SYSTEM APPPLIED BRAKES WHEN NOTHING NO ONE WAS IN FRONT OF THE VEHICLE.
Action:
1. UNABLE TO DUPLICATE CUSTOMER CONCERN. CONSULTED SERVICE MANUAL AND PERFORMED FORWARD EMERGENCY BRAKING ACTION TEST PER SERVICE MANUAL. SYSTEM OPERATING PROPERLY. CLEANED FORWARD RADAR SENSOR AND CAMERA AREA. TEST DROVE AGAIN. OPERATING AS DESIGNED.

10/19/17 @ 2,346 miles. [redacted] 1 day down
Concern:
1. C/S NO IKEY ID WARNING STAYING ON ALL THE TIME. VEHICLE STARTS AND UNLOCKS BUT LIGHT REMAINED WHILE DRIVING
Action:
1. REPLACE BATTERY

1/17/18 OPEN . [redacted] OPEN
Concern:
1. While driving about 30 MPH the vehicle stopped, no foot on brake, malfunction light for FEB came on, no beeping, no ABS engagement, happened going down a 2 lane road. Has happened 4 times so far since new, most recently on 1/13/18.
Action:
1. Perform ICC sensor alignment and ICC system action test, and also perform lane camera aiming procedure

Created By: Raven Giddens (1/23/2018 12:36 PM)
DTS Inspection Results:

Vehicle Findings
1.Complaint: While driving about 30 MPH the vehicle stopped, no foot on brake, malfunction light for FEB came on, no beeping, no ABS engagement, happened going down a 2 lane road. Has happened 4 times so far since new, most recently on 1/13/18.
Cause:
DTS Inspected vehicle and confirmed past codes stored:
ICC/ADAS C1B82, DIST SEN OFF-CENTER PAST
LASER/RADAR C1A12-78, RASER BEAM OFFCNTR [ALGNMNT OR ADJUSTMNT INCRRCT] PAST
LASER/RADAR C1A16-97, RADAR STAIN [CMP/SYS OPR OBST OR BLKD] PAST
Inspection of front bumper revealed evidence to support possible repairs to front bumper and stored past DTC indicates possible misalignment of Radar Distance Sensor.

Correction: Advised technician to perform ICC sensor alignment and ICC system action test, and also perform lane camera aiming procedure.
Status: Inspection and adjustments performed on Quirk Nissan repair [redacted] dated 1/17/18. Scheduled to be completed on 1/22/18.

Created By: George Langill (1/22/2018 3:05 PM)
CRR-GL VERIFIED Account information including: C's name, home & e-mail address, phone number
CRR-GL NOTED concern is: C checking on case

C stated C had previous case
C stated call was disconnected
C provided case #

CRR-GL reviewed case notes, asked if C has retained attorney

C stated no, C stated C had only told previous agent that C was going to speak to attorney soon

CRR-GL asked if C is willing to allow NNA CA to work with C towards resolution

C stated yes as long as C does not feel C's time is being wasted

CRR-GL requested C briefly hold

C agreed

CRR-GL returned to C and informed C that RCAS will be in touch with C by close of business hours on January 24th
CRR-GL informed C that CRR-GL will send email to RCAS letting them know C was trying to get in touch

C stated C needs this resolved as soon as possible
C stated C should have been called immediately after disconnection of earlier phone call
C stated if C gets in an accident there will be a big problem and C will contact a lawyer
C stated that C wants veh repurchased

CRR-GL asked if C would like anything further documented

C disconnected the call

Created By: Janisha Wilkerson (1/22/2018 1:20 PM)
Next Steps:

RCAS-EC to send the information of the decision of the RHR review to C by mail correspondence before closing case, no need for RCAS to return call back to C for C- Leeann Zappi stated directly to C that C has retained an attorney before C terminated the call with SRCAS-JW

✓

SRCAS-JW called [redacted]
C is now wife- Leeann Zappi
SRCAS-JW informed C the call may be recorded for training and quality purposes
SRCAS-JW asked C if C had the time to converse with C in regard to what all is occurring while C is driving
SRCAS-JW proceeded to ask C the questions pertaining to the IIR and only got to ask C the first question as of the date and time of the incident
C stated that NNA is wasting C's time
C stated C has retained an attorney
SRCAS-JW asked C if SRCAS-JW can provide C the address to provide C's attorney
C immediately terminated the call

Created By: Janisha Wilkerson (1/22/2018 1:17 PM)
SRCAS-JW is assisting sup esc call

SRCAS-JW called [redacted]

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

C stated that C's wife is the person who opened the case with NNA for the RHR review

✓ C stated that the veh stops with no one in front of C

C asked if there is a decision on the RHR

C stated the dlr told C to come pick the veh up

SRCAS-JW informed C that the RHR can take an estimate of 10 business days to complete of which just started on 1-18-18
SRCAS-JW informed that C would receive a call every 3 business days until the decision is made

C stated to call C's wife at [redacted]

Call ended mutually

Created By: Lisa Duffney (1/22/2018 12:53 PM)
****** [CASE SUMMARY] ******

CRR-LD sending case to RCAS superviser as C is not happy with service received by RCAS working on concern

Created By: Lisa Duffney (1/22/2018 12:51 PM)
CRR-LD VERIFIED Account information including: C's name, home & e-mail address,
phone number & best contact number

CRR-LD NOTED concern is: Warranty coverage
CRR-LD received inbound call from C

C stated C has Case #[redacted] and is not happy with the way this concern is being resolved
C-stated VEH is a Lemon and no longer wants VEH and has already stated this to NNA

CRR-LD-Apologized for concern
CRR-LD- Advised C is scheduled for a follow up before 01/25/18

C-Advised not good enough this concern needs to be resolved today and wants a supervisor to contact C back today
C-Advised C does not have another VEH and is being very inconvenienced

CRR-LD-advised C case has been escalated and if C does not get a call back today then tomorrow 01/23/17 at the very latest

C-Understands

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

C-Declined

CRR-LD provided C with agent ID 7319015 and case number[redacted]
Best call back #[redacted]

Call ended mutually.

Created By: Evans Cline (1/22/2018[redacted]:04 PM)
RCAS-EC made outbound call to[redacted]
RCAS-EC advised this call is recorded for quality and training purposes.
RCAS-EC advised RHR is still ongoing.
RCAS-EC asked about VEH repairs.
✓ C stated DTS had looked at VEH over the weekend and that VEH was supposed to be repaired by the end of the day.
RCAS-EC thanked C for C's patience during the review.
RCAS-EC advised a callback by 1/25 at the latest.
C understood.
RCAS-EC thanked C for speaking.
Call ended mutually.

[redacted] **Created By: Michelle Simpson (1/18/2018 4:30 PM)**
DRTS received the RHR. The RHR was assigned to ARBS Raven Giddens for review.

Created By: Evans Cline (1/18/2018 2:25 PM)
SM-Chris Winters sent the follow RHR responses:

• How many times has the customer's vehicle been to the dealer/retailer for repairs? 3 total repair orders including the one that is open.
• What repairs were performed? See attached invoices
• 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? For any ROs where the vehicle was down 7+ days, please supply technician time stamps or hard copies of the RO.[redacted] - 1 day,[redacted] - 1 day,[redacted] - opened yesterday - vehicle is still here.
• Has the on-site technical specialist (CATS) been involved? No
• Has TECH LINE been involved? Yes
• Has a Dealer Technical Specialist (DTS) been involved? Peter Merkel is aware of it.

RCAS-EC attaching DLR invoices to case.

✓ **Created By: Evans Cline (1/17/2018 3:26 PM)**
RCAS-EC sent email to SM-Chris Winters asking RHR questions and asking for DTS inspection results.

Created By: Evans Cline (1/17/2018 3:25 PM)
RCAS-EC made outbound call to C at[redacted]
RCAS-EC VERIFIED C's name, home & email address, concern, phone.
RCAS-EC VERIFIED servicing dealer/retailer: Quirk Nissan
RCAS-EC CHECKED for open recalls/campaigns and found: 0
Previous UNRELATED Case(s) Found:0
Previous RELATED Case(s) Found:0
RCAS-EC ADVISED "This call may be recorded for quality and training purposes."
RCAS-EC reviewed C's concern.
C stated that the forward emergency braking system would activate randomly, causing the vehicle to stop suddenly.
C stated it occurs at speeds usually between 30-40 mph and that the VEH will display a "malfunction" message on the dashboard screen.
C stated that DLR could not identify the concern but that DTS was meeting at DLR today to inspect the VEH.
C stated did not feel safe in the VEH and wanted NNA to replace it with a different Rogue.
✓ RCAS-EC reviewed RHR questions with C:
Why do you want to return the vehicle to Nissan North America? C does not feel safe in VEH
Where is the vehicle currently? At DLR
Are you currently in a rental vehicle? yes
Where was the vehicle purchased? Quirk
Was the vehicle purchased new or used? new
Where is the vehicle serviced? Quirk
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? no
RCAS-EC explained that RCAS-EC would get information from DTS visit and would submit RHR for C.
RCAS-Ec explained RHR timeframe and process.
C understood.
RCAS-EC stated would follow up by 1/22.
C thanked RCAS-EC.
Call ended mutually.

[redacted] **Created By: Mubah Butt (1/16/2018 7:12 AM)**
****** [CASE SUMMARY] ******

CRR-MB sending case to RCAS for buyback due to multiple repair for front emergency brakes.

Created By: Mubah Butt (1/16/2018 7:11 AM)
CRR-MB <OPENED or VERIFIED> Account Info including: C's name, home & phone#
CRR-MB VERIFIED VEH Info including: VIN#, Current Mileage,
CRR-MB CHECKED for open recalls/campaigns and found: 0
CRR-MB CHECKED for previous UNRELATED Case(s) and found: 0
CRR-MB CHECKED previous RELATED Case(s) and found: 0

CRR-Mb received a call from C concerning emergency brakes concern.

C stated that C is calling to open up claim due to emergency brakes going off when C drive VEH.
C stated that C has taken VEH to NNA DLR twice.

CRR-Mb asked what DLR diagnoses.

C stated that 1st time DLR cleaned sensor and 2nd times DLR reset the whole thing.

CRR-Mb asked how long C has been having cone.

C stated since C purchased a VEH.
C stated that c is taking back tomorrow to DLR.
C stated that c want NNA To buyback VEH.

CRR-MB provided C with Case #
CRR-MB informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day <01-17-2018> regarding the C concern

C understood.

Best Contact #:[redacted]

Call ended mutually.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
	[redacted]	BRAKES	FRONT BRAKE (DISC/CALIPER/PAD/ROTOR)	MULTIPLE REPAIR ATTEMPTS	03	1/16/2018	YE	AD	121000	OA

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Shanese Murray
Contact Email	[redacted]	Type	
Home Phone		Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	1/18/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	1/17/2018 10:06 AM
Social Media Involvement		Date/Time Closed	1/18/2018 6:41 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 making NNA aware of VEH suddenly stopping at cattleguard.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	PINNACLE NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	5,000	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0	RHR Started	
IIR Date		RHR Completed	
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	5N1AT2MT6H[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29317	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	PINNACLE NISSAN	Data Net	
Case Servicing Dealer Region	Mountain Region	Datanet Dealer Date	
Responsible District	04	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	
LS Response Time		Work Phone	
		Mobile Phone	
		Email	
		Alternate Email	

Verbatims

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

DTS Inspection

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

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AT2MT6H[redacted]	Root Cause	
Created By	Lydia Ristic, 1/17/2018 10:06 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/10/2018 10:46 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	866		
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
1/18/2018 6:41 PM	Shanese Murray	Changed **Status** from Open to **Closed**.
		Closed.
1/18/2018 6:40 PM	Shanese Murray	Changed **Reopen Date** to **1/18/2018 6:40 PM**.
		Changed **Status** from Closed to **Open**.
1/18/2018 5:58 PM	Shanese Murray	Changed **Status** from Open to **Closed**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
▌	**Created By: Amberly Hayes (1/18/2018 6:12 PM)** *** [Added after the case is closed.] *** TL-AH sent email to DRT-Stacy Gary and DRT-Marsha McDougal for review of FEB concern
	Created By: Shanese Murray (1/18/2018 5:57 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 making NNA aware of VEH suddenly stopping at cattleguard. _____ STATEMENT OF DECISION: RCAS-SM advised C the Case has been thoroughly documented making NNA aware of C's experience, and allowing the case to be reviewed internally. RCAS-SM reviewed the case with TL-AH. RCAS-SM noting C accepted assistance and was pleased with the outcome.
✓	**Created By: Shanese Murray (1/18/2018 5:55 PM)** **RCAS-SM notes after reviewing with TL-AH, RCAS-SM is documenting the case per C's request, and closing the case.
✓	**Created By: Shanese Murray (1/18/2018 5:54 PM)** RCAS-SM VERIFIED C's name, home & email address, mileage, concern. 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 placed outbound call to [redacted] RCAS-SM stated RCAS-SM will email direct contact information and case number. RCAS-SM confirmed C wanted to make NNA aware of C's experience with VEH stopping at a cattle guard, causing everything to go flying in the VEH. C stated yes. RCAS-SM apologized to C for C's VEH experience. RCAS-SM asked if it was an unexpected stop? C stated yes. C stated the VEH was not a stop sign. C stated C went over the cattle guard the next day and it did the same thing. C stated C has gone over other cattle guards, and the VEH did not stop. C stated C thinks it may just be that one particular cattle guard. C stated it may be something around it causing C's VEH to stop suddenly. RCAS-SM understood. RCAS-SM stated RCAS-SM will certainly make sure the case is documented, making NNA aware of the experience, and allowing the case to be reviewed internally.

C stated okay.

RCAS-SM asked if C is seeking anything else from NNA at this time?

C stated no.
C thanked RCAS-SM.

RCAS-SM thanked C.

Call ended mutually.

✓ **Created By: Shanese Murray (1/18/2018 5:50 PM)**
**RCAS-SM is unable to datanet: Service Manager does not have an active email address to send to.

✓ **Created By: Lydia Ristic (1/17/2018 10:18 AM)**
More info:

CRR-LR was advised for POO and email sent to C.

✓ **Created By: Lydia Ristic (1/17/2018 10:17 AM)**
****case summary ****

C contacted Nissan CA reporting a concern with cattle guard-(cow crossing).
VEH came to a complete stop.- Sent case to RCAS.

✓ **Created By: Lydia Ristic (1/17/2018 10:16 AM)**
CRR-LR VERIFIED Account information including: C's name, home & e-mail address & best contact number.
CRR-LR VERIFIED VEH Information including: VIN #, Current Mileage 5000
CRR-LR CHECKED for open recalls/campaigns and found:0
CRR-LR CHECKED for previous UNRELATED Case(s) and found: 0
CRR-LR CHECKED previous RELATED Case(s) and found: 0
CRR-LR NOTED concern is: cattle guard- cow crossing
CRR-LR received inbound call from C.

C called stated has to report a concern to Nissan that C's has experience.
C stated live in the country and there's cattle guard.
C stated VEH came to a complete dead stop at cattle guard and everything went flying in VEH.
C stated wasn't aware about concern.
C stated has called DLRSHP and reported to DLR and was told never heard concern and should call Nissan
C stated have to use road sometime.
C stated would like Nissan to be aware.

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

C declined.

CRR-LR provided C with agent ID / name and case number [redacted]
CRR-LR informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day regarding the C concern.

C understood and appreciated the assistance.

Best Contact #: [redacted]

Call ended mutually

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
	[redacted]	BRAKES	GEN. BRAKE COMPONENT (S)	POOR OR IMPROPER OPERATION	03	1/18/2018	YX	AD	121500	OA

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	Chase McBryar
Contact Email	[redacted]	Type	CA
[redacted]	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	5/17/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	1/18/2018 1:47 PM
Social Media Involvement		Date/Time Closed	5/17/2018 2:51 PM
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 repairs and 10 days out of service for vehicle applied collision avoidance braking with no obstruction in front of vehicle/vehicle goes into limp mode with lack of acceleration.		

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	5,483	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

Incident Date	1/17/2018	Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	1	RHR Started	2/16/2018
IIR Date		RHR Completed	2/16/2018
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN8AT2MV3HW[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	GREAT NECK NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	1/18/2018
Responsible District	07	Dealer Instructions	
Shared With		Requested Dealer Action	please review.

Bluetooth

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

Related Items

Approved Check Requests	$32,041.18	Goodwill Offered	
		VCAN	
		Goodwill Processed	0
		Vehicle Service Contract	

VSC Reprint Request	Email
Contact Name	[redacted]

Sales & Service Campaign Specific Information

Hot Alert Date	
LS Response Time	

[redacted]	[redacted]
Work Phone	[redacted]
Mobile Phone	
Email	
Alternate Email	

Verbatims

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

DTS Inspection

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

System Information

Subject	CUSTOMER: [redacted] VIN: JN8AT2MV3H[redacted]	Root Cause	
Created By	Helen Baglole, 1/18/2018 1:47 PM	Root Cause Code	SCSH
Last Modified By	NNAETL, 9/18/2019 9:26 PM	Root Cause Code (2)	SCMV
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	747		
Action Code	NT5F		
What action was taken?	5F Voluntary NNA Trade/Repurchase - NNA Inventory - 1 veh		

Agent Comments

Agent Comments	#RHR. case under review.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
5/17/2018 2:51 PM	Chase McBryar	Changed **Status** from Open to **Closed**.
		Closed.
5/14/2018 10:17 AM	Chase McBryar	Changed **Follow Up Date** from 5/14/2018 to **5/17/2018**.
5/8/2018 2:16 PM	Chase McBryar	Changed **Follow Up Date** from 5/8/2018 to **5/14/2018**.
5/7/2018 3:58 PM	Chase McBryar	Changed **Follow Up Date** from 4/11/2018 to **5/8/2018**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
✓	Created By: Chase McBryar (6/12/2018 1:39 PM) | Last Modified By: Chase McBryar (6/12/2018 1:39 PM) *** [Added after the case is closed.] *** ARBS-CM leaving case closed at this time.
	Created By: Chase McBryar (6/12/2018 1:39 PM) *** [Added after the case is closed.] *** ARBS-CM placed outbound call to Karen Beneventano @ [redacted] ARBS-CM stated ARBS just emailed the sales contract to C which specifies how much the sales tax was. C stated perfect. C stated C will forward that. ARBS-CM stated C can call ARBS back if C needs anything else. C understood. Call ended mutually.
✓	Created By: Chase McBryar (6/12/2018 1:37 PM) *** [Added after the case is closed.] *** ARBS-CM notes emailing sales contract to C.
✓	Created By: Chase McBryar (6/12/2018 1:35 PM) *** [Added after the case is closed.] *** ARBS-CM received VMX from C asking ARBS to send C something showing how much C paid for sales tax.
✓	Created By: Chase McBryar (5/17/2018 2:40 PM) ARBS-CM re-closing case at this time.
✓	Created By: Chase McBryar (5/17/2018 2:37 PM) ARBS-CM notes check was delivered to C on 5/15/18 @ 9:18 AM and signed for by: K. Beneventano.
✓	Created By: Chase McBryar (5/14/2018 3:52 PM) ARBS-CM notes DRTS requesting updated FedEx Label. UDPATED FedEx Tracking: [redacted]
✓	Created By: Chase McBryar (5/14/2018 10:17 AM) ARBS-CM notes case closure pending check delivery.
▼	Created By: Chase McBryar (5/8/2018 2:14 PM) ARBS-CM submitted overage check request in the amount of $350.51 payable to [redacted] FedEx Trackir[redacted]
✓	Created By: Chase McBryar (5/8/2018 2:07 PM) ARBS-CM notes NMAC-Peggy emailing ARBS stating: Hi Chase:

The last customer payment was on 4/6/2018 for $350.31. Pay Off was 4/20/2018 for $29,076.72.

ARBS-CM attached updated payment history to case.

Created By: Chase McBryar (5/7/2018 4:08 PM)
ARBS-CM placed outbound call to [redacted]
ARBS-CM stated ARBS received notification from NMAC that the account has over been paid.
ARBS-CM stated once NMAC verified the amount paid, NNA will send C a check and C will receive it before the end of the week.

C understood.

Call ended mutually.

Created By: Chase McBryar (5/7/2018 3:57 PM)
ARBS-CM notes emailing NMAC requesting date/amount of last payment made and updated payment history.

Created By: Chase McBryar (5/7/2018 3:54 PM)
ARBS-CM received overpayment email stating:

$348.58 /// 271273 /// McBryar

Created By: Paige Gilliam (5/7/2018 3:30 PM)
*** [Added after the case is closed.] ***
DRTS PW: Check(s) from NMAC for Overpayment in the amount of $348.58 sent to LOCKBOX #54457; FED EX TRACKING # [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted] Case documented and copy of check attached to case.

Created By: Chase McBryar (5/3/2018 5:01 PM)
*** [Added after the case is closed.] ***
ARBS-CM leaving case closed at this time.

Created By: Chase McBryar (5/3/2018 5:01 PM)
*** [Added after the case is closed.] ***
ARBS-CM placed outbound call to [redacted]
ARBS-CM stated with the way the overpayments are processed, NMAC will notify ARBS and ARBS has to wait on that notification.
ARBS-CM stated ABRS has not received anything yet.

C understood and asked ARBS to let C know as soon as ARBS hears.
C stated C will call next week for an update.

ARBS-CM understood.

Call ended mutually.

Created By: Chase McBryar (5/3/2018 4:51 PM)
*** [Added after the case is closed.] ***
ARBS-CM received VMX from C.

Created By: Chase McBryar (4/23/2018 4:59 PM)
*** [Added after the case is closed.] ***
ARBS-CM leaving case closed at this time.

Created By: Chase McBryar (4/23/2018 4:59 PM)
*** [Added after the case is closed.] ***
ARBS-CM placed outbound call to [redacted]
ARBS-CM stated with the way the overpayments are processed, NMAC will notify ARBS and ARBS has to wait on that notification.

C stated C is still waiting on the check from the state of NY.

ARBS-CM stated that is per the state guideines.

C stated yes, but C also paid that amount to NNA so ARBS has to be more understanding.

ARBS-CM stated ARBS definitely understands the frustration, however, ARBS does have to wait on the notification from NMAC.

C asked if ARBS had a guess for how long it would take?

ARBS-CM stated possibly 2 weeks, but there is an estimate and there is not a definite time.

C asked who notifies ARBS?

ARBS-CM stated NMAC notified ARBS department.

C asked what ARBS department is?

ARBS-CM stated DRT.

C stated C will call back in a week if C doesn't hear anything.

ARBS-CM understood.
ARBS-CM stated if there is no new information, ARBS will provide the C with the same info as today, but as soon as ARBS has new information, ARBS will let C know.

C understood.

Call ended mutually.

Created By: Chase McBryar (4/23/2018 4:52 PM)
*** [Added after the case is closed.] ***
ARBS-CM received VMX from C stating the account was paid off and C was told to call ARBS for the refund.

Created By: Chase McBryar (4/18/2018 2:08 PM)
*** [Added after the case is closed.] ***
ARBS-CM placed outbound call to [redacted]
ARBS-CM stated to get the last payment, NMAC will notify ARBS when the account is overpaid and NNA will send C another check.
ARBS-CM stated Morley sends the payoff to NMAC so C can follow up with the Morley rep if C has further questions.

C understood.

ARBS-CM advised C to contact ARBS back if C doesn't see the account paid off soon.

C understood.

Call ended mutually.

Created By: Chase McBryar (4/18/2018 1:59 PM)
*** [Added after the case is closed.] ***
ARBS-CM received VMX from C asking when C would get the C's last payment refunded and also when the account would be paid off.

Created By: Chase McBryar (4/10/2018 8:08 AM)
ARBS-CM closing case at this time.

CASE SUMMARY
C contacted NNA regarding FEB concern.

CASE DECISION
ARBS-CM notes PL determined there were no faults with the veh.
ARBS-CM notes NNA provided C with Consumer Affairs Voluntary Repurchase due to 3 repairs and 10 days out of service for vehicle applied collision avoidance braking with no obstruction in front of vehicle/vehicle goes into limp mode with lack of acceleration.
ARBS-CM notes surrender is scheduled for 4/13/18.

