PE19-010

NISSAN

6-16-2020

ATTACHMENT B

REQUEST NUMBER 2

DOCUMENT

CONSUMER COMPLAINTS

1 OF 2

PART 1

3 OF 16

VSC: Sec Plus Gold Pref expires 7/7/23 or 75,000 miles. Cost $ 2,500.00
DTS: Bryan Hayden

Created By: Anisha Baldon (2/27/2018 2:25 PM)
ARBS notes:

ARBS notes:

11/13/17 @ 1,168 miles – RO[redacted] – 19* days down
Concern:
1. hesitation when taking off
2. would not stay started the other day
3. not able to program garage door opener
Action:
1. Reprogram ECM
2. no repair
3. no repair
1. Reprogram ECM

1/10/18 @ 2,757 miles – RO[redacted] – 22 days down
Concern:
1. Nav screen is blank on start up
2. Garage door will not program
3. backing up at times you feel a bump
4. stopped at light and heard a groan noise and car did not want to pull
Action:
1. No dup shop foreman under cold/hot conditions and veh performed as design
2. Framless EC Mirrow w/ UGDO
3. shop foreman under cold/hot conditions and veh operating as design
4. veh operating as design

****

ARBS notes DTS inspection results:

1.Complaint - FEB is activating with no vehicles in the area.
Status - Incident is under engineering review
2.Complaint - Audio unit reboots and Bluetooth has a whine
Status - Incident is under engineering review

Created By: Anisha Baldon (2/27/2018 2:23 PM)
ARBS received fax of sign repurchase offer letter.

Created By: Anisha Baldon (2/26/2018 7:58 AM)
ARBS received email from C stating:

I have not heard about the rental,
Also, there is no attachment of papers for me to sign.
Even Dennis hasn't seen any attached to everything I have forward on to him
Please send them so we can review and I will sign. I have POA for him, as
he has no way of getting them back to you.
****

ARBS replied attaching the repurchase offer letter again.

ARBS informed C ARBS will reach out to Dlr again.

****

ARBS emailed SM James to check on C's loaner vehicle.

Created By: Anisha Baldon (2/22/2018 3:21 PM)
Hi Ray
As you know I picked up the Rogue on Friday the 26th.
They only put 20 miles on it, and by looking at the ticket only a few miles at a time.
They replaced the opener control (which is what they could only find wrong) and it still DOESN'T programWe tried the Rogue as the #1 on they system, and had to reprogram the other opener and car.
When I was driving back home, stopped at the light on what they call the River Bridge heading towards565. When taking off, the Rogue hesitated and made the sound like the emergency brake was on.
Drove it to lunch, parked locked with the key in my pocketbook. Came out touch the passenger side doorto unlock, only that door would unlock, had to take the key fob out of my purse and manually unlock the rest of the vehicle.
PLEASE do what needs to be done to have this bought back from me. At this point in time I don't wantanother one. I don't want anything to do with Nissan or LYNN LAYTON.

[redacted]
From: "NissanConsumerAffairs@my-nissan-usa.com" <nissanconsumeraffairs@my-nissan-usa.com>" <nissanconsumeraffairs@my-nissan-usa.com>
To: [redacted]
Sent: Friday, December 1, 2017 2:20 PM
Subject: Your Nissan [ref:_00DA09j8L._5000G1Kpx8O:ref]

#[redacted] p{margin-top:0px;margin-bottom:0px;}
| |
| |
|
| 12/1/2017

Case #[redacted] #JN1BJ1CP8HW[redacted]

Dear[redacted]

Thank you for completing a survey sent to you by Nissan North America where you expressed a concern with your 2017 NISSAN ROGUE SPORT. Nissan is focused on customer satisfaction and getting further feedback from you is critical to our understanding of the vehicle concern.

To gain a better understanding, please reply to this email or contact me directly at[redacted] We have also created Case #[redacted] to document your comments and this request.

Your satisfaction is important to us!

Sincerely,

Nissan

_____
Ray
Total Customer Satisfaction Team
Nissan North America, Inc.
|

|
| |
| |
| |

ref:_00DA09j8L._5000G1Kpx8O:ref

Created By: Anisha Baldon (2/22/2018 7:47 AM)
ARBS received email from FOM Jamie P. approving rental assistance for 3 weeks. ARBS forward to SM James.

Created By: Anisha Baldon (2/21/2018 4:31 PM)
ARBS received email from C stating:

I've tried to resend the pic and it won't go thru. I will have to do each one separately.

Also, my husband feels we should even have to lose the $1349 as we don't have use and haven really had use of the vehicle. I've had to take time off from work to deal with this problem, have to pay insurance on it. Also had to find other means of transportation.

Lynn Layton delivered the vehicle back on the 8th, picked up their user one and it has sat in the driveway ever since, as it is unsafe to drive. I've been informed that should I drive it, have an accident, my insurance will not cover it as there is a known problem with it.