Created By: Chase McBryar (4/10/2018 8:07 AM)
ARBS-CM notes surrender is scheduled for 4/13/18.

Created By: Chase McBryar (4/6/2018 4:01 PM)
ARBS-CM placed outbound call to [redacted]
ARBS-CM stated ARBS has requested Morley to expedite the surrender process.

C understood.
C stated C will call ARBS next Wednesday if C doesn't hear from them.

ARBS-CM understood.

Call ended mutually.

Created By: Chase McBryar (4/6/2018 3:59 PM)
ARBS-CM notes emailing Morley requesting surrender process be expedited.

Created By: Chase McBryar (4/6/2018 3:56 PM)
ARBS-CM received VMX from C stating C is not happy with the time frame and C would like Morley's phone number.

Created By: Chase McBryar (4/6/2018 3:11 PM)
ARBS-CM placed outbound call to [redacted] and left a VMX.
ARBS-CM stated it takes 1-2 weeks for Morley to contact C.
ARBS-CM stated the case status right now is that it has been accepted and C will be contacted as quickly as possible.

Created By: Chase McBryar (4/6/2018 3:08 PM)
ARBS-CM notes C emailing ARBS stating:

Chase,
I left you a voicemail. I have not heard from your vendor, Morley, to surrender the 2017 Rogue. It is crucial that I be contacted for a surrender date for next week as I am refinancing and I cannot have 2 vehicles on my credit report as per my Lender.

Please respond ASAP.

Thank you.
[redacted]

Created By: Chase McBryar (4/6/2018 3:07 PM)
ARBS-CM received VMX from C stating Morley hasn't contacted C to schedule the surrender and it is urgent because C cannot refinance C's home showing 2 vehs.

Created By: Chase McBryar (4/4/2018 2:06 PM)
ARBS-CM sending case to Morley

Check Number: [redacted] (customer)
Check Number: [redacted] (lienholder)
Morley [redacted]
Morley Fedex tracking [redacted]

Created By: Chase McBryar (4/3/2018 8:09 AM)
ARBS-CM received 2 VMX from C before C emailed ARBS.
ARBS-CM notes ARBS spoke with C via email after VMX was left.

Created By: Chase McBryar (4/2/2018 2:56 PM)
ARBS-CM notes C emailing ARBS asking ARBS to expedite the Morley process.
ARBS-CM emailed C stating Morley will contact C as quickly as possible.

Created By: Chase McBryar (4/2/2018 2:54 PM) | Last Modified By: Chase McBryar (4/2/2018 2:54 PM)
ARBS-CM submitted check request in the amount of $2,614.15 payable to [redacted]
ARBS-CM submitted check request in the amount of $29,076.72 payable to Nissan Motor Acceptance Corporation good until 5/2/18.

Created By: Chase McBryar (4/2/2018 2:54 PM)
ARBS-CM received signed agreement from C.

Created By: Chase McBryar (4/2/2018 2:28 PM)
ARBS-CM notes emailing updated repurchase letter and state of NY sales tax forms to C.

Created By: Chase McBryar (4/2/2018 2:26 PM)
ARBS-CM placed outbound call to [redacted]
ARBS-CM stated there were some errors in the calculation.
ARBS-CM stated C has to get the sales tax back from the state.
ARBS-CM stated ARBS can send the C the forms C will need to do that.

C stated this is ridiculous.
C stated C would like this expedited.
C stated C is to the point where C just wants to leave the veh at the DLR until NNA tells C to go sign the papers.

ARBS-CM stated that won't happen until NNA receives the new signed agreement.

C stated C understands that.
C stated ARBS needs to send it right now and C will sign it and send it back.
C stated C is so angry with the mix up and ARBS should have known.

ARBS-CM apologized and stated ARBS has documented C's concerns.

C stated C still has to get another veh too.

ARBS-CM stated ARBS can offer a VPP if C would like another NNA veh.

C stated no.

ARBS-CM understood.
ARBS-CM stated ARBS would send the corrected agreement.

C understood.

ARBS-CM apologized for the inconvenience.

Call ended mutually.

Created By: Chase McBryar (4/2/2018 2:10 PM)
ARBS-CM notes the following corrected repurchase calculations:

Down Payment - $1,600.00
Additional Payments - $2,101.86

Total Amounts Paid - $3,701.86

**

Less Usage - $0.00
Less Sales Tax - $1,087.71

Total Deductions - $1,087.71

**

Total Refund - $2,614.15
Lease Buyout/Payoff - $29,076.72
Total Repurchase - $31,690.87

Created By: Chase McBryar (4/2/2018 1:44 PM)
ARBS-CM submitted check request in the amount of $3,768.11 payable to [redacted]
ARBS submitted check request in the amount of $29,076.72 payable to Nissan Motor Acceptance Corporation good until 5/2/18.

Created By: Chase McBryar (4/2/2018 1:40 PM)
IIR- FEB- EST

Created By: Chase McBryar (4/2/2018 1:35 PM)
ARBS-CM notes $0.00 per diem.

ARBS-CM notes $29,076.72 payoff is good through 5/2/18.

Created By: Chase McBryar (4/2/2018 1:31 PM)
ARBS-CM received title from NMAC-Peggy.

✓ Created By: Chase McBryar (4/2/2018 1:08 PM)
ARBS-CM notes receiving signed agreement from C and attached to case.
ARBS-CM notes emailing NMAC asking if NMAC had copy of title.

Created By: Chase McBryar (4/2/2018 9:59 AM)
ARBS-CM placed outbound call to [redacted]

C stated C will be accepting the offer.
C asked if NNA could come pick up the veh at C's house.

ARBS-CM stated Morley will contact C to schedule the surrender and the surrender has to be at the DLR.

C understood.

ARBS-CM stated ARBS also wanted to let C know that NNA is expecting a repair to be available the 2nd week of April for the FEB concern.
ARBS-CM stated if C wanted to keep the veh, ARBS can provide C with a $3,500 after the repair is completed pending a signed release.

C understood.
C stated C is still just so nervous.
C stated NNA can say it is fixed but someone can still lose faith.

✓ ARBS-CM understood.

C asked when the surrender would be.

ARBS-CM stated Morley will schedule the surrender with the C and it takes 1-2 weeks for Morley to contact C after NNA received the accepted offer.

C understood.
C stated C is about to make another payment.
C asked if C would get that back?

ARBS-CM stated once the account is overpaid, NMAC will notify NNA and NNA will confirm the amount of the last payment made by C.
ARBS-CM stated then NNA will send C another check but that can take around 6 weeks.

C understood.
C stated C will make a decision by tonight and let ARBS know.

ARBS-CM understood.

Call ended mutually.

✓ Created By: Chase McBryar (4/2/2018 9:46 AM)
ARBS-CM received 2 VMX from C.

Created By: Chase McBryar (3/28/2018 2:38 PM)
ARBS-CM placed outbound call to [redacted] and left a VMX.
ARBS-CM stated ARBS-CM was calling in regards to C's case and provided the case #.
✓ ARBS-CM advised ARBS-CM would call C again to discuss the case further and ARBS is OOW on Friday.
ARBS-CM stated if C make an additional payment, C will be refunded for that as C's account would be overpaid.
ARBS-CM stated if C feels there is some sort of excessive wear and tear, C can send photos of that to ARBS for ARBS to review.
ARBS-CM provided ARBS-CM's contact info.
ARBS-CM thanked the C.

✓ Created By: Chase McBryar (3/28/2018 2:15 PM)
ARBS-CM received VMX from C.
C asked if C has to keep making the payment.
C stated C is concerned about what is considered dings or dents/damages.

Created By: Chase McBryar (3/27/2018 3:48 PM)
ARBS-CM placed outbound call to [redacted] and left a VMX.
✓ ARBS-CM provided case number.
ARBS-CM stated ARBS emailed the detailed offer letter over to C.
ARBS-CM provided ARBS number and advised C to contact ARBS if C has any questions.

Created By: Chase McBryar (3/23/2018 11:18 AM)
ARBS-CM placed outbound call to [redacted] and left a VMX.
✓ ARBS-CM provided case number.
ARBS-CM stated ARBS emailed the detailed offer letter over to C.
ARBS-CM provided ARBS number and advised C to contact ARBS if C has any questions.

Created By: Chase McBryar (3/21/2018 9:36 AM)
ARBS-CM placed outbound call to [redacted] and left a VMX.
✓ ARBS-CM provided case number.
ARBS-CM stated ARBS just emailed the detailed offer letter over to C.
ARBS-CM provided ARBS number and advised C to contact ARBS if C has any questions.

✓ Created By: Chase McBryar (3/21/2018 9:33 AM)
ARBS-CM notes emailing repurchase offer letter to C.

Created By: Chase McBryar (3/21/2018 9:20 AM)
✓ ARBS-CM received VMX from a "Shavana" at Great Neck Nissan asking what document ARBS needed.
ARBS-CM also received title application from Finance Director-Gregg Rubin via email.
ARBS-CM attached to case.

Created By: Chase McBryar (3/20/2018 3:46 PM)
ARBS-CM placed outbound call to [redacted] and left a VMX.
✓ ARBS-CM stated since C does not have title, ARBS is waiting on the DLR to send ARBS the title app.
ARBS-CM stated these things would delay the process down the road so ARBS wants to ensure ARBS has what is required before providing C with the detailed offer.
ARBS-CM stated ARBS will continue to update C.

Created By: Chase McBryar (3/20/2018 3:43 PM)
✓ ARBS-CM notes emailing Finance-Gregg requesting title app.
ARBS-CM cc'ed General Manager-Sal and General Sales Manager-Jordan.

Created By: Chase McBryar (3/20/2018 3:41 PM)
ARBS-CM placed outbound call to Great Neck Nissan @[redacted]
ARBS-CM spoke with Finance-Gregg.
ARBS-CM requested title application be sent to ARBS.

✓ Finance-Gregg asked ARBS to email the request to greggr@titanmotorgroup.com.

ARBS-CM understood.

Call ended mutually.

✓ Created By: Chase McBryar (3/20/2018 3:25 PM)
ARBS-CM notes C emailing ARBS stating since veh is leased, C does not have title.

✓ Created By: Chase McBryar (3/16/2018 4:53 PM)
ARBS-CM noting ARBS needs title for state of NY.
ARBS-CM notes emailing C requesting title before providing offer.

✓ Created By: Chase McBryar (3/16/2018 4:52 PM)
ARBS-CM notes the following lease repurchase calculations:

Down Payment - $1,600.00
Additional Payments - $2,101.86
Registration Renewal - $66.25

Total Amounts Paid - $3,768.11

**

Less Usage - $0.00

Total Deductions - $0.00

**

Total Refund - $3,768.11
Lease Buyout/Payoff - $29,076.72

Total Repurchase - $32,844.83

✓ **Created By: Chase McBryar (3/13/2018 2:50 PM)**
ARBS-CM notes C emailing ARBS stating the C is still in a snow storm and C will send photos once weather is clear.

Created By: Chase McBryar (3/12/2018 4:37 PM)
ARBS-CM notes emailing C stating:

Hi Ms. Beneventano,

I hope you are doing well!

✓ I wanted to reach out to you regarding your case.

I have not received the photos yet. I know you were in a snowstorm so that may be why.

At your earliest convenience, please advise when you may be able to send the photos.

Thank you,

Created By: Chase McBryar (3/12/2018 4:33 PM)
CORRECTION to previous comment:

SR#:1[redacted]
Customer:[redacted]
1. Account#[redacted]
✓ 2. 30 day payoff $ 29076.72 good thru 4/4/2018
4. # of scheduled payments received 7
5. Scheduled Payment amount 350.31
9. Most Recent payment received 3/7/2018 for $350.31
10. Eligible for SOC? YES

Contract and Payment History are attached.

Created By: Chase McBryar (3/12/2018 4:31 PM)
ARBS-CM notes NMAC emailing ARBS stating:

Customer:[redacted]
1. Account#[redacted]
✓ 2. 30 day payoff
4. # of scheduled payments received 7
5. Scheduled Payment amount
9. Most Recent payment received
10. Eligible for SOC? YES

Contract and Payment History are attached.

✓ **Created By: Chase McBryar (3/7/2018 5:03 PM)**
ARBS-CM notes emailing NMAC requesting payoff info.

Created By: Chase McBryar (3/7/2018 5:01 PM)
ARBS-CM placed outbound call to[redacted]

C stated if C went with a replacement, would C start over with a new loan or keep what C has?

ARBS-CM stated NMAC would do a SOC and C would be responsible for upgrade and usage fees.

C stated C shouldn't have to pay anything as this is not C's fault.

ARBS-CM stated in order to draft a detailed letter, NNA will need the requested documents from C.

C asked if ARBS can't get it?

✓ ARBS-CM stated ARBS can get the documents from NMAC, but not the photos.

C stated C will end up owing either way with a repurchase or replacement.

ARBS-CM explained that NNA doesn't know what C will owe/be refunded until the detailed offer letter is drafted.
ARBS-CM stated ARBS thinks a good step would be sending C a detailed repurchase letter to let C look at the numbers and then let C decide how C would like to proceed.

C understood.
C stated it is snowing so C can't take pictures yet.

ARBS-CM understood.
ARBS-CM stated ARBS will follow up next week.

Call ended mutually.

✓ **Created By: Chase McBryar (3/7/2018 4:43 PM)**
ARBS-CM received 2 VMX from C.

Created By: Chase McBryar (3/5/2018 4:31 PM)
ARBS-CM placed outbound call to[redacted] and left a VMX.
ARBS-CM stated ARBS-CM was calling in regards to C's case and provided the case #.
✓ ARBS-CM stated ARBS was following up to see how C wanted to proceed.
ARBS-CM advised ARBS-CM would call C again to discuss the case further.
ARBS-CM provided ARBS-CM's contact info.
ARBS-CM thanked the C.

Created By: Chase McBryar (3/2/2018 3:02 PM)
ARBS-CM placed outbound call to[redacted] and left a VMX.
ARBS-CM stated ARBS-CM was calling in regards to C's case and provided the case #.
✓ ARBS-CM stated ARBS was following up to see how C wanted to proceed.
ARBS-CM advised ARBS-CM would call C again to discuss the case further.
ARBS-CM provided ARBS-CM's contact info.
ARBS-CM thanked the C.

✓ **Created By: Chase McBryar (2/27/2018 8:32 AM)**
ARBS-CM notes emailing intent letter to C.

✓ **Created By: Chase McBryar (2/27/2018 8:27 AM)**
ARBS-CM placed outbound call to[redacted]
ARBS-CM stated ARBS was aware C had some concerns about the release?

C stated yes.
C stated ARBS said it didn't have any effect on C's right but C thinks it sounds like C is releasing everything.

ARBS-CM stated the release C would sign states that C would work with NNA regarding any future concerns but C is not waiving any breach of warranty or personal injury claims

C stated C doesn't feel any amount will do.
C stated C really wants another car.
C stated C will have the release read by C's attorney and see what C wants to do, but C really wants another car.

ARBS-CM stated NNA is working on a repair for this concern and NNA is expecting it to come out soon.
ARBS-CM stated ARBS can send C an intent letter letting C know that NNA can offer a repurchase/replacement of the veh if C doesn't want the cash settlement.
ARBS-CM stated with a repurchase, C would get back down payments plus additional payments less aftermarkets and usage.

ARBS-CM stated with a replacement, C will be responsible for a upgrade fee.

C stated C won't pay anything to switch.
C stated C will review this with an attorney and maybe C can review a different cash offer NNA can give.

ARBS-CM stated ARBS will send the intent letter to C and follow up later to see how C would like to proceed.
ARBS-CM asked if C is being represented by an attorney?

C stated no, C is just reviewing with an attorney that is a family friend.
C understood.
C stated C will review with them to make sure C will still have rights to the veh.

ARBS-CM stated ARBS will email the intent letter to C and follow up later to see how C would like to proceed.

C understood.

Call ended mutually.

✓ **Created By: Chase McBryar (2/27/2018 8:03 AM)**
ARBS-CM notes receiving VMX from C stating C was not happy with release as it was not what C and ARBS had discussed with C releasing NNA.

✓ **Created By: Chase McBryar (2/26/2018 1:55 PM)**
ARBS-CM notes emailing customer release agreement to C.

✓ **Created By: Chase McBryar (2/26/2018 1:49 PM)**
ARBS-CM received registration from C.
ARBS-CM attached to case.

Created By: Chase McBryar (2/21/2018 12:30 PM) | Last Modified By: Chase McBryar (2/21/2018 12:30 PM)
ARBS-CM placed outbound call to [redacted] @ [redacted]
ARBS-CM stated ARBS is aware that C wanted to think about what C wanted to do.
ARBS-CM stated ARBS just needs to registration to draft the release.

C understood.
✓ C stated C would send that now.

ARBS-CM stated ARBS would draft the release once ARBS has it.
ARBS-CM stated ARBS will follow up next week.

C understood.

Call ended mutually.

✓ **Created By: Chase McBryar (2/21/2018 8:02 AM)**
ARBS-CM notes receiving VMX from C asking why ARBS needs the registration now.

✓ **Created By: Chase McBryar (2/20/2018 4:31 PM)**
ARBS-CM notes emailing C requesting registration.

Created By: Chase McBryar (2/20/2018 4:29 PM)
ARBS-CM placed outbound call to [redacted] @ [redacted]
ARBS-CM stated ARBS will be assisting C going forward.
ARBS-CM stated ARBS is aware that IIR dispatched a DTS and the concern was not able to be duplicated.

C stated yes.

ARBS-CM understood.
ARBS-CM stated ARBS reviewed the case and stated to apologize for the inconvenience, ARBS would like to provide C with a cash settlement in the amount of $3,500.
ARBS-CM stated if C is not interested in that, ARBS can discuss other options with C.
ARBS-CM asked if C was interested?

C stated C would think about it.
C stated does that mean if C gets in an accident, C cannot file a claim?
C stated C had 3 frightening experiences.
C stated C appreciates the offer but C doesn't know just in case something happens.

✓ ARBS-CM understood.
ARBS-CM stated the release C would sign states that C would work with NNA regarding any future concerns but C is not waiving any breach of warranty or personal injury claims.

C understood.
C stated this was just so frightening.

ARBS-CM apologized.
ARBS-CM stated ARBS would email the C requesting the registration so ARBS can draft the release for C to review.
ARBS-CM stated if C decides at any point C doesn't want to accept the settlement, ARBS can discuss other options with C.

C understood.

ARBS-CM stated ARBS would be OOO on 2/23/18 so ARBS will follow up next week.

C understood.
C thanked ARBS.

Call ended mutually.

✓ **Created By: Chase McBryar (2/20/2018 10:18 AM)**
ARBS-CM reviewed case with ARBS-PL-CA.
ARBS-CM taking case over case for further case handling.

Created By: Chase McBryar (2/20/2018 10:15 AM)
ARBS-CM notes the following:

1 visit for 1 key inop
—1 repair for replaced key and programmed key

✓ 1 visit for veh kick motion left gate inop
—1 no dupe

3 visits for veh applied collision avoidance braking with no obstruction in front of veh/veh goes into limp mode with lack of acceleration
—1 cleaned road salt off ICC sensor and performed calibration, cleaned DTC's
—1 no dupe
—1 DTS inspection, NNA found no evidence of product problem, failure, or malfunction that may have caused or contributed to the incident

Created By: Chase McBryar (2/20/2018 10:14 AM)
ARBS-CM placed outbound call to Great Neck Nissan @ [redacted].
ARBS-CM spoke with SA-Jeff.
ARBS-CM provided C's name and last 6 of the VIN.

[redacted] ARBS-CM verified the following information:

RO[redacted] – no concerns were duplicated and no repairs were completed

ARBS-CM understood.

Call ended mutually.

✓ **Created By: Chase McBryar (2/20/2018 10:07 AM)**
ARBS-CM notes the following:

Open campaigns: none
Additional cases found: none
Tech line case found: none
DTS involved: [redacted]
VSC found: none
State: NY

In-service Date: 9/4/17

*****

12/8/17 @ 3,765 miles ... RO[redacted] – Days Down: 1
Concern:
1. Customer states that 1 vehicle i key does not operate any vehicle functions. Please check and advise.
2. Customer states that vehicle kick motion lift gate feature does not always operate. Please check and advise
3. As per customer alex in sales aware of scratches on vehicle sunroof. Please detail/address
Action:
1. Check vehicle with consult found key malfunction key unable to be programmed performed replacement of key and program
2. Kick motion liftgate operates as designed with key within range. Customer is advised to use soccer kick motion at center of rear bumper cover lift gate operates as designed
3. Roof detailed roof detailed

12/12/17 @ 3,954 miles .... RO[redacted] – Days Down: 3
Concern: Customer states vehicle applied collision avoidance braking when there was no obstruction in front of or beside vehicle, happened at about 20 to 30 mph and vehicle would only slowly lurch forward with accelerator pedal pushed all the way down to the floor
Action: Road test vehicle-no incident occurred. Check dtc's c1a16-97 & cia18-54 stored. Cleaned road salt off icc sensor & performed calibration per esm ccs 93-99. Completed calibration, cleaned dtc's. Road test good system operates as designed. No dtc's stored no warning lights displayed.

1/16/18 @ 4,988 miles ... RO[redacted] – Days Down: 4
Concern: Customer states that vehicle collision avoidance system is engaging by itself causing vehicle to go into limp mode with a lack of acceleration please check and advise.
Action: System detects using sensor behind bumper & if either component (sensor or bumper) has debris the system can malfunction causing customer concern. No current codes related to customer concern, radar stain code occurred 900 miles ago. Customer is advised that if orange collision avoidance icon displays this signifies that system has automatically disabled itself due to radio/laser interference

2/1/18 @ 5,483 miles ... RO[redacted] – Days Down: 2
Concern:
1. DTS inspection of veh
2. C states that veh collision avoidance system is operating by itself with no objects around veh causing veh to slow itself down and go into limp mode, please check and advise
Action:
1. Reviewed and informed customer she will be updated by Consumer Affairs
2. DTS review

*****

Total Days Down: 10

Created By: Amanda Yett (2/19/2018 9:22 AM)
RCAS-AY placed outbound call to C @[redacted]
RCAS-AY ADVISED "This call may be recorded for quality and training purposes."

RCAS-AY recapped case.
RCAS-AY advised case is under review for a repurchase/replacement.
✓ RCAS-AY advised follow up on 2/22.

C declined further assistance.

RCAS-AY thanked C for C's time.

Call ended mutually.

Created By: DeHenry Kidd (2/16/2018 10:09 AM)
Arbs is forwarding case to NNA RCAS for further handling. RHR has been submitted.

Created By: Nicki Barror (2/16/2018 10:02 AM)
DRTS received the RHR. The RHR was assigned to ARBS Chase McBryar for review.

Created By: DeHenry Kidd (2/16/2018 9:58 AM)
Closing case Notes

Customer Name: Karen Beneventano
Phone#: (516)[redacted]

Arbs contact customer to discuss case and decision, this matter was reviewed and there were no defects found with the vehicle. There is no FEB mileage indicator confirming a full FEB application ever occurred. No EDR. Based on our inspection of the vehicle and the available information, Nissan North America, Inc. finds no basis on which to offer financial assistance in this matter at this time.

Customer was sent a letter in regards to their case

Fedex# 771500317617

Arbs is closing case

Created By: DeHenry Kidd (2/6/2018 1:26 PM)
Arbs-DK received an email from DTS stating that the inspection is completed. Arbs is now waiting on a decision from PL.

Created By: DeHenry Kidd (1/29/2018 3:55 PM)
Arbs has contacted customer and dealer to let them know the inspection date is set for 2/1 at 10am EST

Created By: DeHenry Kidd (1/26/2018 9:53 AM)
Verified Name Address Phone# VIN Mileage Responsible Dealer

Checked for open Recalls/Campaigns: None

Customer stated she was driving on Jericho Turnpike, NY going 40mph. Customer stated she felt a pulling and FEB alarm went off. Customer stated there was no one near customer. Customer stated the vehicle was stopping and grinding, FEB indicators were beeping, the vehicle did not come to a complete stop but enough to scare customer.

Customer stated the few time it has happen was on Woodbury Road and the Jericho Turnpike. Two of the incidents happen in the morning and one in the afternoon. Weather conditions was after it had snow and the road was wet and the other two times the roads were dry. Customer stated she has not experience any other issues with the vehicle.

Arbs-DK informed customer that Arbs would setup an inspection. Arbs-DK stated once arbs has the date Arbs will let the dealer and customer know.
Arbs-DK also stated that the process could take up to 6 weeks for everything to be done and process to determine a decision. Arbs stated that if customer decide to get alternate transportation it will be at the customer expense due to NNA does not offer assistance during the inspection period customer understood.

Created By: DeHenry Kidd (1/24/2018 9:01 AM)
(516)[redacted]
[redacted] Karen Beneventano

Arbs-DK called customer at 901am no answer was made. Arbs left a message stating name and number for c to call Arbs back at[redacted] call ended.

Created By: Chase McBryar (1/23/2018 9:38 AM)
✓ ARBS-CM notes IIR will need to be processed before RHR review is necessary.
ARBS-CM closing task and agent may resubmit if necessary.

Created By: Samantha Dixon (1/23/2018 7:13 AM)
C contacted NNA about veh repurchase or replacement.

Created By: Amanda Yett (1/22/2018 3:25 PM)
IIR rejected- In the Quick Description or Summary of Incident on the IIR probe the allegation of defect is not clear on what the customer is alleging failed on the veh. Please correct and resubmit.

Created By: Samantha Dixon (1/22/2018 3:04 PM)
C contacted NNA about FEB concern and repurchase/replacement of veh.

Created By: Michelle Simpson (1/22/2018 2:01 PM)
DRTS received the RHR. The RHR was assigned to ARBS Chase McBryar for review.

Created By: Amanda Yett (1/22/2018 1:51 PM)
RCAS-AY placed outbound call to DLR.
✓ RCAS-AY spoke with SM-Frank Diagostino.
SM-FD advised gave C print outs regarding how FEB works and advised C that veh is operating as designed.
SM-FD advised SA dropped off veh to C on Friday.

Created By: Amanda Yett (1/22/2018 12:40 PM)
C contacted NNA about veh concern.

✓ **Created By: Amanda Yett (1/22/2018 12:33 PM)**
RCAS-AY placed outbound call to C @[redacted]

RCAS-AY VERIFIED C's name, home & email address, concern, and phone.
RCAS-AY ADVISED "This call may be recorded for quality and training purposes."

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

RCAS-AY advised POC.
RCAS-AY advised of case number and direct line.
RCAS-AY verified C's concerns—FEB system deploys without cause.
RCAS-AY advised would like to get some more information.

C stated that C does not trust veh.
C stated that it has happened 3x but only come up with one code.
C stated that there does not seem to be anything in front of veh.
C stated that C has opened other Nissans in the past.

RCAS-AY completed IIR.

C was unable to produce exact odometer reading at time of incident.
C stated that C would like NNA to replace the veh.
C stated that C went to DLR but DLR said they could not help C.

RCAS-AY advised of RHR process.
RCAS-AY advised RHR is conducted based on state lemon laws and repair history.
RCAS-AY advised process takes 10 business days and someone will follow up with C every 3 business days.

Why do you want to return the veh to NNA?
C stated because of lost trust

Where is the veh currently?
With C

Where was the veh purchased?
Great Neck Nissan-lease

Was it purchased new or used?
new lease

If used, when was the veh purchased?
NA

Where is the veh serviced?
Great Neck Nissan

Has the veh been taken to multiple Nissan/Infinity dealers?
No

RCAS-AY thanked C for the information.
RCAS-AY advised all of this has been documented and will forward it to the proper department for review.
RCAS-AY advised "Thank you for the information. A Nissan/Infiniti representative will call you within 3 business days after the representative receives the case. Please allow for a minimum of 30 minutes during that call so the representative may best understand the whole situation. Is this number the best number to reach you?"

C confirmed.

RCAS-AY offered further assistance.

C declined.

RCAS-AY thanked C for C's time.

Call ended mutually.

✓ **Created By: Amanda Yett (1/22/2018 12:18 PM)**
RCAS-AY placed outbound call to C @ 5169373566.
RCAS-AY left VMX with case number and direct line.
RCAS-AY requested callback.

✓ **Created By: Amanda Yett (1/19/2018 8:36 AM)**
RCAS-AY reviewed case with TL-Grady Douglas who advised RCAS-AY to proceed with IIR.

✓ **Created By: Amanda Yett (1/19/2018 8:35 AM)**
RCAS-AY placed outbound call to C @[redacted]
RCAS-AY left VMX with case number and direct line.
RCAS-AY requested callback.

✓ **Created By: Amanda Yett (1/19/2018 8:33 AM)**
RCAS-AY placed outbound call to C @ 5169373566.
RCAS-AY left VMX with case number and direct line.
RCAS-AY requested callback.

✓ **Created By: Amanda Yett (1/19/2018 8:14 AM)**
RCAS-AY received email from SM-FD advising DLR could not verify concern.
SM-FD advised C had a past radar stain code at 800 miles, no current concern.
SM-FD advised C claimed something happened 2 or 3 days ago, but DLR could not verify any malfunction.
SM-FD advised discussed with DTS and will supply NNA documentation on functionality of technology.
SM-FD advised preparing to deliver veh today to C.

✓ **Created By: Amanda Yett (1/19/2018 7:34 AM)**
RCAS-AY sent email to SM-Frank Diagostino asking for clarification on C's concern.

Created By: Helen Baglole (1/18/2018 1:57 PM)
CRR-HB VERIFIED Account information including: C's name, home & e-mail address,
phone number & best contact number
CRR-HB VERIFIED VEH Information including: VIN #, Current Mileage,
CRR-HB CHECKED for open recalls/campaigns and found: 0
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: RHR

CRR-HB received inbound call from C

C stated is calling to complain about C's VEH
C stated VEH has been using the forward trip system alarm
C stated has happened 3 times with nothing in front or around C
C stated the first time C took VEH to DLR stated there was a trip code
C stated DLR stated there was a stain on the camera
C stated the second time C did not bring VEH in to DLR
C stated third time happened yesterday
C stated DLR stated did not see any trip code when did diagnoses

CRR-HB asked how C would like Nissan Consumer Affairs to assist with this concern

C stated would like another VEH
C stated does not trust VEH
C stated C is going to get into an accident due to this

CRR-HB informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 1/19/2018 regarding C's concern.

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

C declined.

CRR-HB gave case number and agent id
Sending to RCAS
Best contact 5169373566

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	4/2/2018	YX	AV	320500	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Amanda Yett 1/22/2018 12:29 PM	1/22/2018

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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 [1] | Case Categorizations [1] | Forms [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Leslie Griffin
Contact Email		Type	CA
Home Phone	[redacted]	Case Origin	Internal
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	1/23/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	1/22/2018 7:47 AM
Social Media Involvement		Date/Time Closed	8/8/2018 7:32 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Franklin	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count			
Description	Consumer Affairs voluntary repurchase due to 1 visit and 70 days out of service for Forward Emergency Braking activating on train tracks		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	Legend Nissan
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	1,000	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0	RHR Started	
IIR Date		RHR Completed	
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN8AT2MV4HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29617	Beyond PT Warranty Months1	0

Dealer Detail

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

Bluetooth

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

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
		VCAN	
		Goodwill Processed	0
		Vehicle Service Contract	
		VSC Reprint Request	Email

Contact Name [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date		Home Phone	[redacted]
LS Response Time		Work Phone	
		Mobile Phone	
		Email	
		Alternate Email	

Verbatims

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

DTS Inspection

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

System Information

Subject	CUSTOMER:[redacted] VIN: JN8AT2MV4HW[redacted]	Root Cause	
Created By	Leslie Griffin, 1/22/2018 7:47 AM	Root Cause Code	SCSV
Last Modified By	NNAETL, 12/10/2018 9:50 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	664		
Action Code	NT5F		
What action was taken?	5F Voluntary NNA Trade/Repurchase - NNA Inventory - 1 veh		

Agent Comments

Agent Comments	#FEB case. #RHR. #DTS. Confirm DTS inspection time and date.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
8/8/2018 7:32 AM	Leslie Griffin	Changed **Status** from Open to **Closed**.
		Closed.
8/8/2018 7:32 AM	Leslie Griffin	Changed **Subject** from CUSTOMER:[redacted] VIN: JN8AT2MV4HW[redacted] to **CUSTOMER:**[redacted] **VIN: JN8AT2MV4HW**[redacted].
1/22/2018 7:47 AM	Leslie Griffin	Changed **Follow Up Date** from 1/22/2018 to **1/23/2018**.
		Changed **VIN** to **JN8AT2MV4HW**[redacted].

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Leslie Griffin (1/22/2018 7:48 AM) DRTS-LG has assumed case ownership in order to dispatch DTS to prepare vehicle for the remarketing process. Please refer any inquiries regarding the repurchase to the agent who handled the repurchase portion of the case. Repurchase Case[redacted] DRT Resolution CST0000144644 Dispatched DTS request for CBB processing. Morley VSPC case # 276133 The reason for repurchase is Forward Emergency Braking activating on train tracks

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)	POOR OR IMPROPER OPERATION	03	8/8/2018	YX	AD	121500	OA

Forms

Forms Help

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Kyra Walton
Contact Email	[redacted]	Type	CA
[redacted]	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	2/1/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	1/22/2018 10:07 AM
Social Media Involvement		Date/Time Closed	2/1/2018 8:19 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	IIR/RHR DENIED.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	Smithtown Nissan
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	4,062	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0	RHR Started	
IIR Date		RHR Completed	
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

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

Dealer Detail

Case Servicing Dealer	SMITHTOWN NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	2/1/2018
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		[redacted]	
LS Response Time		Work Phone	
		Mobile Phone	
		Email	
		Alternate Email	

Verbatims

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

DTS Inspection

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

System Information

Subject	CUSTOMER: [redacted] [redacted] VIN: JN8AT2MV4HW[redacted]	Root Cause	
Created By	Matthew Yu, 1/22/2018 10:07 AM	Root Cause Code	SCMV
Last Modified By	NNAETL, 12/10/2018 10:40 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	852		
Action Code	NT4E		
What action was taken?	4E Customer Demands Impossible to Satisfy		

Agent Comments

Agent Comments	Close case on 2/1/18.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
2/1/2018 8:19 AM	Kyra Walton	Changed **Status** from Open to **Closed**.
		Closed.
2/1/2018 8:09 AM	Kyra Walton	Changed **Data Net** from false to **true**.
1/30/2018 8:45 AM	Kyra Walton	Changed **Follow Up Date** from 1/30/2018 to **2/1/2018**.
1/30/2018 8:33 AM	Kyra Walton	Deleted 1/22/2018 in **RHR Started**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Janisha Wilkerson (2/5/2018 1:23 PM) *** [Added after the case is closed.] *** SRCAS-JW is assisting call due to RCAS-KW not available to call C
✓	SRCAS-JW called [redacted] SRCAS-JW left vmsg for C to return call including RCAS-KW contact number [redacted] hours of operation, and case number
	Created By: Janisha Wilkerson (2/5/2018 1:19 PM) *** [Added after the case is closed.] *** Correction:
✓	SRCAS-JW called dlr spoke to SM Andrew Jones who stated that the dlr is requesting for the C return the rental vehicle back to the dlr at this time due to after inspection the FEB system was found to be operating as designed SM Andrew Jones stated that it is recommended for C to pick up C's vehicle at the dlr
	Created By: Janisha Wilkerson (2/5/2018 1:18 PM) *** [Added after the case is closed.] ***
✓	SRCAS-JW called dlr spoke to SM Andrew Jones who stated that the dlr is requesting for the C return the rental vehicle back to the dlr at this time due to after inspection the FEB system was found to be operating as designed SM Andrew Jones stated that it is recommended for C to pick up C's vehicle at the dl
	Created By: Kyra Walton (2/1/2018 8:17 AM) RCAS-KW 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-KW reviewed previous case # [redacted] ARBS noted in previous case that NNA has delivered denial decision of IIR and NNA found no manufacture or product defect was found and error codes pulled were for the side radar sensor not the FEB. ARBS also reviewed for RHR and came to decision "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." RCAS-KW advised C that NNA will not be in position to repurchase VEH and that VEH is operating as designed. ***STATEMENT OF DECISION*** RCAS-KW advised C that NNA will not be in position to repurchase VEH and that VEH is operating as designed.
✓	Created By: Kyra Walton (2/1/2018 8:10 AM) **********RCAS-KW DID DATANET**********
✓	Created By: Kyra Walton (1/25/2018 3:59 PM) RCAS-KW placed outbound call to C on [redacted] RCAS-KW advised this call is being recorded for quality and training purposes. RCAS-KW informed C that RCAS-KW spoke to SA-Andy and received information in regards to the code pulled back in November. RACS-KW informed C that SA-Andy stated that the code pulled was for a radar stain which SA stated is normal. RCAS-KW advised C that SA-Andy stated code pulled shows that radar was picking up something but SA-Andy stated this is normal.

C stated why is it that SA-Andy Lisky stated that C could have hit something and this caused C to have this issue with the code being pulled.
C stated that if that was a normal feature then SA would not have asked C those questions.

RCAS-KW understood and apologized to C.
RCAS-KW informed C that RCAS-KW did discuss the details of this with DTS-Kevin Mackay and that DTS is looking into this further.
RCAS-KW advised C that RCAS-KW is not mechanically inclined and that SA would be able to further assist C with explanation.

C stated so this is all new information that DTS was not made aware of.
C stated RCAS-KW is contradicting self because RCAS-KW is saying this is a regular feature.
C stated that is not correct.
C stated C is recording this conversation to review with C's attorney now because this is ridiculous.

RACS-KW informed C that if C continues to record RCAS-KW that RCAS-KW will have to end the call.

C stated why can't C not record, RCAS-KW records C.

RCAS-KW informed C that RCAS-KW only records for quality and training purposes.

C stated that is not what RCAS-KW said the other day.
C stated C recorded conversation the other day.

RCAS-KW informed C that if C continues to record that RCAS-KW will have to end the call.

C became irate and tried to argue with RCAS-KW.
C stated C will not stop recording.

RCAS-KW thanked C for C's time and terminated the call.

✓ **Created By: Kyra Walton (1/24/2018 4:11 PM)**
RCAS-KW sent DTS an email in regards to case.

Created By: Kyra Walton (1/24/2018 4:10 PM)
RCAS-KW placed outbound call to DTS-Kevin Mackay.

✓
DTS stated if codes were pulled back in November they would have been attached to an RO.
DTS stating there is supposed to be a reprogram coming out soon and that DTS does not know when.
DTS asked for RCAS-KW to send C an email with case number and DTS will send an email to Techline in regards to codes.

Created By: Kyra Walton (1/24/2018 4:08 PM)
RCAS-KW placed outbound call to Smithtown Nissan.
✓ RCAS-KW spoke to SA-Andy Lisky.
SA Andy stated that should be referred to Tech Kevin Mackay and there was a radar stain and told her that was normal and means the radar picked something up.
SA stated that if codes were actually pulled they would have been attached to an RO.

Created By: Kyra Walton (1/24/2018 4:06 PM)
**********CONTINUATION OF CONVERSATION**********
RCAS-KW understood and apologized to C.
RCAS-KW informed C that there was a decision in regards to C's repurchase request that was decided on 1/23/18 and NNA will not be in position to repurchase C's VEH.

C stated it is NNA's responsibility to fix this.
C stated all of those original codes were cleared.
C stated C needs to take this information and RCAS-KW needs to get the codes that were pulled back in November.
C stated this is a whole separate new issue because the original codes need to be investigated.
C stated C is finding that the people C is speaking to is being more professional.
C stated not some silly code that is being pulled now and C still will have this car for another two years.
C stated RCAS-KW needs to get the original codes from November that were found and that is basically what it says on the receipt.
C stated those codes need to be investigated.
C stated the DLR just told C that the car was reading out there were errors in the FEB system.
C stated the codes shown up like C got into an accident.
C stated DLR is saying the codes were coming up like the codes were for FEB.
✓ C stated it took NNA to come up with these codes in 19 days and that was too long.

RCAS-KW understood and apologized to C.
RCAS-KW informed C that RCAS-KW will call the DLR to discuss the details of the codes C is saying were there in November.
RACS-KW informed C that RCAS-KW reviewed C's Service History and it shows no defect was found and no codes were shown.

C stated that is funny that does not match C's receipts.
C stated if RCAS-KW speaks to DLR and tells C there is no codes then C is going to sue DLR and sue CA.
C stated the DLR will have that info and if they do not that is hiding evidence.

RCAS-KW understood and apologized to C.
RCAS-KW informed C that RCAS-KW will discuss the details further with DLR, but RCAS-KW cannot guarantee anything.

C stated C will be waiting for information and asked for RCAS-KW name and number.

RCAS-KW provided information.
Call Ended Mutually.

✓ **Created By: Kyra Walton (1/24/2018 4:05 PM)**
RCAS-KW placed outbound call to C on [redacted]
RCAS-KW VERIFIED C's name, home & email address, concern, phone
RCAS-KW ADVISED "This call may be recorded for quality and training purposes."
RCAS-KW VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History
RCAS-KW CHECKED for open recalls/campaigns and found: 0
RCAS-KW CHECKED for previous UNRELATED Case(s) and found: 0
RCAS-KW CHECKED previous RELATED Case(s) and found: 1 [redacted]

RCAS-KW advised that RCAS-KW is C's case manager and point of contact for C.
RCAS-KW stated RCAS-KW understands that C is having concerns with FEB system.

C stated C's son is refusing to get in the car.
C stated that is because the initial visit, NNA Corp. came and looked at the car and was told to release the car back to C.
C stated C has a receipt saying that those initial codes were cleared out of the system.
C stated the codes had been cleared out and there was something else that actually happened.
C stated that is a whole separate issue now that needs to be looked into.

RCAS-KW understood and apologized to C.
RCAS-KW informed C that NNA ARBS team came to decision that NNA would not be in position to repurchase the VEH.
RCAS-KW informed C that NNA did find that codes pulled were not in reference to FEB but were in reference to the side radar sensor.
RCAS-KW informed C that if C is still having issues with the VEH that RCAS-KW has to refer C back to the DLR for assistance.

C stated that is not it.
C stated C went up the DLR on Saturday.
C stated C received an email and that there is nothing to fix on the car and that the issue is that the car is stopping on its own.
C stated the concern is the original problem.
C stated where are those fresh codes that came up?
C stated C's sport button came on and that controls engine and transmission.
C stated the CVT feels like it is dropping and everyone seems to forget that is coming on.
C stated those original codes came on.
C stated the DLR does not want to take responsibility and C stated who's responsibility is it then?
C stated C receive an email from ARBs saying C should contact C's insurance company.
C stated why would C do that for a manufacture defect.
C stated C feels like NNA is playing games with C.
C stated C has a new case and the decision should change.
C stated the safety issue needs to be reviewed.
C stated C is mainly concerned about the FEB system.
C stated there is a few different problems with this VEH and C said why is it the base model C was provided as a loaner feels like it has more pick up than C's VEH that is fully loaded.
C stated there is something wrong with the car.
C stated C thinks there is something faulty with the CVT as well.

RCAS-KW understood and apologized to C.
RCAS-KW informed C that RCAS-KW has to refer C back to DLR as NNA would not be in to repurchase or replace C's VEH.

RCAS-KW informed C that codes pulled were not in reference to the FEB and NNA has confirmed that.
RCAS-KW apologized to C again for the frustration.

C stated the Attorney General has been contacted.
C stated the car has been 30 days out of commission.
C stated the DMV and Attorney General office told C there is something wrong with the car.
C stated codes came up that everyone was so baffled about and C said you cannot make a decision on a new case based off of an old case.
C stated C has been with Nissan since 2016 and NNA needs to get C out of lease.
C stated if C hits a patch of ice, C is done.
C stated the DLR is telling C there is engine issues and CVT issues with these new Rogues and that there is a possibility that the car can stop on the middle of the road.
C stated if C cars drops down to 60 that there will be a safety issue.
C stated NNA is putting everyone in jeopardy.

Created By: Kyra Walton (1/24/2018 12:23 PM)
✓ RCAS-KW placed outbound call to C on [redacted]
RCAS-KW left VMX for C in regards to case.
RCAS-KW setting follow up for 1/25/18.

Created By: Kyra Walton (1/23/2018 11:12 AM)
✓ RCAS-KW placed outbound call to C on [redacted]
RCAS-KW left VMX for C in regards to case.
RCAS-KW setting follow up for 1/24/18.

Created By: Kyra Walton (1/23/2018 11:09 AM)
RCAS-KW reviewed previous case [redacted]

✓ ARBS noted in previous case that NNA has delivered denial decision of IIR and NNA found no manufacture or product defect was found and error codes pulled were for the side radar sensor not the FEB.

ARBS also reviewed for RHR and came to decision "NNA is not in a position to offer a repurchase or replacement of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties."

Created By: Kyra Walton (1/23/2018 10:38 AM) | Last Modified By: Kyra Walton (1/23/2018 10:38 AM)
RCAS-KW placed outbound call to Smithtown Nissan.
RCAS-KW spoke to SA-Andy.

✓ SA-Andy stated C is concerned with the Forward Emergency Braking System.
SA-Andy stated field tech Kevin Mckay came out and looked at VEH and pulled some codes.
SA-Andy stated C is going off on the deep end about it.
SA-Andy stated SA-Andy told C it is up to Nissan to fix problem.
SA-Andy stated C was at the showroom causing a scene.

Created By: Matthew Yu (1/22/2018 10:10 AM)
case summary
CRR-MY will send case to RCAS for review in regards to a dealership complaint and ongoing unresolved concerns for C's VEH

Created By: Matthew Yu (1/22/2018 10:10 AM)
CRR-MY VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-MY VERIFIED Veh Info including: VIN#, Current Mileage, Warranty & Service History
CRR-MY CHECKED for open recalls/campaigns and found:
CRR-MY CHECKED for previous UNRELATED Case(s) and found:
CRR-MY CHECKED previous RELATED Case(s) and found:
CRR-MY NOTED concern is:

C states that C does not feel safe in the VEH because C's 2017 Rogue VEH with VIN: JN8AT2MV4HW[redacted] sporadically drops speed

C states that it feels like C's VEH is going to shut down on it's own

C took the VEH to the Smithtown Nissan dealership and someone from corporate came to inspect C's VEH but they could not determine what C's concern is so they suggested C call NNA

C states that the dealership has had C's VEH for 33 days now and C has had a loaner VEH for that duration too

C feels unsafe in the VEH and would like NNA to provide C with a new VEH

C is also not happy that C is paying an extra $400 for C's VEH that C is not even able to use for an entire month

CRR-MY apologized to C in regards to C's concerns

CRR-MY will send case to RCAS for review and provided C with case# and agent ID#

Please call C back at [redacted]

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
	[redacted]	BRAKES	ANTI-LOCK BRAKE SYSTEM	POOR OR IMPROPER OPERATION	04	2/1/2018	YX	AD	118500	OA

Forms

Forms Help

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Case [redacted]

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Case History [5+] | Case Comments [95] | Case Categorizations [2] | Forms [1]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	Diamond Milan
Contact Email		Type	CA
[redacted]		Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	7/11/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	1/22/2018 1:40 PM
Social Media Involvement		Date/Time Closed	7/11/2018 10:05 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	2		
Description	Consumer Affairs Voluntary repurchase due to 2 repair with 2 day out of service for vehicle braking on its own.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	1,040	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

Incident Date	1/21/2018	Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	1	RHR Started	1/26/2018
IIR Date		RHR Completed	1/26/2018
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN8AT2MVXHW[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	NISSAN 112 SALES CORP	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	
Shared With		Requested Dealer Action	please review.