Is there something else that can be done to help cover the other monies I am out

[redacted]

Hello,

I will check on a loaner vehicle. However, the usage fee was to be at 2,757 I changed it to the first repair for customer satisfaction. NNA will not be in the positon to waive additional usage.

Thank you,

Created By: Anisha Baldon (2/21/2018 4:29 PM)
ARBS emailed FOM Jamie Putman for GW rental assistance for 3 weeks.

Created By: Anisha Baldon (2/20/2018 1:45 PM)
ARBS emailed C to confirm C received the repurchase offer letter.

Created By: Anisha Baldon (2/15/2018 3:01 PM)
ARBS emailed C repurchase offer letter with revised repurchase calculations.

Created By: Anisha Baldon (2/15/2018 2:52 PM)
ARBS revised figures using usage at first visit for customer satisfaction ($475.14 difference).

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

Created By: Anisha Baldon (2/15/2018 7:49 AM)
ARBS received a call from C

C stated C has a problem with the numbers.
C stated this started from day one in the garage.
C stated C has been complaining since day one.
C stated C reported it to C's sales person but the sales person is not longer working at the Dlr.
ARBS stated NNA is offering repurchase for the FEB and Audio Unit.
ARBS stated not the garage opening concern.
C stated C mention those other thing as well.
C stated the dealer did not write it up like C said.
ARBS stated ARBS will look into it.
ARBS stated NNA goes off of what the repair order states.
C stated it is not right.
ARBS stated ARBS will look into it and give C a call.
C stated email is best.
ARBS stated ok.
call ended mutually.

Created By: Anisha Baldon (2/14/2018 11:06 AM)
ARBS notes:

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 $824.39
Loan Payoff* $31,085.59
Total Deductions $32,909.98

Refund Amount $2,536.93

Created By: Anisha Baldon (2/14/2018 10:36 AM)
ARBS notes:

$6.9052 x 20 days = $138.04

$30,947.49 + $138.04 = $31,085.59

Created By: Anisha Baldon (2/14/2018 10:11 AM)
ARBS reviewed payment history.

C took loan out in the amount of $32,122

Total veh purchase price: $34,500.00
Rebate $1,000
Down payment $1,378.00
Equals: $32,122

Created By: Anisha Baldon (2/14/2018 10:07 AM)
ARBS received a call from Finance Person Kyle

ARBS stated NNA is doing a LL repurchase.
ARBS ask what is the $8,805.63 fee on the sales contract.
FP stated it is finance charges.
ARBS stated C has a lienholder and paying interest daily why would C be charged interest twice.
FP stated C did not have a trade.
FP stated not sure.
ARBS ask if FP can run this by the FM or GM because NNA is going to have to refund this amount and NNA is going to ask the Dlr for the money back.
FP stated will get back with ARBS.
call ended mutually.

Created By: Anisha Baldon (2/14/2018 8:35 AM)
ARBS called Capital Once @ [redacted]

Acct # [redacted]

ARBS spoke with customer service rep (CSR) Angela

ARBS ask for payoff information.
CSR ask for account number.

ARBS provided [redacted]
CSR stated 30,947.49 ten day payoff good thru 2/24.
ARBS ask for per diem.
CSR stated Per diem $6.9052.
ARBS ask for overnight payment address.
CSR stated 2525 corporate pl 2nd flr suite 250, Monterey Park, CA 91754
ARBS thanked CSR.
call ended mutually.

Created By: Anisha Baldon (2/14/2018 8:27 AM)
ARBS called Laton Cadillac-Nissan @[redacted] left message for Finance Kyle or Randy requesting a call back regarding $8,805.68 on sales contract.

Created By: Anisha Baldon (2/14/2018 8:17 AM)
ARBS received a call from C.

C stated C did send the photos but it bounced back.
ARBS ask if C is sending the photos in one email.
C stated yes.
ARBS stated C will have to break it up into about 2-3 emails.
C stated C is headed out to work.
ARBS stated C can send the photos later.
ARBS ask if C has decided if C would like to do a repurchase or replacement.
C stated C does not want another one.
C stated C is scared of it.
ARBS ask it is just the Rogue would C like to get into a different trim.
C stated C does not want another Nissan.
C stated if the dealer can trade it for the Ford Escape next door that would work.
ARBS stated ARBS will perform the calculations for a repurchase.
C stated ok.
call ended mutually.

Created By: Anisha Baldon (2/14/2018 8:07 AM)
ARBS replied confirming receipt of items, missing veh photos.

Created By: Anisha Baldon (2/14/2018 8:06 AM)
ARBS received email from C with sales contract, reg, lienholder information.

Created By: Anisha Baldon (2/13/2018 4:09 PM)
ARBS emailed C inquiring if C has gathered the documents.