Bluetooth

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

Related Items

Approved Check Requests	$40,833.73	Goodwill Offered	
		VCAN	
		Goodwill Processed	0
		Vehicle Service Contract	
		VSC Reprint Request	Email

Contact Name [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date		Work Phone	[redacted]
LS Response Time		Mobile Phone	
		Email	
		Alternate Email	

Verbatims

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

DTS Inspection

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

System Information

Subject	CUSTOMER: [redacted] VIN: JN8AT2MVXH[redacted]	Root Cause	
Created By	Leonardo Montero, 1/22/2018 1:40 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 9/18/2019 9:27 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	692		
Action Code	NT5F		
What action was taken?	5F Voluntary NNA Trade/Repurchase - NNA Inventory - 1 veh		

Agent Comments

Agent Comments	iir submitted.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
7/11/2018 10:05 AM	Diamond Milan	Changed **Status** from Open to **Closed**.
		Closed.
7/10/2018 3:41 PM	Diamond Milan	Changed **Follow Up Date** from 7/10/2018 to **7/11/2018**.
7/9/2018 7:38 AM	Diamond Milan	Changed **Follow Up Date** from 7/9/2018 to **7/10/2018**.
7/6/2018 2:25 PM	Diamond Milan	Changed **Follow Up Date** from 7/6/2018 to **7/9/2018**.

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Case Comments

New

Case Comments Help

Public **Comment**

Created By: Diamond Milan (7/11/2018 10:02 AM)
ARBS is closing case as no further assistance can be offered at this time.

Created By: Paige Gilliam (7/10/2018 4:20 PM)
Check sent-FedEx tracking number as notated by DRT agent.

Created By: Diamond Milan (7/9/2018 7:37 AM)
ARBS noting FedEx tracking numbe[redacted]

Created By: Diamond Milan (7/6/2018 2:24 PM)
ARBS noting FedEx is down.
ARBS noting ARBS will request label on Monday.

Created By: Diamond Milan (7/6/2018 2:15 PM)
ARBS noting ARBS placed a call to C.

ARBS advised C that ARBS found that C made an additional payment on 6/11.
ARBS asked if that was all C paid.

C stated it was.

ARBS advised C since NY does not receive interest back, C will receive a refund of 412.73 for the principal paid.

C asked if an explanation is coming with the check.

ARBS advised it was not.

C understood.
C thanked ARBS.
Call ended mutually.

Created By: Diamond Milan (7/6/2018 2:09 PM)
ARBS noting NY does not get back interest.
ARBS noting principal paid on 6/11 was 412.73.

Created By: Diamond Milan (7/6/2018 2:02 PM)
ARBS noting ARBS found that C made an additional payment on 6/11/18 for 683.83.
ARBS noting ARBS is requesting a check for that amount.

Created By: Diamond Milan (7/6/2018 1:57 PM)
ARBS noting email from DRTS:

From: Watlington, Paige (EXTERNAL)
Sent: Wednesday, June 27, 2018 11:07 AM
To: Milan, Diamond (EXTERNAL) <Diamond.Milan@nissan-usa.com>; Wegrzyn, Jessica <Jessica.Wegrzyn@nissan-usa.com>; Crutchfield, Joshua <Joshua.Crutchfield@nissan-usa.com>; Giddens, Raven <Raven.Giddens@nissan-usa.com>; Johnson, Brandon (EXTERNAL) <Brandon.Johnson2@nissan-usa.com>; Cantrall, Janelle <Janelle.Cantrall@nissan-usa.com>; Benedict, Lakisha (EXTERNAL) <Lakisha.Benedict@infiniti.com>
Subject: Overpayments - 6/26/18 deposit

Check Amou [redacted]
$862.58
$361.62
$866.74
$452.50
$909.70
$657.89
$381.31

Thanks,
Paige Watlington
Goodwill Coordinator

Created By: Diamond Milan (6/27/2018 4:21 PM)
ARBS placed a call to C.

ARBS advised C that ARBS received some information from inbound about a check in the amount of $862.

C stated C called NMAC and NMAC advised that the account was overpaid and a check should be coming Cs way.

ARBS advised C that ARBS will look into that and ARBS will follow back up next week.

C understood.
Call ended mutually.

Created By: Diamond Milan (6/27/2018 4:18 PM)
ARBS noting email from NMAC with updated payment history.

Created By: Paige Gilliam (6/27/2018 10:05 AM)
DRTS PW: Check(s) from NMAC for Overpayment in the amount of $862.58 sent to LOCKBOX #54457; FED EX TRACKING # [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted] Case documented and copy of check attached to case.

Created By: Diamond Milan (6/25/2018 12:56 PM)
ARBS noting ARBS has not received email from DRTS for overpayment.

Created By: Diamond Milan (6/25/2018 12:54 PM)
ARBS noting ARBS emailed NMAC the following email:

Good Afternoon,

Please provide a copy of the payment history for John Dierlam/ VIN JN8AT2MVXHW[redacted].

Thank you,

Created By: Leonardo Montero (6/22/2018 1:37 PM)
****** [CASE SUMMARY] ******
C contacted CA with: VEH payments refund Inquiry
CRR-LM sending case to RCAS for follow up with C refund

Created By: Leonardo Montero (6/22/2018 1:36 PM)
CRR-LM VERIFIED Account information including: C's name, phone number and email
CRR-LM VERIFIED VEH Information including: VIN #
CRR-LM CHECKED for open recalls/campaigns and found: None
CHECKED for previous UNRELATED Case(s) and found: None
CRR-LM CHECKED for previous RELATED Case(s) and found: 131613911
CRR-LM NOTED concern is: VEH payments refund Inquiry

CRR-LM received inbound call from C.

C stated that had a Nissan VEH
C stated that Nissan bought it back
C stated that 6th June 2018
C stated that made another payment and was turned over and NMAC determined that C has a refund pending
C stated that C will receive the payment by the end of this week approximate round $862
C stated that C received a letter from NMAC saying..." if you purchased credit life or insurance company please contact your DLR..."
C stated that called NMAC to [redacted] and was told that C needs to call NNACA

CRR-LM noting that C already talk to NMAC without resolution
CRR-LM informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 6/25/2018 regarding C's concern.

C understood.

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

C declined.

CRR-LM provided C with agent ID 7319360 and case number [redacted]

Call ended mutually

Created By: Brian Jones (6/21/2018 11:12 AM)
*** [Added after the case is closed.] ***
DRTS BAJ: Check(s) from NESNA for Service Agreement Refund in the amount of $327.10 sent to LOCKBOX #54457; [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted] Case documented and copy of check attached to case.

Created By: Diamond Milan (5/25/2018 7:43 AM)
ARBS is closing case as no further assistance can be offered at this time.
ARBS repurchased veh due to FEB concern.
ARBS noting correction to numbers:

Base Price $43,556.00
Sales Tax $0.00
DOC Fee $75.00
Registration Fees $62.50
Certificate of Title $5.00
Tire Management Fee $12.50
NY Inspection $10.00
Total Purchase Price $43,721.00

Less Usage $0.00
Less Rebates $3,300.00
Loan Payoff* $39,779.35
Total Deductions $43,079.35

Refund Amount $641.65
Lien Payoff 39,779.35
Total Repurchase $40,421.00

ARBS noting the following veh summary:

In Service date: 11/11/2017
State: NY
Retail State: NY
Days Down: 1
Last Reported mileage: 1,241

1 service visit for veh braking on its own... Reset all monitors

No Open Campaigns
No warranty Cases
NO Additional CA Cases:
No Tech Line Cases
1 VSC: Basic 6/5000 MY14+ EXP: 11/16/2022 or 50,020
No DTS Inspections

Created By: Chase McBryar (5/21/2018 1:57 PM)
ARBS-CM sending case to Morley:

✓ Check: [redacted] (customer)
Check: [redacted] (lienholder)
Morley [redacted]
Morley FedEx Tracking #: [redacted]

Created By: Diamond Milan (5/17/2018 2:02 PM)
ARBS requested check.

[redacted] **Created By: Diamond Milan (5/17/2018 1:54 PM)**
IIR- FEB- EST

Created By: Diamond Milan (5/16/2018 11:25 AM)
ARBS emailed C requesting photos.

Created By: Diamond Milan (5/15/2018 2:33 PM)
ARBS placed a call to C.

C stated C has a couple questions.
C stated that C wants to know how long the process will take once C turns in agreement.

ARBS advised C it could take up to 2 weeks from the date ARBS receives the signed agreement.
ARBS advised C that ARBS will request a check and send it to Morley.

– C understood.
C stated C just wanted to make sure it wasn't the next day because C would like to look for a car between now and the surrender.

ARBS understood.

C stated C will get wife to fax over documents now.

ARBS understood.
Call ended mutually.

[redacted] **Created By: Diamond Milan (5/10/2018 3:12 PM)**
ARBS noting ARBS emailed C repurchase numbers.

Created By: Diamond Milan (5/10/2018 3:09 PM)
ARBS noting correction to numbers:

Base Price $43,556.00
Sales Tax $0.00
DOC Fee $75.00
Registration Fees $62.50
Certificate of Title $5.00
Tire Management Fee $12.50
NY Inspection $10.00
Total Purchase Price $43,721.00

Less Usage $0.00
Less Rebates $3,300.00
Loan Payoff* $39,779.35
Total Deductions $43,079.35

Refund Amount $641.65
Lien Payoff 39,779.35
Total Repurchase $40,421.00

Created By: Diamond Milan (5/10/2018 3:02 PM)
ARBS noting repurchase numbers:

Base Price $43,556.00
Sales Tax $0.00
Lic/Reg $75.00
Government Agencies Fee $62.50
Title Fees $12.50
Electronic lien $10.00
Interest Paid $2,090.99
Total Purchase Price $45,806.99

Less Usage $0.00
Less Rebates $3,300.00
Loan Payoff* $39,779.35
Total Deductions $43,079.35

Refund Amount $2,727.64
Lien Payoff 39,779.35
Total Repurchase $42,506.99

Created By: Diamond Milan (5/10/2018 2:59 PM)
ARBS noting ARBS extended payoff to 7/11/18.
ARBS noting new payoff is $39,779.35.

Created By: Diamond Milan (5/9/2018 3:36 PM)
ARBS placed a call to dlr.
ARBS spoke with finance department.
ARBS asked if the $3,000 charge on the buyers order was for a third party warranty.
Finance advised it was a third party warranty.
ARBS advised there is a basic maintenance contract on the vehicle.
ARBS asked if C paid for that.
ARBS explained that is not on the buyers order.
Finance advised it was paid for by the customer.
ARBS asked for proof of payment.
ARBS explained that the information is not located on buyers order.
Finance agreed.
ARBS provided fax number.
Call ended mutually.

Created By: Diamond Milan (5/7/2018 4:45 PM)
ARBS placed a call to dlr.
[redacted] ARBS requested finance department.
ARBS was transferred to the vmax.
ARBS left detailed vmax about case.
ARBS left contact information.

Created By: Diamond Milan (5/7/2018 4:44 PM)
ARBS placed a call to C.

ARBS asked C if C purchased a third party warranty.

C advised ARBS that C did not.

ARBS asked C if C had paper work or an application for the maintenance contract on the veh.

C stated C did not.

ARBS asked C if the maintenance contract was posted after C purchased the veh.

C stated it was not.

ARBS explained to C that ARBS will need to do some more investigation into Cs case for C.

C understood.
C thanked ARBS.
call ended mutually.

Created By: Diamond Milan (5/7/2018 3:59 PM)
ARBS noting email from NMAC:

JN8AT2MVXHW[redacted]

SR#: 1[redacted]
Customer[redacted]
1. Account#[redacted]
2. 30 day payoff $ 39539.11 good thru 6/3/2018
3. Per diem 6.16
4. # of scheduled payments received 6
5. Scheduled Payment amount 697.69
6. Total Principal paid 3,119.16
7. Total Interest paid 1,080.84
8. Late fees paid 0.00
9. Most Recent payment received 4/30/2018 for $700.00
10. Eligible for SOC? YES

Contract, Title and Payment History are attached.

Created By: Diamond Milan (5/2/2018 4:18 PM)
ARBS emailed NMAC requesting payoff.

Created By: Diamond Milan (5/2/2018 4:17 PM)
ARBS noting ARBS placed a call to C.

C stated C has questions about some of the documents ARBS asked for.
C asked about payment history and lienholder information.
C stated C is financed through NMAC.

ARBS advised C since C is financed through NMAC, ARBS can get payment information from them.

C understood.
C stated C will get documents to ARBS.
Call ended mutually.

Created By: Diamond Milan (4/25/2018 4:30 PM)
ARBS Noting ARBS emailed C intent letter.

Created By: Diamond Milan (4/25/2018 4:29 PM)
ARBS placed a call to C.
ARRBS offered repurchase, replacement or settlement in the amount of $4,000.00
ARBS explained each option.
ARBS advised C that ARBS will email an intent letter.

C thanked ARBS.
C stated C just mailed off a payment to NMAC so information wont be correct for a couple days.

ARBS thanked C.
Call ended mutually.

Created By: Diamond Milan (4/12/2018 3:29 PM)
ARBS noting ARBS placed a call to C.

ARBS advised C that ARBS wanted to update C on a repair.
ARBS advised C that a repair is coming out within the next 2 weeks.
ARBS advised C a repair could be released as early as the end of next week.

C thanked ARBS for information.
C asked what C would need to do for repair.

ARBS explained once it has been released, ARBS will work to set up inspection.

C understood.
Call ended mutually .

Created By: Diamond Milan (4/12/2018 3:26 PM)
ARBS noting ARBS was advised a repair should be available towards the end of next week

Created By: Diamond Milan (4/6/2018 3:51 PM)
ARBS placed a call to C.
ARBS explained to C that ARBS has looked into concern.
ARBS explained that ARBS has been advised a repair will be available mid April.
ARBS advised C NNA is currently looking into the concern now and in testing.

C understood.
C asked what does C do a this point.

ARBS explained to C that NNA has looked into Cs veh concern and have not been able to identify a concern.
ARBS explained to C that ARBS can continue to update C until a repair has been released.

C agreed and understood.
Call ended mutually.

Created By: Diamond Milan (4/6/2018 3:45 PM)
ARBS noting ARBS reviewed case with Sr. Planner FD.
ARBS noting ARBS will advise C update is coming out in mid April.

Created By: Diamond Milan (4/3/2018 10:55 AM)
ARBS noting ARBS placed a call to C.

ARBS advised c that ARBS understands that C wanted a call back.
ARBS advised c that ARBS wanted to follow up with C on the case and see what concern C was having.
ARBS explained the notes advised the veh shut down.
ARBS asked if the veh shut down or did the veh come to a stop.

C stated the veh did not shut down.
C stated the concern occurred over the weekend.
C stated the concern occurred Saturday.
C stated C took the veh into the dlr.
C stated C was told to call CA.
C stated the veh tried to come to a halt.
C stated C let the vehicle coast and C hit the gas.
C stated C was 3 blocks from the intersection with a traffic light.
C stated there was nothing around the vehicle.
C stated the concern happened around 7 in the morning.
C stated the dlr told C they were not able to look at the veh.
C stated C was just given a new number.

ARBS understood.
ARBS advised c an update should be coming out soon for the concern.
ARBS advised C that ARBS can look into the update for C and continue to assist C if C is seeking to work with ARBS.

C agreed.
C stated C is upset that NNA is not reporting the issue and letting people know of the concern.

ARBS advised C anytime NNA has a concern, the concern is reported.
ARBS advised C that NNA does not create the recalls, the NHTSA does.
ARBS advised C that NNA has found the FEB system to be working as designed, however, NNA is coming out for a software update to make sure the FEB is not hypersensitive.

C stated C spent too much money on the veh.
C stated one of the safety features do not work.

ARBS understood.
ARBS advised C that ARBS can look into concern for C and see when the update will be available.
ARBS explained to C that ARBS can still look into the settlement offer for C as well.

C stated ok.
C stated C will work with ARBS.

ARBS understood.
ARBS explained that ARBS will try to follow up no later than Thursday.

C understood.
Call ended mutually.

Created By: Ethan Anderson (4/2/2018 9:19 AM)
CASE SUMMARY

C contacted Nissan CA requesting assistance with case update

CRR-EA advised C the Case has been documented and referred C to await agent contact
CRR-EA emailed ARBS

Created By: Ethan Anderson (4/2/2018 9:18 AM)
CRR-EA VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-EA VERIFIED VEH Info including: VIN#
CRR-EA CHECKED for open recalls/campaigns and found: none
CRR-EA CHECKED for previous UNRELATED Case(s) and found: 25868885, 11867054
CRR-EA CHECKED previous RELATED Case(s) and found: none
CRR-EA NOTED concern is: case update
CRR-EA received call from: JOHN DIERLAM

C stated C was having concern with Rogue VEH
C stated VEH is still shutting off without C's permission
C stated C already had case and specialist came to inspect VEH but nothing was resolved
C stated C went to DLR on Saturday and was referred to call back to NNA

CRR-EA understood
CRR-EA asked C to hold

C accepted

CRR-EA thanked C
CRR-EA provide C with Agent ID and Case #
CRR-EA advised C that case will be re-opened and agent will be contacted
CRR-EA advised C that agent will be asked to contact C

C understood

CRR-EA offered further assistance

C declined

CRR-EA branded call

Call ended mutually

Created By: Diamond Milan (3/28/2018 6:09 PM)
ARBS noting ARBS is closing case as no further assistance can be offered at this time.
ARBS noting ARBS offered a settlement in the amount of $2,500 for the case.
ARBS noting C declined offer and advised C will be working with attorney and the media for the concern.
ARBS noting ARBS sent out DTS for FEB concern and DTS was not able to verify a concern with the veh.
ARBS noting C has not had concern since inspection.
ARBS noting ARBS is closing case pending customers response.

[redacted] **Created By: Diamond Milan (3/28/2018 6:07 PM)**
ARBS noting ARBS placed a call to [redacted]

ARBS advised C that ARBS wanted to follow up with C about the concern.
ARBS advised C that ARBS wants to make sure C received all of the documents.

C stated C is not signing document.
C stated the document is stating that there is nothing wrong with the veh.
C stated C has contacted a lawyer.
C stated C is going to reach out to the media.
C stated C has read the agreement several times.
C stated it is not worth signing.

ARBS advised C that ARBS is offering a settlement because NNA acknowledges there is a concern and NNA is offering a settlement for the concern.
ARBS advised C that no where in the letter does it state there was never a concern.

C stated C has read the agreement and has sent it to his attorney.
C stated C is going to the media about concern.

ARBS asked if C will be working with an attorney.

C stated C is not sure.
C stated the first step is working with the media.
C stated C thinks this concern is like the Chrysler concern.
C stated NNA needs to do a recall.
C stated the DTS just did an update and sent C on the way.

ARBS asked C if the concern has occurred since the inspection.

C stated C has not had a concern since then.
C stated C has driven the veh.

ARBS advised C at this time, ARBS is not able to provide any other assistance.
ARBS advised C that ARBS can always look into settlement again if C wants to think about concern.
ARBS advised C that C can call back ARBS if C wants to move forward.

C stated that is fair.
C stated C wants to go to the media.
C stated NNA wont admit to the concern.
C stated NNA just kept saying no repair.

ARBS understood.
ARBS advised C there was not a repair available at the time.
ARBS advised C a software update is coming out in the next few weeks.
ARBS advised C that NNA has acknowledged the concern.
ARBS advised C the DTS was just not able to duplicate the concern on Cs veh.

C stated C feels like the dealer was not upfront and C was not provided enough information.

ARBS understood.
ARB advised C that if C is seeking to move forward with the settlement, C can give ARBS a call back.

C understood.
Call ended mutually.

Created By: Diamond Milan (3/23/2018 4:50 PM)
ARBS noting email to C:

Good Afternoon,

I just wanted to follow up with you about the settlement offer to see if you have any questions. If you have any questions about the release, please give me a call.

Thank you,

Created By: Megan Lupp (3/16/2018 2:28 PM)
DRTS-ML rec'd copy of C's VEH registration and attached it to the case.

Created By: Diamond Milan (3/15/2018 5:03 PM)
ARBS noting ARBS did receive a copy of Cs registration to through the mail.
ARBS emailed C a release agreement.

Created By: Diamond Milan (3/9/2018 12:11 PM)
ARBS noting ARBS emailed C requesting a copy of the registration.

Created By: Diamond Milan (3/9/2018 12:10 PM)
ARBS placed call to C.

ARBS advised C that ARBS did receive information from inspection.
ARBS asked C if C has had concerns since inspection.

C stated no.
C stated Cs concern at this time is that the concern has occurred and it happened for other people.

ARBS understood.
ARBS advised C that ARBS did receive information from DTS.
ARBS advised C that DTS is stating that no defect was found after inspection.
ARBS advised C that ARBS is able to offer C a $2,500 settlement for the concern.

C understood.
C stated C will accept.

ARBS advised C that ARBS will just need a copy of the registration.
ARBS advised C that ARBS will email C a request.

C understood.
Call ended mutually.

Created By: DeHenry Kidd (3/5/2018 4:48 PM)
Arbs-dk received decision notice from Product Liability stating NNA conducted a detailed inspection of the vehicle and found no evidence of a product problem, failure, or malfunction that may have caused or contributed to the incident. Arbs-dk has informed arbs-dm the decision

Created By: Diamond Milan (3/1/2018 3:36 PM)
ARBS noting best contact number: 6318469898

Created By: Diamond Milan (3/1/2018 3:36 PM)
ARBS noting ARBS placed a call to C.

ARBS advised C that ARBS is waiting on the final decision.
ARBS advised C that ARBS will follow back up once a decision is made.

C understood.
C stated C picked up the veh a few days ago.
C stated C was told a reprogram was complete and to try the veh out.

ARBS understood.

C asked for ARBS to call home phone next time.

ARBS agreed.
Call ended mutually.

Created By: DeHenry Kidd (3/1/2018 7:58 AM)
Arbs-DK received an email from DTS stating that the inspection is completed. Arbs is now waiting on a decision from PL.

Created By: DeHenry Kidd (2/19/2018 9:18 AM)
Arbs has contacted customer to let the customer know the inspection date is set for 2/22 at 10am EST at Nissan 112 Sales Corp.

Arbs has also informed Arbs-DM about the inspection date.

Created By: DeHenry Kidd (2/16/2018 4:49 PM)
Arbs-dk has completed the IIR probe, arbs will submit an IIR inspection.

Created By: Diamond Milan (2/16/2018 12:10 PM)
ARBS noting Dakota is OOO.
ARBS noting ARBS reviewed case with ARBS-DK.
ARBS noting IIR questions are being reviewed by IIR team.

Created By: Diamond Milan (2/15/2018 4:30 PM)
ARBS noting ARBS received a call from DTS on DTS request.
DTS-Kevin M advised the IIR team have been requesting these IIRs.
DTS advised there is a special request that Grady Douglass or Dakota M. have been doing to keep a supervised vision on the case.
DTS advised ARBS to get with them to submit an IIR for the case.
ARBS understood.
ARBS advised both are gone for the day but ARBS will work with them first thing in the morning.
DTS understood.
Call ended mutually.

Created By: Diamond Milan (2/15/2018 4:22 PM)
ARBS placed a call to C.

C stated C called for a loaner and C was advised that an inspector would need to come out first and loaner will be provided then.
C stated if the inspector cannot come out soon, C will want a loaner veh at this time.

ARBS understood.
ARBS advised C that ARBS was not aware that an inspector was needed for a loaner.
ARBS advised C that ARBS will requesting a DTS inspection now and see when the inspector can come out.
ARBS advised C if the inspector cannot come out soon, ARBS will see about getting C a loaner as soon as possible.
ARBS advised C based on ARBS and dlr conversation, the dlr was supposed to provide a loaner now.

C stated C is willing to move forward with inspector.

ARBS advised that will be requested now.

C thanked ARBS.

ARBS advised C that ARBS will follow up once inspection is available.

C understood.
Call ended mutually.

Created By: Dakota McGregor (2/14/2018 10:58 AM)
ARBS notified ARBS Diamond Milan of Cs request for callback

Created By: Dakota McGregor (2/14/2018 10:54 AM)
ARBS received inbound from C
C states would like to speak to ARBS Diamond Milan
C state has left a message for ARBS
ARBS informed that will notify Cs correct representative and let ARBS Diamond know that C is requesting an update
C specified that C is calling in regard to some of Cs rental/loaner concerns
ARBS informed that would notify ARBS Diamond Milan
ARBS thanked C
C thanked ARBS
Call ended mutually

Created By: Diamond Milan (2/7/2018 1:58 PM)
ARBS placed a call to C.
ARBS advised C that ARBS spoke with dlr.
ARBS spoke with Raquel in rentals.
ARBS advised C that there are loaners available.
ARBS provided contact information of Raquel.
ARBS advised C to contact dlr and they will set C up immediately.