Created By: Anisha Baldon (2/9/2018 1:32 PM)
ARBS received email from C on 2/8/18 stating C is working on pulling information together. Car is at dealership and C has to go out there to finish up.

Created By: Anisha Baldon (2/6/2018 4:00 PM)
ARBS called C @[redacted]

ARBS informed C received vmx.
ARBS stated ARBS also received inspection report.
C stated yes.
C stated C wants out.
ARBS stated at this time NNA can repurchase or replace the veh.
C stated C wants a repurchase.
ARBS stated ok.
ARBS ask if C uses email.
C stated yes and verified email address.
ARBS stated ARBS will email C requesting information.
ARBS stated the overall process can take 2-4 weeks.
ARBS stated also if C can notify the AG that NNA has offered repurchase that would be great.
C stated ok.
Call ended mutually.

Created By: Anisha Baldon (2/6/2018 3:54 PM)
ARBS received vmx from C.

Created By: Anisha Baldon (2/6/2018 2:25 PM)
ARBS notes DTS inspection results:

1.Complaint - FEB is activating with no vehicles in the area.
Status - Incident is under engineering review
2.Complaint - Audio unit reboots and Bluetooth has a whine
Status - Incident is under engineering review

Created By: Anisha Baldon (2/2/2018 9:52 AM)
ARBS FedEx AG response. ARBS offering DTS inspection.

Created By: Anisha Baldon (2/2/2018 9:25 AM)
ARBS notes:

11/13/17 @ 1,168 miles – RO[redacted] – 19* days down
Concern:
1. hesitation when taking off
2. would not stay started the other day
3. not able to program garage door opener
Action:
1. Reprogram ECM
2. no repair
3. no repair
1. Reprogram ECM

1/10/18 @ 2,757 miles – RO[redacted] – 22 days down
Concern:
1. Nav screen is blank on start up
2. Garage door will not program
3. backing up at times you feel a bump
4. stopped at light and heard a groan noise and car did not want to pull
Action:
1. No dup shop foreman under cold/hot conditions and veh performed as design
2. Framless EC Mirrow w/ UGDO
3. shop foreman under cold/hot conditions and veh operating as design
4. veh operating as design

Created By: Anisha Baldon (2/2/2018 9:16 AM)
ARBS called Dlr spoke with SA Justin requested a copy of RO[redacted]

Created By: Michelle Simpson (2/1/2018 3:58 PM) | Last Modified By: Michelle Simpson (2/1/2018 3:58 PM)
DRTS-SM located and attached the factory invoice to the case.

Created By: Anisha Baldon (2/1/2018 2:04 PM)
ARBS emailed SM James informing ARBS has not received RO[redacted] can SM send that over please.

Created By: Anisha Baldon (1/31/2018 2:34 PM)
ARBS called Dlr spoke with SM James

ARBS ask if RO[redacted] is the only RO.
SM stated C was in this month RO[redacted]
ARBS stated ARBS does not have that RO.
SM stated C was there from 1/18-1/29.
SM stated the only concern that is really there is the homelink and some garage do not have compatible equipment.
ARBS ask if the veh was at the Dlr 19 days on RO[redacted]
SM stated yes SM believes so.
SM stated there was nothing billed out to warranty.
SM stated no concern was really found.
ARBS ask for SM to send over the repair order[redacted]
ARBS thanked SM.
call ended mutually.

Created By: Michelle Simpson (1/31/2018 2:33 PM)
DRTS-SM called Lynn Layton Nissan (3049) and spoke with Service Advisor Justin and he stated RO[redacted] vehicle was at the dealership for the entire duration of the RO and no loaner was provided. RO[redacted] vehicle was down for the entire duration of the RO and a loaner was provided to customer.

DRTS-SM added this information to the RHR and attached to case.

Created By: Anisha Baldon (1/30/2018 4:17 PM)
ARBS notes:

11/13/17 @ 1,168 miles – RO[redacted] – 19* days down
Concern:
1. hesitation when taking off
2. would not stay started the other day
3. not able to program garage door opener
Action:
1. Reprogram ECM
2. no repair
3. no repair
1. Reprogram ECM

Created By: Anisha Baldon (1/30/2018 3:47 PM)
ARBS called C @[redacted] left vmx.

Created By: Michelle Simpson (1/30/2018 12:13 PM)
DRTS-SM received ROs via fax from Lynn Layton Nissan [redacted] and also received Buyers Order and Title App from same dealership. Attached documents to the case.

Created By: Michelle Simpson (1/30/2018 10:39 AM)
DRTS-SM called Lynn Layton Cadillac Nissan (3049) and spoke with Justin in service and he will be faxing over ROs in about 20 minutes. Also, spoke with Caitland the Title Clerk and she is faxing over Sales Docs and Title App in the next 30 minutes.