C thanked ARBS.
C asked what C does with current veh.

ARBS advised C the veh may have to remain at Cs home due to the amount of time C will be in a loaner.

C understood.
C stated C will call now.

ARBS understood.
Call ended mutually.

Created By: Diamond Milan (2/7/2018 1:54 PM)
ARBS placed a call to the dlr.
ARBS spoke with management over Rentals, Raquel.
ARBS advised rentals that C has a FEB concern and C is seeking a rental.
ARBS advised dlr that C is under the impression there are none available.
Raquel advised ARBS that rentals are available.
Raquel took down all information for veh and ROs number from visit.
Raquel advised that C should not be turned away for this concern since there is no fix.
Raquel asked ARBS to have customer contact her at [redacted] and dlr will get C in a loaner right away.
ARBS thanked Raquel.
Call ended mutually.

Created By: Diamond Milan (2/7/2018 1:41 PM)
C stated the concern only happened one time.
C stated C doesn't know if it happens in certain areas.
C stated C took the veh to the dlrshp when the concern happened.
C stated the dlr didn't have any loaners available at the time.
C stated C would think one is available at this time.
C stated C is currently driving Cs veh at this time.
C stated luckily C was going slow and not at highway speeds during the concern.

ARBS apologized for the concern.
ARBS advised C that the NNA does not have a repair available for the concern at this time.
ARBS advised ARBS is going to reach back out to the dealership to see if there are any loaners available.
ARBS advised C a repair will not be available until April.
ARBS advised C that ARBS can offer C a $3,000 settlement.

C understood.
C asked when ARBS would be reaching out to the dealer.

ARBS advised C that ARBS would reach out now.
ARBS advised C that ARBS will follow back up tomorrow.

C understood.
Call ended mutually.

Created By: Diamond Milan (2/7/2018 1:28 PM)
ARBS noting ARBS received a vmax from C.

Created By: Diamond Milan (2/1/2018 4:12 PM)
ARBS noting ARBS placed a call to C.
No answer, left vmax with contact information and case number.

Created By: Diamond Milan (2/1/2018 4:11 PM)
ARBS noting ARBS placed a call to C.
C answered but ended call.

Created By: Diamond Milan (2/1/2018 4:06 PM)
ARBS noting case was reviewed with Sr. Planner- FD and SG.
ARBS noting ARBS was advised to take case over.

Created By: Diamond Milan (1/29/2018 1:50 PM)
ARBS noting ARBS placed a call to C.
No answer, left vmax with contact information and case number.

Created By: Diamond Milan (1/29/2018 8:07 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. NNA will continue to honor the terms and conditions of all applicable warranties.

ARBS-DM recommends ARBS re-review case with ARBS-DM once inspection is complete.
ARBS recommends reviewing information for FEB to see when repair will be available.
ARBS noting ARBS would recommend monthly payment for concern.

Created By: Diamond Milan (1/29/2018 7:54 AM)
ARBS noting the following veh summary:

In Service date: 11/11/2017
State: NY
Retail State: NY
Days Down: 1
Last Reported mileage: 1,241

1 service visit for veh braking on its own... Reset all monitors

No Open Campaigns
No warranty Cases
NO Additional CA Cases:
No Tech Line Cases
1 VSC: Basic 6/5000 MY14+ EXP: 11/16/2022 or 50,020
No DTS Inspections

Created By: Diamond Milan (1/29/2018 7:48 AM)
ARBS notes the following veh history:

1/22/18 @ 1241 miles... RO Number [redacted] 1 day down
Concern
1.CS veh started braking on its own. Warning lights came on dash.
Action
1.Reset all monitors-all ok.

Created By: Leslie Griffin (1/26/2018 11:49 AM)
DRTS received the RHR. The RHR was assigned to ARBS Diamond Milan for review.

Created By: Nicki Barror (1/26/2018 11:47 AM)
DRTS attached RHR

Created By: Nicki Barror (1/26/2018 11:30 AM)
DRTS called dlr 2214 to confirm any open Ro's. Per Kevin in Service, no open. Last Ro is from 1/22/

Created By: Megan Lupp (1/26/2018 10:53 AM)
DRTS-ML rec'd and attached RO's from DLR #2214.

Created By: Megan Lupp (1/26/2018 10:38 AM)
DRTS-ML followed up with SM-Mo, requesting for RO's to be sent via email since fax wasn't coming through so far this morning.

SM-Mo will email RO's to DRTS.

Created By: Megan Lupp (1/26/2018 9:35 AM)
DRTS-ML obtained and attached PDI RO to this case.

DRTS made follow up call to dlr 2214 for RO's, spoke with SM-Mo,
he states he will send them within the next 20 mins after phone call ended mutually.

Created By: Nicki Barror (1/25/2018 3:07 PM)
DRTS called dlr 2214 for RO's including any open again. Everyone in Service was busy, the SM does not have voicemail yet. Brittany will ask SM Mohamed, or SA Kevin (who will be in tomorrow) to call.

Created By: Nicki Barror (1/25/2018 11:10 AM)
DRTS called dlr 2214 for RO's including any open. No answer in Service, tried three times. L/M at ext 634 for Service.

Created By: Dakota McGregor (1/25/2018 10:25 AM)
ARBS placed outbound to c[redacted]
✓ ARBS apologized for Cs overall experience
ARBS informed ARBS is reviewing Cs case with another department to see if any further assistance can be offered to C regarding claim
ARBS informed that as soon as ARBS has an update then ARBS will let C know

Created By: Dakota McGregor (1/25/2018 10:24 AM)
✓ ARBS reviewed case with SRPLNR FD
ARBS notes ARBS to submit RHR for C

Created By: Dakota McGregor (1/25/2018 10:22 AM)
ARBS received inbound from c
ARBS informed that ARBS spoke to DLR
ARBS informed per DLR that does not have space to store veh until appointment can occur
ARBS informed that loaner/rental veh will be provided to C either way
C states this is unacceptable and C completely disagrees with this
C states that C does not believe this to be true
C states that C is unhappy with NNA and with DLR
ARBS informed that with large amount of traffic at DLR, DLR indicated was worried about long term storage of the veh also
C states C does not believe this either
✓ ARBS inquired if C would be able to store the veh at Cs premises until inspection date
C states yes, but C is not happy about it
C states C has a driveway that C can just leave the veh sitting in
C inquired about going over ARBS head and other department that could actually assist C with Cs safety concerns
ARBS assured C that ARBS department is in the best position to further assist C
C states C understands but is unhappy
ARBS offered further assistance
C declined
ARBS thanked C
C thanked ARBS
Call ended mutually

Created By: Dakota McGregor (1/25/2018 9:04 AM)
✓ ARBS placed outbound to C[redacted]
ARBS left vmx for C requesting callback
ARBS left best contact info

Created By: Dakota McGregor (1/25/2018 9:02 AM)
✓ ARBS reviewed case with SPRLNR FD on 01/24/18
ARBS to call C and see if C can store veh , if C cannot, ARBS to process RHR

Created By: Dakota McGregor (1/24/2018 2:16 PM)
ARBS placed outbound to Nissan 112 Corp
✓ ARBS spoke to SM Moe
SM informed that C would not be allowed to leave veh on the DLR's premises until day prior to inspection date
SM informed that pickup of loaner/rental would follow at that time
SM informed that does not have space to store vehicles, and is a liability for DLR if is damaged

Created By: Dakota McGregor (1/24/2018 1:58 PM)
ARBS received inbound from C at 11:45AM
ARBS verified and completed partial probe
ARBS verified C had time to speak to ARBS

C stated on Sunday, C was driving on local street.
C states there was no construction around
C states there were no vehicles behind, around or in front of C
C states that C was approaching a traffic intersection with traffic lights
C states that intersection and an overpass were about 100 feet in front of C
C stated veh applied brakes automatically and all lights for FEB illuminated on the dashboard
C states C immediately pulled safely over to the side and parked the veh
C stated that c turned off veh and restarted it.
✓ C stated that C would be very concerned if this happened on expressway.
C could not provide an exact location but did provide approximate location of incident included in the probe
C states that there was no accident or injury

C states that DLR informed C that would not allow C to leave veh or provide a rental/loaner veh to C
ARBS informed that rental/loaner process would be provided to C regardless of if C would like to pursue inspection ARBS will offer
ARBS explained inspection process to C and inquired if C would be interested in a courtesy inspection
C states yes
C states would like to use Nissan 112 if possible
ARBS informed that would reach out to DLR to discuss, but ARBS cannot make any guarantees
ARBS offered further assistance
C declined
ARBS thanked C
C thanked ARBS
Call ended mutually

Created By: Dakota McGregor (1/24/2018 11:22 AM)
(631)[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 (1/24/2018 11:20 AM)
✓ ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE
****

Created By: Samantha Dixon (1/23/2018 1:23 PM)
C contacted NNA about veh concern that could not be diagnosed.

✓ Created By: Amanda Yett (1/23/2018 10:48 AM)
RCAS-AY placed outbound call to C @[redacted]
RCAS-AY VERIFIED C's name, home & email address, concern, and phone.
RCAS-AY ADVISED "This call may be recorded for quality and training purposes."

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

RCAS-AY advised POC.
RCAS-AY advised of case number and direct line.

C stated on Sunday, C was driving on local street.

C stated veh applied brakes and all lights for FEB went on.
C stated that c turned off veh and restarted it.
C stated that C would be very concerned if this happened on expressway.

RCAS-AY apologized for C's experience.
RCAS-AY completed IIR form.

C stated that C went to DLR after 3 hours.
C stated that DLR did not give C any info.

RCAS-AY understood.

C stated that C went and spoke with mechanic.
C stated that tech said C was working on a fix.
C stated that C thinks NNA has an obligation to protect C.
C stated that C wanted a loaner veh.

RCAS-AY advised can reach out to DLR but DLR provides loaner veh at their discretion.

C stated that C already asked and was declined.
C stated that C has had veh home for 1 day.
C stated that c was expecting a resolution to this.

RCAS-AY understood.
RCAS-AY advised someone will be in contact shortly but can take up to 3 business days.

C stated that C actually went and bought another veh which should be ready in the next day or so but currently C only has the one veh.

RCAS-AY understood and advised all of this has been documented.
RCAS-AY offered further assistance.

C declined.

RCAS-AY thanked C for C's time.

Call ended mutually.

Created By: Amanda Yett (1/23/2018 10:35 AM)
✓ RCAS-AY placed outbound call to C @[redacted]
RCAS-AY left VMX with case number and direct line.
RCAS-AY requested callback.

Created By: Amanda Yett (1/23/2018 9:05 AM)
RCAS-AY placed outbound call to DLR.
✓ RCAS-AY spoke with SA-Lillian.
SA-Lillian advised veh came in for FEB concern, C stated veh was braking on its own.
SA-L advised no duplication and no defect found at visit, DLR reset all monitors.

Created By: Amanda Yett (1/23/2018 7:22 AM)
RCAS-AY placed outbound call to DLR.
✓ RCAS-AY left VMX for service department and requested callback.

RCAS-AY sent email to SM-Mo Khan requesting more information on C's veh diagnosis.

✓ **Created By: Amanda Yett (1/22/2018 2:15 PM)**
RCAS-AY notes unable to datanet.

Created By: Leonardo Montero (1/22/2018 1:54 PM)
****** [CASE SUMMARY] ******
C contacted CA DLR complaint
CRR-LM sending case to RCAS for complaint against the dealership service department.

Created By: Leonardo Montero (1/22/2018 1:54 PM)
CRR-LM VERIFIED Account information including: C's name,
CRR-LM VERIFIED VEH Information including: VIN #, Current Mileage, Warranty & Service History
CRR-LM CHECKED for open recalls/campaigns and found: None
CRR-LM CHECKED for previous UNRELATED Case(s) and found: None
CRR-LM CHECKED previous RELATED Case(s) and found:2
CRR-LM NOTED concern is: needs DLR complaint

CRR-LM received inbound call from C.

C stated that VEH stopped on 1/21/2018 without any reason
C stated that went to DLR Nissan 112, NY, to have VEH diagnosed
C stated that after 3 hours of waiting DLR said do not know what happened
C stated that DLR said C that take VEH and get it tested to see how it goes
C stated that that is calling to make sure that nothing dangerous is happening with VEH
C stated that did research and notice that there are some issues with similar VEH
C stated that DLR did no paperwork and just gave c the VEH back without diagnostic
C stated that from C point of view this can be dangerous
C stated that Nissan is aware of the problem
C stated that C is wondering this is the new way Nissan treat this issues

CRR-LM informed C that VEH does not have a campaign on it

C understood

CRR-LM informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 1/23/2018 regarding C's concern.

C understood.

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

C declined.

CRR-LM provided C with agent ID 7319360 and case number [redacted]
CRR-LM 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	3/28/2018	YX	AV	320500	OA
	[redacted]	NSN DEALER SERVICE DEPT.	VEHICLE MAINTENANCE (NISSAN)	POOR EXPLANATION OF SERVICE DONE	QC	1/22/2018	YV	BF	223500	OC

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Amanda Yett, 1/23/2018 10:49 AM	1/23/2018

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Case [redacted]

Show Feed

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

Case Detail

Reopen Case | Clone Closed Case

Number of open vehicle campaigns = 1

Account Name	[redacted]	Case Owner	[redacted] Michele LaMore
Contact Email	[redacted]	Type	CA
[redacted]	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	2/5/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	1/22/2018 2:47 PM
Social Media Involvement		Date/Time Closed	3/2/2018 1:37 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Consumer Affairs voluntary replacement due to 4 repairs and 13 days out of service for forward collision warning lamp illuminated.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	ALEXANDER NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	CR
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	1	RHR Started	1/25/2018
IIR Date		RHR Completed	1/30/2018
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	KNMAT2MV7HP[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	7

Dealer Detail

Case Servicing Dealer	ALEXANDER NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic 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	$29,264.27	Goodwill Offered	
		VCAN	
		Goodwill Processed	0
		Vehicle Service Contract	
		VSC Reprint Request	Email

Contact Name [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date		Home Phone	[redacted]
LS Response Time		Work Phone	
		Mobile Phone	
		Email	
		Alternate Email	

Verbatims

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

DTS Inspection

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

System Information

Subject	CUSTOMER:[redacted] [redacted] VIN: KNMAT2MV7H[redacted]	Root Cause	
Created By	Sanjana Bajaj, 1/22/2018 2:47 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 9/18/2019 9:25 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	823		
Action Code	NL5C		
What action was taken?	5C Voluntary NNA Trade/Repurchase - NNA Inventory - 2 vehs		

Agent Comments

Agent Comments	#IIR #RHR. C seeking buy back due to multiple veh repair on the forward collision warning system.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
3/2/2018 1:37 PM	Michele LaMore	Changed **Status** from Open to **Closed**.
		Closed.
2/27/2018 8:06 AM	Michele LaMore	Changed **Description**.
2/6/2018 8:55 AM	Kristina Rosas	Changed **Case Owner** from DRT CASES ASSIGNED TO MORLEY to **Michele LaMore**.
2/5/2018 1:41 PM	Robert Peterson	Changed **Case Owner** from Japo Savatphonh to **DRT CASES ASSIGNED TO MORLEY**.

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Case Comments

New

Case Comments Help

Public	Comment
	Created By: Paige Gilliam (4/2/2018 9:33 AM) *** [Added after the case is closed.] *** DRTS PW: Check(s) from NESNA for Service Agreement Refund in the amount of $1,794.10 sent to LOCKBOX #54457; [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; 0624800004/20011131. Case documented and copy of check attached to case.
[redacted]	**Created By: Paige Gilliam (2/28/2018 1:55 PM)** DRTS-PW received a check made payable to Alexander Nissan in the amount of $29,264.27 Forwarding checks to Morley via FedEx tracking [redacted]
	Created By: Michele LaMore (2/27/2018 8:09 AM) Consumer Affairs Voluntary Replacement due to 4 repairs and 13 days out of service for forward collision warning lamp illuminated. . CST00153276 - Consumer Affairs voluntary replacement. CR0335440 in the amount of $29,264.27 made payable to Alexander Nissan for the agreed upon replacement amount.
	Created By: Michele LaMore (2/27/2018 8:06 AM) IIR rejected- This is not an IIR. The only IIR cases being accepted with no accidents are for FEB concerns where there is mentioning of the veh abruptly stopping. There is no mention of this malfunction in probe or case notes.
	Created By: Michele LaMore (2/27/2018 7:52 AM) RC-ML received and attached signed replacement offer letter. RC notes this is a SOC.
	Created By: Michele LaMore (2/27/2018 7:49 AM) RC-ML received and attached SOC documents from NMAC.
	Created By: Michele LaMore (2/26/2018 1:36 PM) RC-ML placed call to [redacted] and spoke with Luca at Alexander Nissan. Luca has questions on SOC documents and when NMAC would send. RC confirmed it would be today or tomorrow. Luca asked for the timing of the contact from Morley Company. RC stated it would be mid-to-late next week. RC offered assistance with questions/concerns. Luca understood.
	Created By: Michele LaMore (2/26/2018 10:17 AM) RC-ML requested SOC documents from NMAC.
[redacted]	**Created By: Michele LaMore (2/23/2018 1:29 PM)** RC-ML sent dealer letter to GianLuca Fremiotti at Alexander Nissan.
	Created By: Michele LaMore (2/22/2018 2:21 PM) RC-ML placed a call to [redacted] and spoke with C. RC stated the repurchase and replacement offers had been sent to email address.. RC clarified the differences between the repurchase and replacement offers. RC stated there was a repurchase refund of $4,754.95. RC clarified the lien would also be paid off by NNA. C understood.

RC stated the replacement offer would be SOC with a new VIN in current loan with NMAC.
RC clarified the NMAC loan remains same; same payments.
RC stated there would no out-of-pocket expense to C in a replacement.
C understood.
RC requested a decision by Monday, February 26, 2018.
RC offered assistance with questions/concerns.
C stated he would discuss with his wife this weekend.

[redacted] **Created By: Melanie Schlicker (2/22/2018 6:55 AM)**
QC-MS Corrects note below: Customer Replacement (SOC) Offer Letter - **PA** / Retail / New VIN: KNMAT2MV7HP[redacted]

Created By: Melanie Schlicker (2/22/2018 6:51 AM)
Customer Replacement (SOC) Offer Letter - CA / Retail / New VIN: KNMAT2MV7HP[redacted]

New Vehicle MSRP (2018 Rogue): $28,620.00
Old Vehicle MSRP (2017 Rogue): $28,805.00
Total Upgrade: $0.00
(=) Total Customer Payment to Dealer $0.00

Dealer Replacement Offer Letter:

(+) New Vehicle Invoice: $27,548.00
(+) Sales Tax: $1,640.82
(+) License & Registration: $115.00
(+) PA Tire Tax: $5.00
(+) Dealer Document Fee: $141.00
(+) On-line Registration: $15.45
(+) Service Contract: $2,049.00
(-) Rebates: ($2,250.00)
(= Total due to Dealer $29,264.27
(-) Customer portion to Dealer: ($0.00)
(=) Total NNA Pays to Dealer: $29,264.27

Worksheet notes:

RC-ML notes this is a SOC
Usage mileage: None on PA
MSRP 28,805 (old) less MSRP (new) 28,620 = (185.00)
No Nissan VSCs
Purchase, new, 1 mile, Alexander Nissan, 9/7/17
Registration good through 8/31/18

Created By: Michele LaMore (2/21/2018 4:20 PM)
RC-ML placed a call to [redacted] and left VMX.
RC provided update on repurchase and replacement offers.
RC stated the offers were being processed after a delay for a reimbursement question.
RC provided phone number of [redacted]

Created By: Michele LaMore (2/21/2018 2:35 PM)
RC-ML received and attached Nissan Security Plus service contract.

Created By: Michele LaMore (2/21/2018 1:56 PM)
Customer Replacement Offer Letter - PA LL / SOC:

New Vehicle MSRP (2018 Infiniti QX60): $51,860.00
Old Vehicle MSRP (2017 Infiniti QX60): $52,330.00
Total Upgrade: $0.00
Usage Fee ($1,000, waived): $1,303.12
(=) Total Customer Payment to Dealer $1,303.12

Dealer Replacement Offer Letter:

(+) New Vehicle Invoice: $27,548.00
(+) Sales Tax:: $1,640.82
(+) License & Registration Fees: $115.00
(+) Dealer Document Fee: $141.00
(+) PA Tire Tax: $5.00
(+) On-line registration: $15.45
(+) Service Contract: $2,049.00
(-) Rebates: $($2,250.00)
(= Total due to Dealer $29,264.27
(-) Customer portion to Dealer: ($0.00)
(=) Total NNA Pays to Dealer: $29,264.27

[redacted] **Created By: Robert Peterson (2/21/2018 12:59 PM)**
ARBS-RP advised RC-ML to go ahead and include credit for Sec+Plus plan into either option.

Created By: Robert Peterson (2/20/2018 1:49 PM)
ARBS then called Alexander Nissan and spoke with the finance manager.
FM found the deal, saw the charge and advised he is unaware of why this contract is not in Nissan's system.
FM advised he will gather the sales deal and pass it over DLR Acctg dept to review and contact NESNA.

Created By: Robert Peterson (2/20/2018 1:47 PM)
ARBS-RP assisting with Sec+Plus VSC applied or not question.

ARBS-RP sent C's buyer's order and finance agreement to NESNA-RG who confirmed that this VIN does not have an active Sec+Plus contract, "Dealer needs to call VSC dept at [redacted] to see why not entered."

Created By: Michele LaMore (2/20/2018 12:09 PM)
RC-ML received and attached REVISED MBOS from Alexander Nissan.

Created By: Michele LaMore (2/20/2018 12:06 PM)
CUSTOMER REPURCHASE LETTER (Retail; long method - PA LL):

Base Price: $27,305.00
Sales Tax: $1,440.24
License & Registration Fees: $102.45
Dealer Document Fee: $138.00
Service Contract: $2,049.00
PA Tire Tax: $5.00
Finance Charges: $373.66
TOTAL: $31,413.35

Less Usage Fee @ 4,054 miles: ($405.40)
Less Rebates: ($3,500.00)
Less Lien Payoff (good through 3/8/18) ($22,753.00)
TOTAL DEDUCTIONS: ($26,658.40)

Total Refund to Customer: $4,754.95

Created By: Michele LaMore (2/20/2018 9:54 AM)
RC-ML placed call to Alexander Nissan at [redacted] and spoke with Kristen, finance department.
Kristen confirmed Nissan Security Plus on sales contract.

RC spoke with GianLuca Fremiotto, finance manager, and requested revised MBOS to include VSC.
FM agreed to revise MBOS and send today.

Created By: Robert Peterson (2/16/2018 4:33 PM)
ARBS also reviewed and mostly approves of REPLACEMENT deal as well, no upgrade cost, waive mileage.
But ARBS cautions RC to investigate where "Security+Plus $2024" went before confirming.

Created By: Robert Peterson (2/16/2018 3:47 PM)
ARBS-RP examined veh photos received and notes no obvious damage.
ARBS-RP reviewed repurchase figures and APPROVES, although... RC should call finance manager and see why VSC was never actually applied to Veh.