Created By: Jeremy Angelini (1/30/2018 9:42 AM)
ECRR-JA received email from case[redacted]
ECRR-JA logged email to case for further review
ECRR-JA exiting case

Ray

Why is someone else calling me regarding the Rogue.I sent you something this weekend. Now hearing from others.

Created By: Michelle Simpson (1/29/2018 2:50 PM)
*****Case being transferred to ARBS- Anisha Baldon*******

Created By: Michelle Simpson (1/29/2018 2:49 PM)
Previous cases found[redacted]

Open recalls/campaigns-none

DRTS-SM in receipt of Attorney General Letter received 1/26/2018 via US Mail, letter dated 1/26/2018 via Barbara Armstrong, Consumer Specialist.

Customer has encountered problems with the vehicle the auto brake system wants to stop when no vehicles are around, computer screen goes dead, sometimes the Rogue will not move after stopping at light or stop sign, customer continues that vehicle had problems backing out of a parking space, have to reprogram the radio, can't program auto wattage door, sometimes have to go through all the set up modes again .

Requesting response in writing within 15 days.

Attachments include warranty complaint form, and business reply form.

Created By: Shonecia Johnson (1/29/2018 12:38 PM)
RCAS_SJ placed an outbound call to[redacted] left VMX.
RCAS_SJ placed an outbound call to 2565206476 C advised that the C could not speak after 4:30.

Created By: Shonecia Johnson (1/29/2018 11:43 AM)
RCAS_SJ called to SA-Tim Sera at Lynn Layton Nissan:
SA-TS advised that SM-James Botche the VEH has an appointment on 2/6 with DTS-Bryan Hayden.

SA-TS advised that SM-JB is on lunch.

Created By: Deshaun Johnston (1/27/2018 4:58 PM)
ECRR-DJ noting Cs concern of DLRSHP/VEH
ECRR-DJ forwarding to RCAS for further handling
ECRR-DJ sent C RCAS escalation template and changed follow up to:1/29/18
ECRR-DJ exiting case

Created By: Deshaun Johnston (1/27/2018 4:58 PM)
Hi Ray
As you know I picked up the Rogue on Friday the 26th.
They only put 20 miles on it, and by looking at the ticket only a few miles at a time.
They replaced the opener control (which is what they could only find wrong) and it still DOESN'T programWe tried the Rogue as the #1 on they system, and had to reprogram the other opener and car.
When I was driving back home, stopped at the light on what they call the River Bridge heading towards565. When taking off, the Rogue hesitated and made the sound like the emergency brake was on.
Drove it to lunch, parked locked with the key in my pocketbook. Came out touch the passenger side doorto unlock, only that door would unlock, had to take the key fob out of my purse and manually unlock the rest of the vehicle.
PLEASE do what needs to be done to have this bought back from me. At this point in time I don't wantanother one. I don't want anything to do with Nissan or LYNN LAYTON.

Karen
From: "NissanConsumerAffairs@my-nissan-usa.com" <nissanconsumeraffairs@my-nissan-usa.com>" <nissanconsumeraffairs@my-nissan-usa.com>
To: [redacted]
Sent: Friday, December 1, 2017 2:20 PM
Subject: Your Nissan [ref:_00DA09j8L._5000G1Kpx8O:ref]

#yiv1967740187 p{margin-top:0px;margin-bottom:0px;}
| |
| |
|
| 12/1/2017

Case #[redacted] #JN1BJ1CP8HW[redacted]

Dear[redacted]

Thank you for completing a survey sent to you by Nissan North America where you expressed a concern with your 2017 NISSAN ROGUE SPORT. Nissan is focused on customer satisfaction and getting further feedback from you is critical to our understanding of the vehicle concern.

To gain a better understanding, please reply to this email or contact me directly a[redacted]. We have also created Case #[redacted] to document your comments and this request.

Your satisfaction is important to us!

Sincerely,

Nissan

_____
Ray
Total Customer Satisfaction Team
Nissan North America, Inc.
|

|
| |
| |
| |

ref:_00DA09j8L._5000G1Kpx8O:ref

Created By: Deshaun Johnston (1/27/2018 4:58 PM)
Hi Ray
As you know I picked up the Rogue on Friday the 26th.
They only put 20 miles on it, and by looking at the ticket only a few miles at a time.
They replaced the opener control (which is what they could only find wrong) and it still DOESN'T programWe tried the Rogue as the #1 on they system, and had to reprogram the other opener and car.
When I was driving back home, stopped at the light on what they call the River Bridge heading towards565. When taking off, the Rogue hesitated and made the sound like the emergency brake was on.
Drove it to lunch, parked locked with the key in my pocketbook. Came out touch the passenger side doorto unlock, only that door would unlock, had to take the key fob out of my purse and manually unlock the rest of the vehicle.
PLEASE do what needs to be done to have this bought back from me. At this point in time I don't wantanother one. I don't want anything to do with Nissan or LYNN LAYTON.

[redacted]
From: "NissanConsumerAffairs@my-nissan-usa.com" <nissanconsumeraffairs@my-nissan-usa.com>" <nissanconsumeraffairs@my-nissan-usa.com>
To: [redacted]
Sent: Friday, December 1, 2017 2:20 PM
Subject: Your Nissan [ref:_00DA09j8L._5000G1Kpx8O:ref]

#[redacted] p{margin-top:0px;margin-bottom:0px;}
| |
| |
|
| 12/1/2017

Case #[redacted] #JN1BJ1CP8HW[redacted]

Dear[redacted]

Thank you for completing a survey sent to you by Nissan North America where you expressed a concern with your 2017 NISSAN ROGUE SPORT. Nissan is focused on customer satisfaction and getting further feedback from you is critical to our understanding of the vehicle concern.

To gain a better understanding, please reply to this email or contact me directly at[redacted] We have also created Case #29054864 to document your comments and this request.

Your satisfaction is important to us!

Sincerely,

Nissan

_____
Ray
Total Customer Satisfaction Team
Nissan North America, Inc.
|

|
| |
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| |

ref:_00DA09j8L._5000G1Kpx8O:ref

Created By: Managed Services (1/27/2018 11:10 AM)
Hi Ray
As you know I picked up the Rogue on Friday the 26th.
They only put 20 miles on it, and by looking at the ticket only a few miles at a time.
They replaced the opener control (which is what they could only find wrong) and it still DOESN'T programWe tried the Rogue as the #1 on they system, and had to reprogram the other opener and car.
When I was driving back home, stopped at the light on what they call the River Bridge heading towards565. When taking off, the Rogue hesitated and made the sound like the emergency brake was on.
Drove it to lunch, parked locked with the key in my pocketbook. Came out touch the passenger side doorto unlock, only that door would unlock, had to take the key fob out of my purse and manually unlock the rest of the vehicle.
PLEASE do what needs to be done to have this bought back from me. At this point in time I don't wantanother one. I don't want anything to do with Nissan or LYNN LAYTON.

[redacted]
From: "NissanConsumerAffairs@my-nissan-usa.com" <nissanconsumeraffairs@my-nissan-usa.com>" <nissanconsumeraffairs@my-nissan-usa.com>
To: [redacted]
Sent: Friday, December 1, 2017 2:20 PM
Subject: Your Nissan [ref:_00DA09j8L._5000G1Kpx8O:ref]

#[redacted] p{margin-top:0px;margin-bottom:0px;}
| |
| |
|
| 12/1/2017

Case #[redacted] #JN1BJ1CP8HW[redacted]

Dear[redacted]

Thank you for completing a survey sent to you by Nissan North America where you expressed a concern with your 2017 NISSAN ROGUE SPORT. Nissan is focused on customer satisfaction and getting further feedback from you is critical to our understanding of the vehicle concern.

To gain a better understanding, please reply to this email or contact me directly at[redacted]. We have also created Case #[redacted] to document your comments and this request.

Your satisfaction is important to us!

Sincerely,

Nissan

_____
Ray
Total Customer Satisfaction Team
Nissan North America, Inc.
|

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| |

ref:_00DA09j8L._5000G1Kpx8O:ref

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
	[redacted]	AUDIO/VIDEO/NAVI	NAVI VIDEO MONITOR	PREMATURE WEAR/FAILURE	11	2/22/2018	WA	AA	102000	OA
	[redacted]	INTERIOR ELECTRICAL	FORWARD EMERGENCY BRAKING (FEB)	POOR OR IMPROPER OPERATION	26	2/22/2018	YX	AV	320500	OA

Forms Forms Help

No records to display

Back To Top Always show me more records per related list

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [49] | Case Categorizations [2] | Forms [1]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Kayla Shook
Contact Email	[redacted]	Type	CA
[redacted]	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	3/9/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	1/27/2018 3:24 PM
Social Media Involvement		Date/Time Closed	3/9/2018 2:48 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 buyback due to FEB concerns.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	JIM M'LADY NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	3,800	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	2/13/2018
IIR Date		RHR Completed	2/21/2018
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	5N1AT2MV7H[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	JIM M'LADY NISSAN	Data Net	✓
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	3/9/2018
Responsible District	05	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	Please review

Bluetooth

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

Related Items

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

Contact Name [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date	
LS Response Time	

Home Phone	[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: 5N1AT2MV7H[redacted]	Root Cause	
Created By	Kingsley Isilebo, 1/27/2018 3:24 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 12/10/2018 10:32 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	816		
Action Code	NT6A		
What action was taken?	6A Vehicle Performs Normally		