Created By: Melanie Schlicker (2/16/2018 9:46 AM)
Customer Replacement (SOC) Offer Letter - PA / Retail / New VIN: KNMAT2MV4JP[redacted]

New Vehicle MSRP (2018 Rogue): $28,620.00
Old Vehicle MSRP (2017 Rogue): $28,805.00
Total Upgrade: $0.00
(=) Total Customer Payment to Dealer $0.00

Dealer Replacement Offer Letter:

(+) New Vehicle Invoice: $27,548.00
(+) Sales Tax: $1,517.88
(+) License & Registration: $115.00
(+) PA Tire Tax: $5.00
(+) Dealer Document Fee: $141.00
(+) On-line Registration: $15.45
(-) Rebates: ($2,250.00)
(= Total due to Dealer $27,092.33
(-) Customer portion to Dealer: ($0.00)
(=) Total NNA Pays to Dealer: $27,092.33

Worksheet notes:

RC-ML notes this is a SOC
Usage mileage: None on PA
MSRP 28,805 (old) less MSRP (new) 28,620 = (185.00)
No Nissan VSCs
Purchase, new, 1 mile, Alexander Nissan, 9/7/17
Registration good through 8/31/18

Created By: Michele LaMore (2/16/2018 8:45 AM)
Customer Replacement Offer Letter - PA LL / SOC:

New Vehicle MSRP (2018 Rogue): $28,620.00
Old Vehicle MSRP (2017 Rogue): $28,805.00
Total Upgrade: $0.00
(=) Total Customer Payment to Dealer $0.00

Dealer Replacement Offer Letter:

(+) New Vehicle Invoice: $27,548.00
(+) Sales Tax:: $1,517.88
(+) License & Registration Fees: $115.00
(+) PA Tire Tax: $5.00
(+) Dealer Document Fee: $141.00
(+) On-line Registration: $15.45
(-) Rebates: ($2,250.00)
(= Total due to Dealer $27,092.33
(-) Customer portion to Dealer: ($0.00)
(=) Total NNA Pays to Dealer: $27,092.33

Created By: Michele LaMore (2/16/2018 8:15 AM)
RC-ML received and attached MBOS from Alexander Nissan.

Created By: Melanie Schlicker (2/15/2018 11:35 AM)
Customer Repurchase Offer Letter - PA / Retail / New:

Base Price: $27,305.00
Sales Tax: $1,440.24
License & Registration Fees: $102.45
Dealer Document Fee: $138.00
Finance Charges: $373.66
PA Tire Tax: $5.00
TOTAL PAID: $29,364.35
Less Rebates: ($3,500.00)
Less Usage Fee @ 4,054 miles: ($405.40)
Less Lien Payoff (good through 3/8/18) ($22,753.00)
TOTAL DEDUCTIONS: ($26,658.40)
Total Refund To Customer $2,705.95

Worksheet notes:

Payoff information: $22,753.00 good through 3/8/18, per diem 2.82, last payment 1/7/18
Finance charges: Paid only in PA: $373.66
Accrued interest: 60 x 2.82 = $169.20
Usage mileage: 4,054 x .10 = $405.40
MSRP: 28,805
No Nissan VSCs
Purchase, new, 1 mile, Alexander Nissan, 9/7/17
Registration good through 8/31/18

QC-MS notes the VSC on the bill of sale is not in Salesforce and is not subject to reimbursement

Created By: Michele LaMore (2/15/2018 10:41 AM)
CUSTOMER REPURCHASE LETTER (Retail; long method - PA LL):

Base Price: $27,305.00
Sales Tax: $1,440.24
License & Registration Fees: $102.45
Dealer Document Fee: $138.00
PA Tire Tax: $5.00
Finance Charges: $373.66
TOTAL: $29,364.35

Less Usage Fee @ 4,054 miles: ($405.40)
Less Rebates: ($3,500.00)
Less Lien Payoff (good through 3/8/18) ($22,753.00)
TOTAL DEDUCTIONS: ($26,658.40)

Total Refund to Customer: $2,705.95

Created By: Michele LaMore (2/15/2018 10:20 AM)
CUSTOMER REPURCHASE LETTER (Retail; long method - PA LL):

Base Price: $27,305.00
Sales Tax: $1,440.24
License & Registration Fees: $102.45
Dealer Document Fee: $138.00
PA Tire Tax: $5.00
Finance Charges: $373.66
TOTAL: $29,364.35

Less Usage Fee @ 4,054 miles: ($405.40)
Less Rebates: ($3,500.00)
Less Lien Payoff (good through 3/8/18) ($22,753.00)
TOTAL DEDUCTIONS: ($22,658.40)

Total Refund to Customer: $2,705.95

Created By: Michele LaMore (2/15/2018 9:34 AM)
RC-ML placed call to NMAC automated system to confirm the following:

Last payment of $1,000 on 1/7/18.

[redacted]

Created By: Nicki Barror (2/15/2018 9:27 AM)
DRTS attached replacement invoice

Created By: Michele LaMore (2/15/2018 9:21 AM)
RC-ML received and attached buyers order from Alexander Nissan.

Created By: Michele LaMore (2/15/2018 9:20 AM)
RC-ML requested replacement factory invoice.

Created By: Nicki Barror (2/15/2018 7:45 AM)
DRTS attached factory invoice

Created By: Michele LaMore (2/14/2018 3:08 PM)
RC-ML placed call to Alexander Nissan at [redacted] and spoke with Kristen, finance department.
RC requested buyers order.
RC provided fax number and phone number of [redacted]

Created By: Michele LaMore (2/14/2018 3:00 PM)
RC-ML received and attached from NMAC:

Below is the payment/payoff information that you requested.

SR# 1[redacted]
Account#: [redacted]
Customer: [redacted]
30 day payoff $ 22753.00 good thru 3/8/2018
Per Diem 2.82
Payments received 7
Payment amount 479.63
Principal Paid 3,105.97
Interest paid 373.66
Late fee paid 0.00
Recent payment received on 1/8/2018 $1000.00
SOC eligible? Yes

Sales contract, FULL detailed payment history printout, and COPY OF TITLE are attached.

Created By: Michele LaMore (2/14/2018 3:00 PM)
RC-ML requested factory invoice.

Created By: Michele LaMore (2/14/2018 2:59 PM)
RC-ML re

Created By: Michele LaMore (2/14/2018 2:56 PM)
RC-ML received and attached vehicle photos.
RC sent email acknowledgement of receipt of photos.

Created By: Michele LaMore (2/13/2018 9:49 AM)
RC-ML received call from C.
C has sent registration and driver license.
C stated the photos had been faxed.
RC stated the photos are not clear when faxed; photos need to be scanned and emailed.
C understood.

Created By: Michele LaMore (2/12/2018 4:02 PM)
RC-ML sent email to C regarding requested documents.
RC stated that none of the requested documents had been received.
RC provided phone number of [redacted]

Created By: Michele LaMore (2/12/2018 4:00 PM)
RC-ML placed call to Alexander Nissan at [redacted]
RC spoke with Eric Guerriski, sales manager, and requested assistance with replacement vehicle selection.
RC provided C name, phone number, and VIN.
RC provided MSRP and explained upgrade charges and the desire to minimize the upgrade charges.
SM understood.
RC provided email address and phone number of [redacted]

Created By: Michele LaMore (2/8/2018 7:57 AM)
RC-ML sent payoff request to NMAC.

Created By: Michele LaMore (2/6/2018 10:34 AM) | Last Modified By: Michele LaMore (2/6/2018 10:34 AM)
RC-ML placed a call to [redacted] and spoke 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 $4,000 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 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 confirmed NMAC as lienholder.
RC explained MSRP and SOC for replacement.
C was interested in replacement.
RC confirmed Alexander Nissan as the servicing dealer.
RC stated a call would be placed to sales manager to begin replacement vehicle selection.
RC stated C's name and number would be shared with SM.
RC stated C and SM would find and approve a replacement vehicle.
C understood.
C wanted to see a repurchase offer also.
C thought replacement was the better option for him.
RC stated that both offers could be presented to C to compare and contrast.
RC reviewed list of requested documents.
C understood.
RC confirmed email address.
RC stated a lot of information had been provided today and offered assistance with questions/concerns.

RC sent letter of intent to email address as requested.

Created By: Robert Peterson (2/5/2018 1:41 PM)
• ARBS notes:

*BUYBACK REASON: 4 repair attempts and 13 days down due to Forward Collision Warning Lamp Illuminated

*LEMON LAW: Yes, PA

*REPURCHASE USAGE: 4,054 miles, 1st report

*RETENTION GOODWILL: No usage on replacement per PA

*OPTIONS: if C does not want a repurchase or replacement, NNA will offer $4,000.00 as a cash settlement in lieu of the buyback.

Created By: Robert Peterson (2/5/2018 1:37 PM)
ARBS notes per email from SM, C left and returned 3 times during one RO[redacted] noted:

RO opened 11/21
1. Tech diagnosed on 11/21- found codes related to debris on frontal sensor. Cleaned sensor, codes then went past. Cleared codes and test drove, codes did not return. Customer took vehicle to road test (his request).
2. Customer returned 12/5- issue occurred again, technician performed distance sensor recalibration. Codes returned, tech confirmed distance sensor failure.
3. Customer returned 12/21- customer put in loaner vehicle. Tech installed new sensor and recalibrated. Customer returned next day.

ARBS notes this is 3x service visits, repair attempts 2, 3 & 4.

Created By: Robert Peterson (2/5/2018 1:35 PM)
ARBS notes:
Vehicle in-service date: 09/07/2017
Time in service: ≈ 0 Years, 4 Months

Vehicle Acquired: New, Retail Sale
Purchase State: PA

SERVICE CONTRACT:
None on file

OTHER NISSAN VEHICLES OWNED:
1. 2011 Rogue

TECHLINE CASE(S):
None on file

DTS INSPECTIONS:
None on file

PRIOR CA CASE(S):
None on file

ARBS checked for any newer ROs open in DBS... none.

Created By: Robert Peterson (2/2/2018 5:05 PM)
ARBS reviewing case and notes the following service visits:

11/8/2017 @ 4,054 Miles, [redacted] - Days Down: 7 @ DLR- 3936 - ALEXANDER NISSAN INC.
CONCERN:
CUSTOMER STATES FORWARD COLLISION WARNING LAMP IS ILLUMINATED AT TIMES. D.
ACTION:
COULD NOT DUPLICATE CUSTOMER CONCERN WITH ILLUMINATED COLLISION WARNING LIGHT, NO ABNORMAL LIGHTS AT THIS TIME. FOUND PAST CODES STORED IN SYSTEM. C1B84, C1A16-97,C1A17-49,C1240-49, C1B52-17, U0104-82, C1B30-49, U0104-82, C1B54-04, ALL PAST CODES. CLEARED CODES AND CLEANED OFF FRONT NISSAN EMBLEM COVER FOR RADAR SIGNAL. TEST DROVE VEHICLE AND VERIFIED NORMAL OPERAT

11/21/2017 @ 4,868 Miles, [redacted] - Days Down: 4 @ DLR- 3936 - ALEXANDER NISSAN INC.
CONCERN:
CUSTOMER STATES THE FORWARD COLLISION WARNING LIGHT IS ILLUMINATED AGAIN.
ACTION:
VERIFIED CUSTOMER CONCERN. FOUND CODES C1B84, C1A16-97, C1A17-49 CURRENTLY STORED. REMOVED FRONT DISTANCE SENSOR COVER AND CLEANED SENSOR ASSEMBLY. CODES THEN WENT PAST. RETURNED VEHICLE TO CUSTOMER TO TEST DRIVE, LIGHT CAME BACK THE FOLLOWING DAY. TECH CONFIRMED DISTANCE SENSOR FAILURE. SOP. C RETURNED 12/21 FOR SENSOR INSTALL & LOF.

--RO[redacted] 12/21/2017 @ 6,274 MILES - OPENED IN ERROR, PER SM. DISREGARD.--

1/18/2018 @ 7,555 Miles, [redacted] - Days Down: 2 @ DLR- 3936 - ALEXANDER NISSAN INC.
CONCERN:
CUSTOMER STATES DISTANCE SENSOR WARNING HAS RETURNED.
ACTION:
VERIFIED DISTANCE SENSOR WARNING ILLUMINATED, SCANNED FOR CODES, FOUND PAST CODES U1002, C1A16-97. CODES RELATE TO FRONT RADAR SENSOR BEING STAINED OR BLOCKED. THIS CONDITION WILL OCCUR IF DIRT OR DEBRIS CONTACTS THE SENSOR. THE SYSTEM IS THEN TURNED OFF. THE SYSTEM WILL NOT FUNCTION IF THE SENSOR CANNOT ACCURATELY DETECT AND OBJECT IN FRONT OF THE VEHICLE. CLEARED CODE, VERIFIED SYSTEM IS WORKING CORRECTLY.

Created By: Japo Savatphonh (1/31/2018 1:06 PM)
RCAS-Japo S. placed outbound call to C at [redacted]
RCAS-JS ADVISED "This call may be recorded for quality and training purposes."
****
RCAS-JS states RCAS-JS is following up with C.
RCAS-JS states at this time C's case is still being reviewed.

✓ RCAS-JS states the veh is with C currently?

C states yes.

RCAS-JS states if C have any questions at this time?
C states no.

RCAS-JS thanked C for being patient with the process.
Call ended mutually.

Created By: Japo Savatphonh (1/31/2018 10:23 AM)
Inbound email from the DLR Service Manager - Josh Tagge.

SM-JT states to disregard this repair order, it appears it was opened accidentally. RO: [redacted]

SM-JT states these are the time stamps for RO[redacted]

✓ RO opened 11/21
Tech diagnosed on 11/21- found codes related to debris on frontal sensor. Cleaned sensor, codes then went past. Cleared codes and test drove, codes did not return. Customer took vehicle to road test (his request).
Customer returned 12/5- issue occurred again, technician performed distance sensor recalibration. Codes returned, tech confirmed distance sensor failure.
Customer returned 12/21- customer put in loaner vehicle. Tech installed new sensor and recalibrated. Customer returned next day.

RO[redacted]
Customer had distance sensor warning message illuminate, this time the code that was set was for a radar stain, which was past. Meaning some sort of debris got on the sensor. This is not a fault in the system it is normal operation.

Created By: Nicki Barror (1/30/2018 2:29 PM)
DRTS received the RHR. The RHR was assigned to ARBS Robert Peterson for review.

Created By: Japo Savatphonh (1/30/2018 1:40 PM)
Inbound email from the DLR Service Manager - Josh Tagge.

✓ SM-JT states the DLR is having an issue with faxing the RO.
SM-JT states the DLR is requesting the scanning company to pull and scan those RO to send to RCAS-JS.

Created By: Japo Savatphonh (1/26/2018 2:47 PM)
✓ RCAS-JS contacted C at [redacted] left VMX including Case number, name, and RCAS-JS contact of [redacted]
RCAS-JS stated on VMX that RCAS-JS will continue to follow up with C no later than 1/31
RCAS-JS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.

Created By: Samantha Dixon (1/23/2018 3:17 PM)
RHR. C seeking buy back due to multiple veh repair on the forward collision warning system.

Created By: Japo Savatphonh (1/23/2018 3:16 PM)
RCAS-Japo S. placed outbound call to C at [redacted]
RCAS-JS VERIFIED C's name, home & email address, concern, phone#, VIN#, mileage
RCAS-JS CHECKED for open recalls/campaigns and found: None
Previous UNRELATED Case(s) Found: None
Previous RELATED Case(s) Found: None
RCAS-JS ADVISED "This call may be recorded for quality and training purposes."
****
C states C have about 7250 miles on the veh.
C states it all started in October.
C states it would come on randomly.

C states the firs time C brought it to the DLR was when C had the first oil change.

C states it would not malfunction at the DLR the first time.
C states the DLR couldn't find what was wrong with it.
C states C was advised to not turn the veh off and drive it into the DLR right away the 2nd time.

C states they only rest it on the 2nd time.
C states the 3rd repair, the light stayed on the whole time and the DLR reprogrammed it.

C states the 4th time the DLR put a whole new system and sensor into the veh.
C states it was not doing it again for a while until the recent snow.

C states when C brought the veh into the DLR on the 5th time, the DLR though it might have been the snow or ice and the DLR reprogrammed it.

C states C is just tired of the system acting up on C.
C states if there is a lock up the brakes then C would be in danger.
C states C is afraid the brakes is going to lock up on C and it will cause an accident.

C states C does not want the veh any more.

RCAS-JS filled out the IIR form.

RCAS-JS states if C is needing any other assistance or have any other questions?
C states no.

RCAS-JS provided C with Case #
C understood and appreciated the assistance.
Best Contact #: (570)[redacted]
Call ended mutually.

Created By: Japo Savatphonh (1/23/2018 3:16 PM)
RCAS-JS reviewing case with SRCAS-Courtney.
SRCAS-C spoke to ARBS to start an IIR.

Created By: Japo Savatphonh (1/23/2018 2:20 PM)
RCAS-Japo S. placed outbound call to C at[redacted]
✓ C states C is at work.
C states to call back.
Call ended mutually.

Created By: Japo Savatphonh (1/23/2018 7:06 AM)
RCAS-JS is unable to Datanet.

Created By: Sanjana Bajaj (1/22/2018 2:56 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 #
Warranty & Service History:
Current Mileage:
CRR-SB CHECKED for open recalls/campaigns and found: 0
CRR-SB CHECKED for previous UNRELATED Case(s) and found:
CRR-SB CHECKED previous RELATED Case(s) and found:
CRR-SB NOTED concern is:
CRR-SB received inbound call from C – Emic Walter

C stated C VEH have same issue for 5 times
C stated C need another VEH

CRR-SB asked what the issue with VEH is

C stated front sensor for the collision it keeps malfunction
C stated DLR put new sensor
C stated DLR stated its still acting same
C stated C' wife cannot be in VEH
C stated DLR told to call NNA
C stated C is in the loaner EVH
C stated C was told to call

CRR-SB verified C want another VEH

C stated yes as C's wife cannot drive the VEH
C stated VEH have been to DLR and have got the sensor replaced already

CRR-SB advised C case have been tra
nsferred to RCAS for further review
C understand

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 1/23/2018 regarding C's concern.

CRR-SB advised C with the case#, agent ID# and name#
CRR-SB stated if there is anything further assistance C need
C declined
Call ended Mutually

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
	[redacted]	INTERIOR ELECTRICAL	FORWARD COLLISION WARNING	MULTIPLE REPAIR ATTEMPTS	26	1/23/2018	YE	AV	320000	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Japo Savatphonh, 1/23/2018 3:04 PM	1/23/2018

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Case [redacted]

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Case History [5+] | Case Comments [20] | Case Categorizations [1] | Forms [1]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] DeHenry Kidd
Contact Email		Type	CA
Home Phone	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	3/26/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	1/23/2018 10:11 AM
Social Media Involvement		Date/Time Closed	3/26/2018 1:30 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	1		
Description	IIR- FEB- EST		

Call Script

Who contacted us?	Dealer	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	15,537	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

Incident Date	1/26/2018	Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	1	RHR Started	
IIR Date		RHR Completed	
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	5N1AT2MV4HC[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29417	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	NISSAN OF 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	0
		Vehicle Service Contract	
		VSC Reprint Request	Email

Contact Name [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date		Home Phone	[redacted]
LS Response Time		Work Phone	
		Mobile Phone	
		Email	
		Alternate Email	

Verbatims

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

DTS Inspection

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

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AT2MV4H[redacted]	Root Cause	
Created By	Morgan Robinson, 1/23/2018 10:11 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/10/2018 10:41 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	799		
Action Code	NT8F		
What action was taken?	8F Provided Vehicle Information		

Agent Comments

Agent Comments	do IIR for forward emergency braking concern
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
3/26/2018 1:30 PM	DeHenry Kidd	Changed **Status** from Open to **Closed**.
		Closed.
3/15/2018 8:52 AM	DeHenry Kidd	Changed **Follow Up Date** from 3/15/2018 to **3/26/2018**.
2/19/2018 8:56 AM	DeHenry Kidd	Changed **Follow Up Date** from 2/19/2018 to **3/15/2018**.
2/16/2018 8:07 AM	DeHenry Kidd	Changed **Follow Up Date** from 2/16/2018 to **2/19/2018**.

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Case Comments

New

Case Comments Help

Public **Comment**

Created By: DeHenry Kidd (3/26/2018 1:27 PM)
Closing case Notes

Customer Name: [redacted]
Phone#: [redacted]

Arbs-DK called customer to discuss case, arbs informed customer after the inspection arbs informed customer NNA found no evidence of a product problem, failure, or malfunction that may have caused or contributed to the incident.

Customer was sent a letter in regards to their case

Fedex# [redacted]

Arbs is closing case

Created By: DeHenry Kidd (3/15/2018 8:51 AM)
Arbs reached out to customer to let the customer the inspection has been completed and the report has been received and is currently in review arbs would follow up with the customer once a decision has been made.

Created By: DeHenry Kidd (3/15/2018 8:43 AM)
Arbs-DK received an email from DTS stating that the inspection is completed. Arbs is now waiting on a decision from PL.

Created By: Josh Wall (2/21/2018 1:33 PM)
****** [CASE SUMMARY] ******
Emailed ARBS

Created By: Josh Wall (2/21/2018 1:33 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 & Service History
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: unhappy with ARBS decision wants Veh taken and replaced

CRR- JW received inbound call from C.

C stated C has case # but not with C
C states brand new rogue is in the shop still
C states problem with breaking system
C states been in shop well over lemon law times
C states last time in shop mid-January
C states DLRSHP would not allow C to drive at this time
C is paying 450 dollars a month for Veh in shop
C states wants out of the car do not feel safe on the road does not wish to drive Veh in this state
C states if they say they fixed it C will not know because it randomly happens it is not consistent
C wants to get out of the car and get into something different
C states lost equity once bought lost out on these deal car payments are going up

C states should not have to pay more money
C states wants Nissan to buy out the Veh and place C into another one
C also states it would be nice to get some sort of reimbursement for all the car payments C wasted already
C states DLRSHP advised C to get Nissan to get C a new Veh Ali was the general manager
C states no one sold C a defective Veh on purpose but C had been sold a defective car
C states DLRSHP has been really misleading C into calling us
C states ali was helpful but trying to make a sale so was very stressfull
CRR-JW states ARBS is on the case
CRR-JW states inspection date is set at march 8 2018
C states wants this Veh taken off C s hands before March 8
CRR-JW offered to email ARBS stating this
C understood

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

C declined.

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

[redacted] **Created By: DeHenry Kidd (2/19/2018 8:56 AM)**
Arbs contacted customer and the dealer SA-Bill to let them know the inspection date is set for 3/8 at 10am EST

[redacted] **Created By: DeHenry Kidd (2/14/2018 10:18 AM)**
Arbs has requested DTS inspection on customer vehicle arbs is waiting on date and time

Created By: DeHenry Kidd (2/14/2018 10:10 AM)
Verified Name Address Phone# VIN Mileage Responsible Dealer

Checked for open Recalls/Campaigns: None

- C states that C was driving on Pacific Avenue in Atlantic City and Broad St in Woodburyroad/HWY travelling approximately 45 mph.
- How many lanes was the road and in each direction? 2
- Is the road divided by a concrete barrier, grass median or turning lane: None
- Which lane where you traveling in? Right
- Where there any vehicles to your left or right? No
- How far were you from the vehicle in front of you? No
- Was the road grade level on an incline or decline? Flat
- Is the road condition newly paved, moderate or poor in condition? Moderate
- Did the incident occur in a construction zone? no
- Where you accelerating, coasting, braking or cruising (maintaining speed)? Cruising
- Was traffic level moderate, heavy, or light? No
- Just before the incident occurred, was the orientation of the steering wheel and the vehicle in a straight line? yes
- Was the cruise control in use? No
- Weather: Clear

Arbs-DK informed customer that Arbs would setup an inspection. Arbs-DK stated once arbs has the date Arbs will let the dealer and customer know.
Arbs-DK also stated that the process could take up to 6 weeks for everything to be done and process to determine a decision. Arbs stated that if customer decide to get alternate transportation it will be at the customer expense due to NNA does not offer assistance during the inspection period customer understood.

Created By: DeHenry Kidd (2/7/2018 4:01 PM)
Arbs is closing case due to unable to contact customer. UTC Letter has been sent to customer

Customer was mailed a letter using standard mail

Closing case

Created By: DeHenry Kidd (2/5/2018 9:02 AM)
[redacted]

Arbs-DK called customer at 902am no answer was made. Arbs left a message stating name and number for c to call Arbs back at [redacted] call ended.

Created By: DeHenry Kidd (2/1/2018 9:45 AM)
[redacted]

Arbs-DK called customer at 945am no answer was made. Arbs left a message stating name and number for c to call Arbs back at [redacted] call ended.

[redacted] **Created By: Samantha Dixon (1/31/2018 2:48 PM)**
IIR rejected- This is not an IIR. The only FEB causes that are being accepted with no accidents are vehicles abruptly stopping. According to the probe doesnt appear that veh is abruptly stopping, just the brakes feel like they are dragging.