Agent Comments

Agent Comments	
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
3/9/2018 2:48 PM	Kayla Shook	Changed **Status** from Open to **Closed**.
		Closed.
3/9/2018 2:42 PM	Kayla Shook	Changed **Data Net** from false to **true**.
3/9/2018 2:42 PM	Kayla Shook	Changed **Description**.
3/8/2018 2:59 PM	Ashlan Wilson	Changed **Follow Up Date** from 3/8/2018 to 3/9/2018.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Kayla Shook (3/9/2018 2:44 PM) RCAS-KS is closing Case as no further assistance can be offered at this time.
✓	*** CASE SUMMARY *** C contacted Nissan CA regarding seeking buyback due to FEB concerns. RCAS-KS reviewed Case with SM-Sal Visconti, DTS-Adam Sackner. *** STATEMENT OF DECISION *** RCAS-KS advised C the Case has been thoroughly reviewed and documented and Nissan is not in the position to offer assistance at this time.
	Created By: Kayla Shook (3/9/2018 2:42 PM) IIR- FEB- CST
✓	**Created By: Keyahanna Alexander (3/9/2018 2:30 PM)** RCAS-KA placed outbound call to C @ RCAS-KA ADVISED "This call may be recorded for quality and training purposes." ********** RCAS advised that RCSA is assisting RCAS-Kayla Shook. RCAS advised C that per DTS, the veh Is operating as designed. RCAS referred C to the DLR to duplicate any concerns that C is having. C stated that there is no way to duplicate the concern, because it happens intermittently. RCAS advised C to continue working with the DLR. RCAS verified that C had RCAS-KS contact information, for future reference. Call ended mutually.
✓	**Created By: Kayla Shook (3/8/2018 5:07 PM)** RCAS-KS submitted letter for review.
✓	**Created By: Ashlan Wilson (3/8/2018 2:58 PM)** RCAS-AW placed outbound call to C @[redacted] RCAS left VMX stating C's case number, RCAS name and number, RCAS stated RCAS will follow up with C on 3/9.
✓	**Created By: Kayla Shook (3/8/2018 2:49 PM)** RCAS-KS placed an outbound call to JIM M'LADY NISSAN and spoke with SM-Sal Visconti. SM stated DLR and DTS could not duplicate. SM stated DTS looked at VEH extensively. SM stated DTS looked for codes and if FEB had been activated and it had not been. SM stated DTS printed literature for C on process explanation. SM stated that C expressed that C wanted to speak directly with DTS. SM stated that DLR reached out to DTS and DTS told DLR to tell C to work with RCAS. SM stated that DLR talked with DTS about if VEH comes back in week or so. SM stated that DTS wants DLR to take consult out to VEH and if codes other that a stain code for dirty sensor come up, DLR can further investigate. SM stated that if codes do not come up and there is no counts in FEB, DLR should not investigate further.

SM stated there would be no point.
SM stated if there are codes in the future, then DLR will move forward at that time.

RCAS thanked SM.

Call ended mutually.

Created By: Kayla Shook (3/8/2018 2:32 PM)
RCAS-KS noting that RCAs reviewed DTS inspection and DTS was unable to duplicate concerns and found no codes.
RCAS noting that DTS stated DTS test drove VEH for over an hour and 20 miles at low speed and extensive parking lot driving.
RCAS noting that DTS printed out a copy of the owners manual on the system operation and gave this to C.

Created By: Kayla Shook (3/6/2018 1:47 PM)
RCAS-KS emailed SM-Sal Visconti reminding SM that DTS is coming out to look at C's VEH tomorrow.

Created By: Kayla Shook (3/6/2018 1:46 PM) | Last Modified By: Kayla Shook (3/6/2018 1:46 PM)
RCAS-KS placed outbound call to C @[redacted]
RCAS ADVISED "This call may be recorded for quality and training purposes."
RCAS advised that RCAS is calling to remind C that DTS will be coming out to DLR tomorrow to look at C's VEH.

C stated okay.
C stated the technical specialist is supposed to figure out what is wrong.

RCAS advised that DTS is the highest engineer at Nissan and is being sent out to try and determine what the concern is.

C understood.

RCAS advised that RCAS will follow up on 3/8/18.
RCAS asked if C has any questions.

C stated no.

RCAS thanked C.

C thanked RCAS.

Call ended mutually.

Created By: Kayla Shook (2/23/2018 2:11 PM)
RCAS-KS placed outbound call to C @[redacted]
RCAS ADVISED "This call may be recorded for quality and training purposes."
RCAS verified C's last conversation with RCAS-AW in regards to DLR telling C that RCAS has not been in contact with DLR.

C stated no.
C stated DLR is waiting to hear from the technician and no one has been able to hear from anybody.
C stated even the district manager has not herd anything.

RCAS apologized and advised that DTS has an appointment scheduled at DLR for 3/7/18.

C stated wow, that long.
C put RCAS on hold.
C came back on and stated that the VEH will sit at DLR for another week or two.

RCAS advised that DTS travels a large area and this is when DTS is available.

C stated wow.
C asked if C will keep the loaner and C's VEH will just stay at DLR until then.

RCAS advised that this is a discussion C will need to have with DLR.
RCAS advised that NNA is not in the position to repurchase/replace the VEH.
RCAS advised that NNA will continue to honor terms and conditions of applicable warranties.
RCAS advised that RCAS will be sending C a letter in the mail for information for the BBB.

C stated oaky, so Nissan is not willing to do anything.

RCAS reiterated decision.
RCAS advised that RCAS will be keeping case open.
RCAS advised that RCAS is going to call C on 3/6/18 to remind C of the DTS appointment.
RCAS asked if C has any questions.

C stated no.

RCAS thanked C.

C thanked RCAS.

Call ended mutually.

Created By: Kayla Shook (2/23/2018 12:50 PM)
RCAS-KS placed an outbound call to Jim M'Lady Nissan and spoke with SA-Elaine.

SA stated SM is at lunch.

RCAS asked that SA let SM know that C's DTS appointment is on 3/7/18 at 10:00am.
RCAS thanked SA.

Call ended mutually.

Created By: Freddie King (2/22/2018 10:57 AM)
ARBS notes based on a good faith review, NNA is not in a position to offer a repurchase/replacement of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that would substantially impair the use, safety, or value of the vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.

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

ARBS recommends a follow up once the DTS inspection is complete to have the case reviewed if repairs are recommended.

Created By: Freddie King (2/22/2018 10:48 AM)
ARBS-FK RHR Summary

3 visits for FEB concern
2 repairs
1 open ticket (No dupl) dealership just needing NNA to confirm no repairs needed

Total: 12 days down

Created By: Freddie King (2/22/2018 10:44 AM)
ARBS calling the dealership to speak about the open RO

ARBs spoke with Ryan in service

ARBS asked for information on the concern with the FEB

SA Ryan advised that the concern has not been duplicated, but due to the customer the dealership will allow NNA to make the final ruling

ARBS understood

ARBS asked for confirmation of the open RO

SA Ryan advised that the Open RO# is[redacted]

ARBS confirmed with SA Ryan that no information is in the Ro to send over to ARBS

ARBS understood

ARBS asked if the DTS inspection date has been set

SA Ryan advised that nothing has been provided to them regarding the date

ARBS advised that ARBS will check on the inspection and possible send a request as well

SA Ryan understood

The call ended mutually

Created By: Kayla Shook (2/21/2018 11:45 AM)
✓ RCAS-KS emailed SM-Sal advising SM of the information that C provided RCAS-AW.
RCAS advised that RCAS began contacting DLR on 1/30/18 and has since.

Created By: Ashlan Wilson (2/21/2018 11:39 AM)
RCAS-KS placed outbound call to C @[redacted]
RCAS ADVISED "This call may be recorded for quality and training purposes."
RCAS stated C's case is still under review for RHR and RCAS-KA will follow up with C on 2/26.

C-stated okay.
C-stated the DLR has had the VEH since last week.
C-stated the DLR was told a DTS was coming out.
C-stated the DLR called C yesterday and asked C to call NNA CA about a DTS.

RCAS stated RCAS can reach out to the DLR about DTS because it looks like the DLR has been in contact with DTS.

C-stated C has been dealing with Ryan and SM-Sal and both are telling C that the DLR has heard nothing.
C-stated the DLR told C the DLR has not been able to get in contact with RCAS-KS.
C-stated DLR told C the DLR is waiting on RCAS-KS to give direction for DTS.
C-stated DLR told C the DLR has tried and tried to contact DTS but has not had any luck.
C-stated C tried contact RCAS-KS but was told RCAS only makes outbound calls.
✓ C-stated DLR told C, C's VEH is sitting at DLR waiting on RCAS-KS to communicate with DLR about DTS.

RCAS stated the DLR does not have to go through RCAS-SK for DTS and DLR has DTS contact information.

C-stated something needs to happen because C is still in loaner.

RCAS stated RCAS will reach out to DLR.
RCAS stated RCAS-KS will follow up with C on 2/26.

C-stated no C wants call on 2/23.
C-stated C wants to make sure there has been communication between the DLR and NNA CA.

RCAS stated okay.

C-stated thanked RCAS for calling.

RCAS thanked C for time.
Call ended mutually.

[redacted] **Created By: Nicki Barror (2/21/2018 10:57 AM)**
DRTS received the RHR. The RHR was assigned to ARBS Freddie King for review.

Created By: Kayla Shook (2/21/2018 10:54 AM)
✓ RCAS-KS noting that Open RO was in the case and RCAS notified ARBS.
RCAS resubmitted RHR.