Created By: Morgan Robinson (1/31/2018 2:37 PM)
RCAS-MR email TL-GD regarding case

Created By: Samantha Dixon (1/26/2018 2:44 PM)
DLRSHP requested case be open due to techline case # [redacted]

Created By: Morgan Robinson (1/26/2018 1:05 PM)
RCAS-MR notes C is going on vacation on 01/28/18 and will not return until 02/09/18

RCAS-MR notes C requested somoene Contact C and leave a VMX

✓ **Created By: Morgan Robinson (1/26/2018 1:04 PM)**
RCAS-MR placed outbound call to C @ [redacted]
RCAS-MR advised C the call will be recorded for quality and training purposes.
RCAS-MR VERIFIED C's name, home, email address &, phone#.
RCAS-MR CHECKED for open recalls/campaigns and found:
Previous UNRELATED Case(s):
Found: Previous RELATED Case(s): [redacted]

RCAS-MR advised C that RCAS was C's POC.
RCAS-MR provided contact information
RCAS-MR verified C's concerns

RCAS-MR advised C that RCAS is aware of C's concerns with braking
RCAS-MR asked if C had a few moments to discuss concern further]

C agreed

RCAS-MR asked IIR questions

RCAS-MR advised C that someone will contact C in next 3 business days

C stated C is going on Vacation starting 01/28/18 and will not return until 02/09/18
C stated C is going on a cruise and phone will be on airplane mode
C stated C would prefer someone call C and leave a message just so C knows that someone attempted to contact C

RCAS-MR understood

C stated C is going to need the VEH back or another loaner
C stated C needs something comparable
C stated C dropped the VEH off on Monday
C stated C was told C is not drive the VEH
C stated C is not supposed to take the VEH
C stated C is now in a Rogue
C stated it is old

RCAS-MR understood

C stated C was cautious when buying the VEH because C likes to brake herself
C stated C will never buy another VEH with this system

RCAS-MR understood
RCAS-MR advised C that someone will be in contact with C

C understood
C thanked RCAS

Call ended mutually

Call ended mutually

Created By: Morgan Robinson (1/26/2018 12:57 PM)
RCAS-MR reviewed case with TL-GD
TL-GD advised RCAS to complete IRR

✓ **Created By: Morgan Robinson (1/25/2018 9:00 AM) | Last Modified By: Morgan Robinson (1/26/2018 12:45 PM)**
RCAS-MR placed outbound call to C[redacted]
RCAS-MR left VMX with name, case #, RCAS direct line, and follow-up for 01/26/18

Created By: Morgan Robinson (1/25/2018 8:56 AM) | Last Modified By: Morgan Robinson (1/25/2018 8:58 AM)
RCAS-MR notes C's complaint is while driving VEH does brake in its own and light comes on in dash. Show star looks like a foot on brake

Created By: Morgan Robinson (1/23/2018 10:13 AM) | Last Modified By: Morgan Robinson (1/25/2018 8:58 AM)
RCAS-MR received email from SM-Bill Troise

✓ SM-BT stated the VEH is at the DLRSHP
SM-BT stated techline advised the DLRSHP to contact NNA CA and open a case
SM-BT stated techline stated the concern is under engineering 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]	NISSAN PRODUCT INQUIRIES	ROGUE	GENERAL INQUIRY	QF	2/7/2018	ZR	AZ	270500	OF

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Morgan Robinson, 1/26/2018 12:59 PM	1/26/2018

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [7] | Case Categorizations [1] | Forms [1]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Michele LaMore
Contact Email		Type	CA
Home Phone		Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	2/2/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	1/23/2018 12:46 PM
Social Media Involvement		Date/Time Closed	4/24/2018 3:11 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Consumer Affairs Voluntary Repurchase due to 1 repair and 51 days out of service for vehicle dies when going over railroad tracks		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	CR
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	9,859	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

Incident Date	12/20/2017	Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	1	RHR Started	1/24/2018
IIR Date		RHR Completed	1/29/2018
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	5N1AT2MV9H[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	DORSETT NISSAN	Data Net	
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	09	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	$30,850.90	Goodwill Offered	
		VCAN	
		Goodwill Processed	0
		Vehicle Service Contract	
		VSC Reprint Request	Email

Contact Name [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date	
LS Response Time	

Home Phone	[redacted]
Work Phone	
Mobile Phone	
Email	
Alternate Email	

Verbatims

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

DTS Inspection

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

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AT2MV9H[redacted]	Root Cause	
Created By	Riley Nabert, 1/23/2018 12:46 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 9/18/2019 9:26 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	770		
Action Code	NL5F		
What action was taken?	5F Voluntary NNA Trade/Repurchase - NNA Inventory - 1 veh		

Agent Comments

Agent Comments	RHR Processing.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
4/24/2018 3:11 PM	Michele LaMore	Changed **Status** from Open to **Closed**.
		Closed.
4/23/2018 9:09 AM	Michele LaMore	Changed **Description**.
1/31/2018 12:35 PM	Kristina Rosas	Changed **Case Owner** from DRT CASES ASSIGNED TO MORLEY to **Michele LaMore**.
1/31/2018 9:11 AM	Lakisha Benedict	Changed **Case Owner** from Berkley Banyai to **DRT CASES ASSIGNED TO MORLEY**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Paige Gilliam (5/31/2018 12:35 PM) *** [Added after the case is closed.] *** DRTS PW: Check(s) from NMAC for Overpayment in the amount of $377.49 sent to LOCKBOX #54457; FED EX TRACKING [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted] Case documented and copy of check attached to case.
	Created By: Michele LaMore (4/24/2018 3:11 PM) RC-ML transferred case to Morley Company. RC notes case number: [redacted]
	Created By: Paige Gilliam (4/24/2018 2:12 PM) DRTS-PW received a check made payable to NMAC in the amount of $29,329.97 and a check made payable to C in the amount of $1,520.93 Forwarding checks to Morley via FedEx tracking # [redacted]
	Created By: Michele LaMore (4/23/2018 9:14 AM) Consumer Affairs Voluntary Repurchase due to 1 repair and 51 days out of service for vehicle dies when going over railroad tracks. CST00161585 - Consumer Affairs voluntary repurchase. CR0344550 in the amount of $29,329.97 made payable to NMAC for the agreed upon payoff amount. CR0344549 in the amount of $1,520.93 made payable to [redacted] & [redacted] Saturday [redacted] for the agreed upon repurchase amount.
	Created By: Michele LaMore (4/23/2018 9:09 AM) Submit RHR request
	Created By: Michele LaMore (4/23/2018 8:47 AM) RC-ML received and attached signed repurchase offer letter. RC notes payoff still valid.
	Created By: Michele LaMore (4/23/2018 8:44 AM) RC-ML placed call to NMAC automated system to confirm payoff still valid.
	Created By: Michele LaMore (4/20/2018 10:36 AM) RC-ML notes payoff address: NMAC 8900 Freeport Pkwy Irving, TX 75063 [redacted] Account#: [redacted] Customer: [redacted] 30 day payoff $ 29329.97 good thru 4/15/2018
	Created By: Michele LaMore (4/20/2018 7:35 AM) RC-ML received call from C.

RC confirmed receipt of signed repurchase offer.
RC reviewed the surrender timing.
C understood.

Created By: Michele LaMore (4/18/2018 12:38 PM)
RC-ML received call from C.
C stated she had just printed out the repurchase offer letter and will send to NNA tomorrow.
RC understood and stated that once received thee surrender process will begin.

Created By: Michele LaMore (4/17/2018 3:35 PM)
RC-ML placed call to [redacted] and left VMX.
RC stated the signed repurchase offer had not been received yet.
RC offered assistance with questions/concerns.
RC provided phone number of [redacted]

Created By: Michele LaMore (4/13/2018 12:05 PM)
RC-ML received call from C.
C stated she was going to accept the repurchase offer.
RC reviewed the surrender timing.
C requested the repurchase offer be re-sent.
RC offered assistance with questions/concerns.

Created By: Michele LaMore (4/12/2018 12:10 PM)
RC-ML sent email to C inquiring if there are questions/concerns on repurchase offer sent for review.

Created By: Michele LaMore (4/10/2018 12:34 PM)
RC-ML received call from C.
C does not understand why she is being asked to pay for the miles twice.
RC reviewed the calculations.
RC stated the payments are being refunded.
RC stated there is a usage charge for the miles driven.
RC stated the Indiana is a full usage state in the Lemon Law.
C stated that is not fair.
C stated she was almost killed many times in the defective vehicle.
RC apologized for the vehicle difficulties.
RC stated that in replacement there is no usage fee.
RC stated it may be possible to get into a new vehicle with no out-of-pocket expense.
C stated she wanted to think out it.
RC offered assistance with questions/concerns.

Created By: Michele LaMore (4/10/2018 11:03 AM)
RC-ML placed call to [redacted] and spoke with [redacted]
RC stated the repurchase offer had been sent to email address.
RC stated there is a $1,520.93 refund.
C was disappointed in the low refund.
RC reviewed the calculations.
C was upset that she was charged usage for a defective vehicle.
C stated the engineers have told her the vehicle cannot be fixed at this time.
RC clarified that the usage was statutory and in replacement there was no usage in Indiana.
C asked about the settlement offer of $3,500.
RC clarified that accepting the settlement offer meant C was keeping the vehicle.
RC clarified that C is thinking about keeping the vehicle that the engineers have told her cannot be fixed at this time.
RC stated it may not possible to even process a settlement since the vehicle cannot be driven at this time.
C had no answer.
RC pivoted back to replacement and explained how SOC would work.
RC stated that if C was mindful of the MSRP of $35,425 there could be no out-of-pocket expense for C.
RC clarified there was no usage for Indiana replacements.
C stated she had looked online some time ago and all of the vehicles were in the $38,000 MSRP range.
C stated she should be able to get into a 2018 for her 'troubles'.
RC stated a 2018 vehicle was certainly possible.
RC offered to call the dealer of C's choice to begin a replacement vehicle selection.
RC stated that replacement vehicles are chosen from dealer stock.
RC stated that some dealers may be willing to trade for a vehicle.
C was very skeptical.
C asked if there was a guarantee that a replacement vehicle would not have the same problem.
RC stated there was no guarantee from NNA.
RC assured C that only a very small percentage of vehicle manufactured by NNA are defective.
C was not sure what she wanted to do.
C stated she wanted to speak with her husband.
RC understood and stated that the replacement offer could be assembled at no obligation to C.
C asked if the dealer was making money on the replacement.
RC stated that NNA pays the dealer for the vehicle and it did not affect C's financial obligation, if any.
C stated she was concerned that if the dealer was not making money, then they would not help her.
RC stated that was why RC wanted to place the call to the sales manager first to assist in the replacement selection.
C was not sure.
C stated she would speak with her husband and let RC know.
RC offered assistance with questions/concerns.

Created By: Lakisha Benedict (4/9/2018 2:32 PM)
ARBS-kb reviewed, and approve numbers.

Created By: Melanie Schlicker (4/9/2018 6:46 AM)
Customer Repurchase Offer Letter - IN / Lease / New:

8 Payments Paid: $3,034.00
Down Payment (including 1st payment): $379.00
Trade-in: $1,500.00
Total Paid: $4,913.00
Less Theft Registration: ($279.00)
Less Usage Fee @ 9,784 miles: ($3,113.07)
Total Deductions: ($3,392.07)
Refund to Customer: $1,520.93
Lien Payoff good to (4/15/18) $29,329.97

Worksheet notes:

Payoff information: $29,329.97 good through 4/15/18, last payment 3/16/18
Usage mileage: 9,859 less 75 (miles at lease inception) = 9,784
Usage mileage: 9,784 / 100,000 x 31,817.98 (32,967.98 less 1,150 rebate) = $3,113.07
MSRP: 35,425
No VSCs
Lease, new, 75 miles, Tom Wood Nissan, 7/17/17
Registration good through 2/28/18

QC-MS notes that RC-ML confirmed with TL-AM that the vehicle registration is adequate to proceed with the buyback

Created By: Michele LaMore (4/6/2018 1:26 PM)
Customer Repurchase Offer Letter - Lease / New / IN LL:

8 Payments Paid: $3,034.00
Down Payment (including 1st payment): $379.00
Trade-in: $1,500.00
Total Paid: $4,913.00
Less Theft Registration: ($279.00)
Less Usage Fee at 9,784 miles: ($3,113.07)
Total Deductions: ($3,392.07)
Refund to Customer: $1,520.93
Lien Payoff good to (4/15/18): $29,329.97

Created By: Michele LaMore (4/6/2018 11:33 AM)
RC-ML placed call to [redacted] and spoke with [redacted]
RC stated the registration is acceptable to NNA 'as is'.
RC stated it will not be a problem moving forward.

RC stated the repurchase offer will be sent as soon as possible,
C understood.

Created By: Michele LaMore (4/6/2018 9:47 AM)
RC-ML placed call to [redacted] and spoke with [redacted]
RC stated that NNA will require a valid registration.
C is ANGRY and stated it is 'not my fault'.
RC assured C that none on this is her fault.
RC stated it is unclear why the registration expiration has changed from July to February because of the VIN change.
RC expressed concern that C is driving on an expired registration.
RC stated that C will be registering the vehicle in Indiana since the move.
C stated she is in a service loaner and has been for months.
C stated she cannot drive the vehicle she is paying for each month.
C stated she was almost killed several times from a defective vehicle.
RC apologized for the vehicle problems.
RC stated that it may make a difference and RC will make another appeal.
C understood.

Created By: Michele LaMore (4/6/2018 8:58 AM)
RC-ML sent email to Angie McVey for guidance on registration question.

Created By: Michelle Simpson (4/6/2018 8:58 AM)
DRTS-SM obtained/attached the Repurchase Factory Invoice

Created By: Michele LaMore (4/6/2018 7:56 AM)
RC-ML requested factory invoice.

Created By: Michele LaMore (4/6/2018 7:31 AM)
RC-ML received and attached from NMAC:

Below is the payment/payoff information that you requested.

SR# 1[redacted]
Account#: [redacted]
Customer: [redacted]
30 day payoff $ 29329.97 good thru 4/15/2018
Payments received 9
Payment amount 379.25
Recent payment received on 3/16/2018 for $379.25

FULL detailed payment history printout

Created By: Michele LaMore (4/5/2018 3:01 PM)
RC-ML received call from C.
C has received registration.
RC confirmed fax number.
RC stated the repurchase offer will be sent as soon as possible.
C understood.

Created By: Michele LaMore (4/4/2018 1:47 PM)
RC-ML notes that the registration from DMV has not arrived at C's new residence yet.

Created By: Michele LaMore (4/2/2018 2:25 PM)
RC-ML notes that the registration form DMV has not arrived at C's new residence yet.

Created By: Michele LaMore (3/29/2018 3:22 PM)
RC-ML notes that the registration form DMV has not arrived at C's new residence yet.

Created By: Michele LaMore (3/27/2018 1:01 PM)
RC-ML placed call to [redacted] and spoke with [redacted]
RC requested Illinois Registration Identification Card.
RC stated that what was submitted is title application with a February 2018 expiration date.
C stated the DMV told her this was all that was available.
RC stated that with the title application processed then a registration should have been sent to C.
C stated she had not received anything from DMV.
RC stated the dealer had been contacted for assistance.

Created By: Michele LaMore (3/27/2018 12:57 PM)
RC-ML placed call to Tom Wood Nissan at [redacted] and left VMX for Lori Oliver, title clerk.
RC requested assistance on registration.
RC stated the DMV had provided the title application to C.
RC stated NNA is looking for Illinois Registration Identification Card.
RC provided phone number of [redacted]

Created By: Michele LaMore (3/26/2018 8:52 AM)
RC-ML sent request to NMAC for updated payoff.

Created By: Michele LaMore (3/23/2018 7:16 AM)
RC-ML received call from [redacted]
C provided new address:

[redacted]
Terre Haute, IN [redacted]

C stated the DMV told her that what was sent is the registration.
C directed attention to the upper left corner of document is checked title and transfer.
C stated she was told by DMV that is all DMV can offer her.
RC stated that now that since the registration is here an updated repurchase offer will be sent as soon as possible.
C requested an updated repurchase and settlement offer.
C is considering replacement after she sees the other offers.
RC offered assistance with replacement vehicle selection when C is ready.
C understood.

Created By: Michele LaMore (3/21/2018 2:43 PM)
RC-ML notes C will send the registration when received by DMV.

Created By: Michele LaMore (3/19/2018 1:47 PM)
RC-ML received call from C.
C received a title application.
RC confirmed correct VIN.
C stated she would visit DMV tomorrow and request registration.
RC confirmed that a valid registration was required to move forward with repurchase offer.
C understood.

Created By: Michele LaMore (3/16/2018 8:34 AM)
[redacted]
RC-ML received VMX from Lori Oliver, title clerk, tom Wood Nissan.
TC stated the IL DMV confirmed the registration was sent to C.

Created By: Michele LaMore (3/15/2018 9:50 AM)
RC-ML placed call to [redacted] and spoke with [redacted]
RC requested update on registration.
C confirmed that she has not received the registration form DMV.
C stated she was out-of-state and would not return home until Monday.
C stated the registration could be sitting at home waiting for her.
RC understood.
RC stated NNA was in contact with the dealer and title clerk.
RC stated that the title clerk was not returning VMXs.
C stated she was having the same experience with the dealer.
C stated she would call NNA with the update on Monday.
RC appreciated her patience.

Created By: Michele LaMore (3/15/2018 9:44 AM)
RC-ML placed call to Tom Wood Nissan at [redacted] and left VMX for Lori Oliver, title clerk.
RC requested update on registration.
RC provided phone number of [redacted]

[redacted]

Created By: Michele LaMore (3/13/2018 3:20 PM)
RC-ML placed call to Tom Wood Nissan at [redacted] and left VMX for Lori Oliver, title clerk.
RC requested update on registration.
RC provided phone number of [redacted]

Created By: Michele LaMore (3/12/2018 3:34 PM)
RC-ML placed call to Tom Wood Nissan at [redacted] and left VMX for Lori Oliver, title clerk.
RC requested update on registration.
RC provided phone number of [redacted]

Created By: Michele LaMore (3/8/2018 2:48 PM)
RC-ML placed call to Tom Wood Nissan at [redacted] and spoke with Lori Oliver, title clerk.
RC requested update on registration.
RC stated the customer had not received the registration from DMV.
LO stated she had not received anything today from DMV.
LO stated she has requested the DMV put a 'rush' on the registration.
LO confirmed the DMV would be sending registration directly to the customer.
RC asked if LO had a way to confirm DMV sent document to C.
LO stated that if NNA calls her late Monday afternoon, she could look into the system for NNA.
RC understood and agreed to contact LO on Monday.

Created By: Michele LaMore (3/7/2018 2:47 PM)
RC-ML placed call to Tom Wood Nissan at [redacted] and left VMX for Lori Oliver, title clerk.
RC requested update on registration.
RC stated the customer had not received the registration from DMV.
LO stated she had not received anything today from DMV.
LO stated she was planning to call DMV tomorrow morning and requested NNA call her back around this same time tomorrow for an update.
RC agreed.

Created By: Michele LaMore (3/7/2018 2:28 PM)
RC-ML spoke with [redacted]
RC requested update on registration receipt.
C had not received the registration from DMV.
C confirmed she is still in rental from the dealer.
C stated she is anxious to 'end this thing'.
RC understood.

Created By: Michele LaMore (3/5/2018 3:00 PM) | Last Modified By: Michele LaMore (3/5/2018 3:00 PM)
RC-ML placed call to Tom wood Nissan at [redacted] and left VMX for Lori Oliver, title clerk.
RC requested update on registration.
RC stated the customer had not received from DMV.
RC provided phone number of [redacted]

Created By: Michele LaMore (3/1/2018 4:21 PM)
RC-ML notes C is waiting on the registration from the DMV in order to proceed with the repurchase.

Created By: Michele LaMore (2/27/2018 10:00 AM)
RC-ML spoke with [redacted]
RC requested update on registration receipt.
C had not received the registration from DMV.
C confirmed the move is out-of-state but only 30 miles away from present home.
C confirmed the dealer was fine with her taking the loaner to her new home.
RC stated that would make surrender easier when it happens.
RC stated the registration was needed to proceed with offer.
C understood.

Created By: Michele LaMore (2/23/2018 12:59 PM)
RC-ML placed call to [redacted] and left VMX for [redacted]
RC provided update on registration.
RC stated the registration should be sent to C next week by the IL DMV.
RC provided phone number of [redacted]

Created By: Michele LaMore (2/23/2018 12:56 PM)
RC-ML placed call to Tom wood Nissan at 317-848-888 and spoke with Chip Synder, sales manager.
RC requested update on registration.
SM referred RC to Lori Oliver, title clerk. ext 6763.

RC requested update from Lori Oliver, title clerk.
TC stated the IL DMV was working on it.
TC stated the registration need to be cancelled and then re-issued with the correct VIN.
RC requested timeline of receipt.
TC stated the corrected registration should be mailed to C in a about a week.
RC confirmed a follow-up date of Wednesday, February 28, 2018 with title clerk.
TC agreed (after suggesting next Friday).

Created By: Michele LaMore (2/21/2018 2:55 PM)
RC-ML placed call to [redacted] and left VMX for with [redacted]
RC requested update on registration.
RC confirmed the move out-of-state at end of month.
RC requested callback to discuss options.
RC provided phone number of [redacted]

Created By: Michele LaMore (2/19/2018 2:38 PM)
RC-ML notes the dealer is working on getting the registration corrected.
C stated the dealer stated it could take 2 weeks.

RC notes C is moving out-of-state at end of month.

Created By: Michele LaMore (2/15/2018 2:00 PM)
RC-ML notes the dealer is working on getting the registration corrected.
C stated the dealer stated it could take 2 weeks.

Created By: Michele LaMore (2/13/2018 8:49 AM)
RC-ML sent email to ARBS for guidance on registration issue.

Created By: Michele LaMore (2/12/2018 3:20 PM)
RC-ML received call from C.
C stated the dealer is working on getting the registration corrected.
C stated the dealer stated it could take 2 weeks.
RC stated that is a short time for the DMV.
C stated the registration would be sent as soon as possible.

Created By: Michele LaMore (2/8/2018 4:08 PM)
RC-ML notes the dealer and C are working on obtaining a CORRECTED registration.

Created By: Michele LaMore (2/6/2018 7:54 AM)
RC-ML placed call to [redacted] and spoke with [redacted]
C stated the dealer acknowledged the wrong VIN was used for the registration.
C stated the dealer is going to 'clear this up'.
RC stated the registration is the last document needed to assemble a repurchase offer.

Created By: Michele LaMore (2/6/2018 7:52 AM)
RC-ML received and attached vehicle photos, driver license, and invalid registration.

Created By: Michele LaMore (2/6/2018 7:51 AM)
RC-ML sent request to NMAC for clarification on title request.

Created By: Michele LaMore (2/6/2018 7:49 AM)
RC-ML received and attached from NMAC:

Below is the payment/payoff information that you requested.

SR# 1[redacted]
Account#: [redacted]
Customer: [redacted]
30 day payoff $ 30084.90 good thru 2/15/2018
Payments received 7

Payment amount 379.25
Recent payment received on 1/19/2018 for $379.25

Sales contract, FULL detailed payment history printout are attached. There is currently no Title available. It has been requested

Created By: Michele LaMore (2/2/2018 2:48 PM)
RC-ML placed call to [redacted] and spoke with [redacted]
RC stated the IL registration had the wrong VIN.
RC stated the VIN for for a Rogue but is not the VIN that is on the lease agreement.
C does NOT understand.
RC stated that a repurchase offer cannot be processed with this registration.
C stated she was going to contact the dealer to find out what happened.
RC stated that NMAC would be contacted by RC to see if there was an explanation.
C understood.

Created By: Michele LaMore (2/2/2018 2:44 PM)
RC-ML received call from [redacted]
C stated she was sending the photos, registration, and driver licenses.
C stated that they are moving out-of-state at the end of the month.
RC stated that it may be possible to complete a replacement vehicle within the the month.
C stated that she has discussed with her husband and he wanted the repurchase only.
RC understood.

Created By: Michele LaMore (2/1/2018 8:06 AM)
RC-ML sent payoff request to NMAC.

Created By: Berkley Banyai (1/31/2018 3:54 PM)
RCAS-BB placed an outbound call DORSETT NISSAN at [redacted]
SA-Mitch spoke to RCAS-BB.

RCAS-BB requested the ROs.
RCAS-BB informed the SA that the ROs do not come through properly previously.

SA-Mitch agreed to fax the ROs to the RCAS.
SA-Mitch stated that the concerns only reoccurs in the one spot on the railroad tracks
SA-Mitch stated that Techline advised for a recalibration to be completed.
SA-Mitch stated that a recalibration was completed and SM test drove over the tracks multiple times.
SA-Mitch stated that the C became emotional.

RCAS-BB requested to speak to SM-Bruce.

SM-Bruce stated that the SM went over railroad tracks five times both ways to test the vehicle.
SM-Bruce stated that the vehicle was recalibrated and repaired.
SM-Bruce confirmed that the C picked up the vehicle.

RCAS-BB thanked the SM.

Call ended mutually.

Created By: Michele LaMore (1/31/2018 2:09 PM)
RC-ML placed call to [redacted] and spoke with [redacted]
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 $3,800 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 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 confirmed NMAC lease.
RC explained SOC and MSRP and upgrade charge calculation.
RC stated that it did need to be Rogue for the replacement vehicle.
RC confirmed Dorsett Nissan as the servicing dealer.
RC stated the sales manager would be called to begin the replacement vehicle selection.
RC stated the SM would be provided C's name and phone number.
C stated she wanted to discuss with her husband before committing to a replacement.
RC stated it could be any Nissan dealer if Dorsett Nissan was not preferred.
C stated she was 'very pleased' with Dorsett Nissan.
C stated it was just a 'matter of not sure'.
C stated that maybe the repurchase offer would be better for her.
RC stated that a decision did not need to be made today.
RC stated that both offers could be presented and then C could compare and contrast.
RC assured C that an offer or providing documents does not obligate C in any way.
RC stated that when C was ready to proceed with replacement, then RC was ready to assist.
RC provided office hours of 7-4 Illinois time.
RC reviewed list of requested documents.
RC confirmed email address.
C stated the requested documents would be sent in the next few days.

RC sent letter of intent to email address as requested.

Created By: Lakisha Benedict (1/31/2018 9:11 AM)
REASON: 1 repairs and 51 days down for vehicle dies when going over railroad tracks .

LEMON LAW: Yes, California

USAGE: 9,859 miles

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 $3,800 as cash settlement in lieu of buyback.

Created By: Lakisha Benedict (1/31/2018 9:06 AM)
ARBS-kb note the following RHR summary:

1v vehicle dies when going over railroad tracks
——software update performed

ARBS-kb note 51 days down for warrantable repair

Created By: Lakisha Benedict (1/31/2018 9:05 AM)
ARBS-kb note the following RHR review:
ARBS_kb note the following states: IN

12/12/17 - Mileage:9,859-[redacted] Days down-51
1. Customer states the vehicle dies when going over railroad tracks, customer hears a clicking noise and then the vehicle stops abruptly. Has happened twice on Washington st. right on the railroad tracks. Between 15-30 mph it occurs please advise————Software update was performed per Nissan field engineers request.

Created By: Lakisha Benedict (1/31/2018 8:57 AM)
ARBS-kb contacted the dealership.

ARBS-kb spoke with SA-Tammy.

ARBS-kb advised SA Tammy that ARBS was calling to gather information regarding the customers vehicle.

ARBS-kb was advised that the vehicle is repaired, and ready for the customer to pick the vehicle up.
ARBs-kb was advised that the dealership was waiting on information from Nissan Field Engineers instruction.

ARBS-kb was advised that the dealership was advised to complete a software update, and that update was performed on the vehicle & the customer will need to pick the vehicle up today.

ARBS-kb was advised that the dealership will not cover the rental any further, and the customer will need to pick the vehicle up.

ARBS-kb requested the RO & timestamps.

ARBS-kb thanked the rep & the call ended.

Created By: Lakisha Benedict (1/30/2018 5:29 PM)
ARBS-kb sent a message to the agent advising to request the most recent RO, and update the Rhr.

Created By: Berkley Banyai (1/30/2018 2:36 PM)
RCAS-BB placed an outbound call to C at [redacted]

[redacted] is now the C.

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

RCAS-BB informed the C that the RHR is still processing.

✓ C stated that the DLR stated that the vehicle is recalibrated and repair.
C stated that C does not want the vehicle.

RCAS-BB empathized.
RCAS informed the C that RCAS-BB will follow up on 2/2/18 to provide an update in regards to the RHR.

C agreed.

RCAS-BB thanked the C.

Call ended mutually.

Created By: Nicki Barror (1/29/2018 3:13 PM)
DRTS received the RHR. The RHR was assigned to ARBS Lakisha Benedict for review.

Created By: Berkley Banyai (1/29/2018 2:29 PM)
RCAS-BB placed an outbound call DORSETT NISSAN at [redacted]
SA-Mitch spoke to RCAS-BB.

✓ RCAS-BB requested the ROs.

SA-Mitch agreed to fax the ROs to the RCAS.

Call ended mutually.

Created By: DeHenry Kidd (1/29/2018 10:16 AM)
IIR- FEB- CST

Created By: DeHenry Kidd (1/29/2018 10:15 AM)
Arbs is forwarding case back to NNA RCAS for further handling

Verified Name Address Phone# VIN Mileage Responsible Dealer

Checked for open Recalls/Campaigns: None

Arbs called customer to discuss case, arbs informed customer arbs was able to reach out to the dealer to discuss customer vehicle and concerns, arbs was informed from the SM they were able to duplicate the concern and they have been in contact with DTS and tech support and asked for them to do a calibration on the vehicle. SM stated customer is in a rental. SM stated after the calibration he took the vehicle on a test drive and did not experience any issues with the vehicle.

Arbs asked since they have made a repair attempt arbs asked if customer request is still an RHR? Customer stated yes and that she is not picking the vehicle up no matter if they fixed the vehicle.

Arbs informed customer that this is not an IIR case due to the vehicle is not in the original condition from the incident and the RHR request will be reviewed and a decision will be made. Customer understood.

***This is not an IIR arbs is forwarding case back to RCAS for further handling and to submit the RHR request.

Created By: DeHenry Kidd (1/26/2018 11:37 AM)
Arbs called the dealership and spoke with SM-Bruce, SM stated they were able to duplicate the concern and they have been in contact with DTS and tech support and asked for them to do a calibration on the vehicle. SM stated customer is in a rental. SM stated after the calibration he took the vehicle on a test drive and did not experience any issues with the vehicle.

Arbs will follow up with management to see how they would like to proceed.

Created By: Berkley Banyai (1/24/2018 2:29 PM)
RCAS-BB asked the following IIR questions regarding the incident where the vehicle stopped on the railroad tracks.

Where: Washington St, Terre Haute, IN
Time: 6:00 pm
Location: Washington St, Terre Haute, IN
When: Before 12/25/17
Driver: [redacted]
✓ DOB: [redacted]
Owner: Kathy and [redacted]
Odometer Reading: N/A
Current Location: DORSETT NISSAN
How would you like us to be involved? C stated replacement of the vehicle.

RCAS-BB thanked the C.

Call ended mutually.

✓ **Created By: Berkley Banyai (1/24/2018 2:21 PM)**
RCAS-BB placed an outbound call to C at [redacted] (BEST)

[redacted] is now the C.

RCAS-BB ADVISED "This call may be recorded for quality and training purposes."
RCAS-BB VERIFIED C's name, home & email address, concern, phone
RCAS-BB VERIFIED servicing dealer/retailer: DORSETT NISSAN
RCAS-BB CHECKED for open recalls/campaigns and found: 0
Previous UNRELATED Case(s) Found: 0
Previous RELATED Case(s) Found: 0

RCAS-BB verified credentials.
RCAS-BB inquired about the Cs vehicle concerns.

C stated that the vehicle stopped on the railroad tracks and speed bumps.
C stated that C test drove the vehicle with the DLR.
C stated that the concerns were duplicated.

RCAS-BB apologized.

C sated that C is traumatized.

RCAS-BB informed the C that the DLR is working to repair the vehicle.

C stated that C is not taking the vehicle back.

RCAS-BB inquired what the C is seeking from NNA.

C stated replacement.
C expressed safety concerns.

RCAS-BB offered the RHR.

C stated that the vehicle has no repair history.
C agreed to RHR.

RCAS-BB asked the following RHR questions:

Why do you want to return the veh to NNA?
C stated that C does not want to die and does not trust the vehicle.
Where is the veh currently?
C stated at DORSETT NISSAN since 12/20/18.
Where was the veh purchased?
TOM WOOD NISSAN
Was it purchased new or used?
NEW
Where is the veh serviced? Has the veh been taken to multiple Nissan/Infinity dealers? IF YES- document names of dealers/retailers.
TOM WOOD NISSAN and DORSETT NISSAN

RCAS-BB informed the C that the RCAS will follow up on 1/29/18.

RCAS-BB inquired if the C had any additional questions.

C stated no.

RCAS-BB thanked the C.

C stated that the concerns occur over bumps on the highway.

RCAS-BB thanked the C for information.

C thanked the RCAS-BB.

Call ended mutually.

Created By: Berkley Banyai (1/24/2018 1:33 PM)
RCAS-BB placed an outbound call to DORSETT NISSAN at [redacted]
RCAS-BB spoke with SA-Tammy

RCAS-BB inquired about the C.

SA confirmed that the concern was duplicated and a clicking noise was present.
SA stated that the DLR is working with Techline and the DTS coming on the 30th possibly
SA stated that the C has been in a rental vehicle since middle of December.

RCAS-BB requested the ROs.

SA agreed.

RCAS-BB thanked the SA.

Call ended mutually.

Created By: Riley Nabert (1/23/2018 12:48 PM)
CRR-RN VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-RN VERIFIED VEH Info including: VIN#,
CRR-RN CHECKED for open recalls/campaigns and found: 0
CRR-RN CHECKED for previous UNRELATED Case(s) and found: 0
CRR-RN CHECKED previous RELATED Case(s) and found: 0
CRR-RN NOTED concern is: BUY BACK
CRR-RN received inbound call from C

C wife [redacted] called in and will now be referred to as C
C stated C just left DLRSHP
C stated C bought Rogue of last year
C stated C brought VEH down to DLRSHP
C stated VEH has been at DLRSHP for over a month
C stated C was driving over rail road tracts where the anti-collision engaged and stopped the VEH on the rail road tracks
C stated C thought this was just a rare occasion and kept driving the VEH
C stated the VEH that did it can
C stated C is scared to death by this VEH
C stated C is not taking this VEH
C stated this is a leased VEH
C stated C does not want this VEH
C stated C has been working with Bruce Hutson at DLRSHP
C stated this also happens when C goes over bumps which worries C about driving this VEH anywhere
C stated C does not want this VEH back

****
CRR-RN provided C with Case # & Agent ID
CRR-RN informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day Wednesday, January 24th, 2018 regarding the C concern

C understood and appreciated the assistance

CRR-RN asked C if there is anything else CRR-RN could do to assist C

C declined

Call ended mutually
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	ENGINE CONTROL MODULE (ECU)	POOR OR IMPROPER OPERATION	06	4/23/2018	YX	AF	132500	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Berkley Banyai, 1/24/2018 2:35 PM	1/24/2018

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Case [redacted]

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Case History [5+] | Case Comments [10] | Case Categorizations [2] | Forms [1]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted]ex Kang
Contact Email	[redacted]	Type	CA
Home Phone	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	3/14/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	1/24/2018 12:19 PM
Social Media Involvement		Date/Time Closed	3/14/2018 8:39 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	IIR- FEB- EST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	BOCH NISSAN SOUTH
# Vehicles Owned	1	Previous Repair Date	1/24/2018
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	2,197	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN1BJ1CRXHW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE SPORT	Beyond PT Warranty Miles1	0
Model Code	27617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	BOCH NISSAN SOUTH	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	11	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	
Mobile Phone	
Email	
Alternate Email	

Verbatims

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

DTS Inspection

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

System Information

Subject	CUSTOMER: [redacted] [redacted] VIN: JN1BJ1CRXH[redacted]	Root Cause	
Created By	Emmanuel Asman, 1/24/2018 12:19 PM	Root Cause Code	SCSV
Last Modified By	NNAETL, 12/11/2018 11:06 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	811		
Action Code	NT8G		
What action was taken?	8G Provided Other Information		

Agent Comments

Agent Comments	IIR FEB
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
3/14/2018 8:39 AM	Alex Kang	Changed **Status** from Open to **Closed**.
		Closed.
3/12/2018 4:22 PM	Alex Kang	Changed **Follow Up Date** from 3/19/2018 to **3/14/2018**.
3/5/2018 8:45 AM	Alex Kang	Changed **Follow Up Date** from 3/5/2018 to **3/19/2018**.
2/28/2018 7:45 AM	Alex Kang	Changed **Follow Up Date** from 2/28/2018 to **3/5/2018**.

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Case Comments

New

Case Comments Help

Public	Comment
	Created By: Alex Kang (3/14/2018 8:38 AM) ARBS closing case as no manufacture defect found.
	Created By: Alex Kang (3/14/2018 8:31 AM) Fedex Tracking: [redacted]
	Created By: Alex Kang (3/14/2018 8:28 AM) ARBS made outbound call at[redacted] ARBS left VXM providing case number, best contact information, requesting call back and a letter will be sent to C and if C has any questions to call ARBS back.
	Created By: Alex Kang (3/12/2018 4:17 PM) ARBS received email from Wendy Rhinehart stating: Hi Alex. This matter was reviewed and there were no defects found with the vehicle. There is no evidence of a full FEB activation in the system. The DTS test drove the vehicle and could not replicate the customer's concern. No evidence of a manufacturing or product defect. As such, our recommendation is to deny assistance in this matter. Please send me a copy of your determination letter for my file.
	Created By: Alex Kang (2/23/2018 8:47 AM) ARBS made outbound call at[redacted] ARBS left VXM providing case number, best contact information and requesting call back.
	Created By: Alex Kang (2/8/2018 8:55 AM) ARBS made outbound call to Boch Nissan South. ARBS spoke with SM- Dan ARBS provided DTS inspection date. SM-Dan stated have C in the books. ARBS thanked SM-Dan. Call ended mutually.
	Created By: Alex Kang (2/8/2018 8:51 AM) ARBS made outbound call to C[redacted] ARBS stated there is a DTS inspection on the 26 at 11 AM EST. C stated that is fine. C asked if C has to bring it the night before or not. ARBS Stated as long as the vehicle is at the DLRSHP before the 26th at 11 AM EST, it shouldn't be an issue. C stated that is fine.

ARBS stated ARBS will call C back on the 23rd for a friendly remainder call.

C stated ok.

C thanked ARBS.

ARBS thanked C for C's time.

Call ended mutually.

Created By: Alex Kang (2/5/2018 9:02 AM)
ARBS made outbound call to C at [redacted]
ARBS asked if C has 15-20 minutes to speak about the case.
ARBS proceeded with probing questions.
ARBS asked for detail description on the incident.
C stated at the time of the incident the FEB light blinking all the way to work, but it wasn't on when the incident happened.
C stated C told the Dealer it comes on randomly.
C stated second time C was driving down the road and going 15-20mph.
C stated it was a clear morning, but during the cold snap.
C stated straight road.
C stated C was driving and it started to beeping and the brakes hit real fast.
C stated it doesn't stop forward.
C stated there is no pot holes.
C stated it's a flat road.

ARBS stated ARBS is going to send out an inspector to see what is going on with the vehicle.
ARBS stated it will take 2-4 weeks for the inspector to come look at the vehicle.
ARBS stated once ARBS receives the inspection date, ARBS will give C a call back.

C stated that is fine as long as C gets a loaner vehicle.
ARBS stated ARBS has no authorization for a loaner vehicle, that is the DLRSHP discretion.

C stated ok.
C stated well C will wait to hear back from ARBS.
C stated what happens if it happens again.
ARBS stated C can give ARBS a call back and ARBS will document it into C's case.
C stated ok.
ARBS stated ARBS will give C a call back once an inspection date is set.
C thanked ARBS.
ARBS thanked C for C's time.
Call ended mutually

Created By: Alex Kang (2/5/2018 8:49 AM)
ARBS received VXM from C requesting call back.

Created By: Alex Kang (2/1/2018 9:36 AM)
ARBS made outbound call at[redacted]
ARBS left VXM providing case number, best contact information and requesting call back.

Created By: Alex Kang (1/29/2018 7:36 AM)
**********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********

[redacted] **Created By: Samantha Dixon (1/29/2018 7:31 AM)**
IIR REJECTED- PROBE NOT COMPLETED. IF IIR NEEDS TO BE SUBMITTED COMPLETE THE NECESSARY PARTS OF IIR PROBE AND RESUBMIT.

✓ **Created By: Dezerick Frazier (1/26/2018 4:03 PM)**
RCAS-DF received VMX from C asking RCAS-DF to call C at[redacted]

Created By: Samantha Dixon (1/25/2018 3:43 PM)
FEB concern

Created By: Dezerick Frazier (1/25/2018 1:52 PM)
RCAS-DF place outbound call to C at 4017692118.

RCAS-DF left a VMX for C.

✓ RCAS-DF asked C to call RCAS-DF back at C's earliest convenience.

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

RCAS-DF set a follow up date for Friday 1/26/18.

Created By: Dezerick Frazier (1/25/2018 1:50 PM)
RCAS-DF placed outbound call to C at[redacted]

RCAS-DF left a VMX for C.

✓ RCAS-DF asked C to call RCAS-DF back at C's earliest convenience.

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

RCAS-DF set a follow up date for Friday 1/26/18.

Created By: Dezerick Frazier (1/25/2018 1:42 PM)
RCAS-DF placed outbound call to the dealership.

RCAS-DF spoke with SA-Stephon.

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

SA-S stated that C is sating that C's VEH is stopping on its own.

SA-S stated that the dealership was not able duplicate the concern.

SA-S stated that the dealership head C's VEH for a four days.

✓ SA-S stated that C came into the dealership before with the same concern and the dealership replaced the sensors but this most recent time the dealership was not able to duplicate the concern.

RCAS-DF asked if C has forward emergency braking.

SA-S stated yes the VEH does have FEB.

SA-S state that C currently has the VEH.

RCAS-DF thanked SA-S.

Call ended mutually.

SA-S tate

Created By: Emmanuel Asman (1/24/2018 12:31 PM) | Last Modified By: Dezerick Frazier (1/25/2018 1:22 PM)
**********CASE SUMMARY**********

✓ C called in regarding concerns that cannot be duplicated and saftey concerns

CRR-EA advised C that case is being sent to RCAS

CRR-EA sending case to RCAS

✓ **Created By: Emmanuel Asman (1/24/2018 12:30 PM) | Last Modified By: Dezerick Frazier (1/25/2018 1:22 PM)**
CRR-EA VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-EA VERIFIED Veh Info including: VIN#, Current Mileage, Warranty & Service History

CRR-EA CHECKED for open recalls/campaigns and found: NONE
CRR-EA CHECKED for previous UNRELATED Case(s) and found: 0
CRR-EA CHECKED previous RELATED Case(s) and found: 0

CRR-EA NOTED concern is: VEH CONCERN NOT ABLE TO DUPLICATE/SAFETY

CRR-EA received inbound call from C

C stated C purchased VEH in august
C stated C's VEH stops whenever it wants
C stated recently while C was driving, the VEH stopped by it'self while no VEH's were on or near the road
C stated in December C brought VEH to DLRSHP and DLR put 350 miles on the VEH
C started crying stating that C is afraid of the VEH and afraid to drive the VEH
C stated recently C had the VEH at the DLRSHP for 2 days and they advised C to take C's VEH because there are no concerns
C stated C asked DLRSHP to take VEH back and DLRSHP advised C that unless NNA grants permission that cant be done
C stated that the DLR also advised that there can be no trade in option as VEH's concern cannot be found
C stated C was advised that if there is a trade in, it'll be at book value which would mean C would lose money
C stated C asked about the lemon law and C was advised C had to bring VEH in 3 times
C stated C has brought VEH in 3 times however, the second one, C was advised that the concern was not duplicated
C stated C is calling because C does not know what to do and would like NNA to intervene

CRR-EA acknowledged C's concern
CRR-EA apologized for experience C has had with VEH
CRR-EA informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact C by close of business day 01/25/18 regarding C's concern
CRR-EA provided C with Case # [redacted] and Agent I.D

C understood and appreciated the assistance

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

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]	BRAKES	INTELLIGENT BRAKE ASSIST (IBA)	UNABLE DIAGNOSE/DUPLICATE	26	1/24/2018	WT	AD	328000	OA
	[redacted]	NISSAN PRODUCT INQUIRIES	ROGUE	GENERAL INQUIRY	QF	1/24/2018	ZR	AZ	270500	OF

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Dezerick Frazier, 1/25/2018 1:37 PM	1/25/2018

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Case [redacted]

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Case History [5+] | Case Comments [49] | Case Categorizations [2] | Forms [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] nisha Baldon
Contact Email	[redacted]	Type	Email Nissan
Home Phone	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	3/1/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	1/27/2018 11:10 AM
Social Media Involvement		Date/Time Closed	3/1/2018 2:43 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Attorney General Voluntary Repurchase due to 2 visit 41 days down for FEB is activating with no vehicle and audio unit reboots and bluethooth concern both under engineering review.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	0	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	2,757	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	JN1BJ1CP8HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE SPORT	Beyond PT Warranty Miles1	0
Model Code	27517	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	LYNN LAYTON CAD-NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	
Shared With		Requested Dealer Action	

Bluetooth

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

Related Items

Approved Check Requests	$34,097.66	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	Re: Your Nissan [ref:_00DA09j8L._5000G1Kpx8O:ref]	Root Cause	
Created By	Managed Services, 1/27/2018 11:10 AM	Root Cause Code	SCSV
Last Modified By	NNAETL, 9/18/2019 9:25 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	824		
Action Code	NT5F		
What action was taken?	5F Voluntary NNA Trade/Repurchase - NNA Inventory - 1 veh		

Agent Comments

Agent Comments	
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
3/1/2018 2:43 PM	Anisha Baldon	Changed **Status** from Open to **Closed**.
		Closed.
2/28/2018 7:35 AM	Anisha Baldon	Changed **Description**.
2/27/2018 2:57 PM	Anisha Baldon	Changed **Follow Up Date** from 2/22/2018 to 3/1/2018.
2/22/2018 3:21 PM	Anisha Baldon	Changed **Description**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Anisha Baldon (3/1/2018 2:43 PM) ARBS transferred case to Morley Morley case #[redacted] FedEx #[redacted]
	Created By: Anisha Baldon (2/28/2018 7:35 AM) Consumer Affairs Voluntary Repurchase due to 2 visit 41 days down for FEB is activating with no vehicle and audio unit reboots and bluethooth concern both under engineering review.
	Created By: Anisha Baldon (2/27/2018 2:57 PM) ARBS request check in the amount of $3,012.07 payable to C. ARBS request check in the amount of $31,085.59 payable to Capital One Auto Finance. ARBS received case from AG. ARBS not fix is not set for release until end of March. ARBS notes DTS Bryan H. confirm vehicle concern in DTS report. ********** Base Price $30,901.93 Service Contract $2,500.00 City Tax $309.02 County Tax $154.51 State Tax $618.04 License and Title fee $16.50 Interest Paid to Date $946.91 Total Purchase Price $35,446.91 Less Usage $349.25 Less Rebates $1,000.00 Loan Payoff* $31,085.59 Total Deductions $32,434.84 Refund Amount $3,012.07 ********** ARBS notes: $6.9052 x 20 days = $138.04 $30,947.49 + $138.04 = $31,085.59
	Created By: Anisha Baldon (2/27/2018 2:27 PM) ARBS notes: In service date: 9/7/17 State: AL Retail sale No campaigns No additional CA case 3 T5 cases