Created By: Kayla Shook (2/21/2018 9:50 AM)
RCAS-KS noting that RCAS placed an outbound call to JIM M'LADY NISSAN and spoke with SM-Sal Visconti.
RCAS asked what is going on with DTS.

✓ SM stated that FOM sent request and DTS is waiting to hear back from FQI.
SM stated SM does not know what FQI is.

RCAS thanked SM.

Call ended mutually.

Created By: Sara Taylor (2/20/2018 4:20 PM)
CRR-ST <OPENED or VERIFIED> Account information including: C's name, home & email address,
phone number & best contact number
CRR-ST VERIFIED VEH Information including: VIN #, Current Mileage
CRR-ST CHECKED for open recalls/campaigns and found:
CRR-ST CHECKED for previous UNRELATED Case(s) and found:0
CRR-ST CHECKED previous RELATED Case(s) and found: 0
CRR-ST NOTED concern is: technician

CRR-JR received inbound call from C

C stated C has a case running
C stated technician still has not showed up
– C stated C has been working with someone with RCAS
C stated C wants higher level to get in contact with DLR
C stated the DLR is asking C what's going with VEH because DLR has not been infromed
C stated C would like ARBS to call the DLR and inform DLR what's going on

CRR-ST verified C account
CRR-ST documented all of C concerns
CRR-ST infromed C that CRR-ST will send an internal email to agent
CRR-ST infromed C that C follow up date is 2/21/2018
CRR-ST provided C with case number for their reference
CRR-ST asked if there is anything else CRR-ST could do assist with today

C stated no
C thanked CRR-ST for their assistance
Call ended mutually

Created By: Freddie King (2/20/2018 8:35 AM)
ARBS rejecting the case:

Please gather the open RO information for the case to be fully reviewed.

Created By: Freddie King (2/19/2018 8:43 AM)
ARBS-FK RHR Review
State: IL
In Service Date: 10/02/17
DTS: No
VSC: No
Tech Line: [redacted]
Related CA: [redacted]
Warranty Cases: [redacted]
Campaigns: No
Purchased: NMAC Lease

01/19/18 @ 3,583 miles – 4 days down – [redacted]
Concern:
1. CUST STATES THE FEB LIGHT COMES ON, THE MAFUNCTION SEE DEALER MESSAGE APPEARS. ONE TIME THE LIGHT CAME ON AND BROUGHT VEH TO A COMPLETE STOP HARD AND FAST THE PEDALWENT TO FLOOR THERE WAS NO OBJECTS IN FRONT OF CUSTOMER WHEN THIS HAPPENS

Action:
1. CODES C1B84, C1A16-97, C1A17-49 STORED. RESET SYSTEM UNDER ENGINEERING REVIEW. REC TO MONITER AND REPORT

01/30/18 @ 3,872 miles – 8 days down – [redacted]
Concern:

1. CUST STATES SEE HISTORY,FEB BRAKE SYSTEM LIGHTS COME ON THE VEH WANTS TO STOP ON ITS OWN, WILL HAPPEN WHILE DRIVING

Action:
1. DTC C1B84/C1A16-97/C1A17-49 STORED. PER INSPECTION W/ ENGINEER ADAM AND BILL, REPLACE ICC UNIT AND ADAS CONTROL UNIT AND REPROGRAM REAIM SENSOR ALL OK AGAIN RD45AA 1.2 WH26AA 0.8 RS26AA 0.7 ZE 32

Created By: Freddie King (2/19/2018 8:36 AM)
ARBS noting tech line notes from 02/15/18:

TECHNICIAN RESPONSE RECEIVED AND PASTED BELOW:
"ICC SENSOR AND ADAS CONTROL UNIT HAVE BEEN REPLACED PER BILL HAYES TECHINAL SERVICES MANAGER. RESET ALL SYSTEMS AND TEST DROVE. EVERYTHING HAS CHECKED OK ON 01-30-18 . ON 02-13-18 CUSTOMER HAS BROUGHT VEHICLE BACK SAYING THAT BRAKING STILL HAS ISSUES. RECHECKED FOR CODES NONE FOUND. TEST DROVE VEHICLE FOR PROPER OPERATIONS. SERVICE MANAGER AND SERVICE DIRECTOR ARE ASKING FOR ENGINEERING TO GET INVOLVED AND GO FOR A RIDE WITH CUSTOMER TO SHOW NOTHING IS WRONG WITH VEHICLE."

PLEASE REVIEW THE FOLLOWING ITEMS:
• As previously advised on 01/30/2018, this issue is under engineering review and there is not currently a repair available to correct the concern. Parts replacement was not recommended at this time due to this.
• Engineering is aware of this issue and is working towards resolution.

Created By: Kayla Shook (2/16/2018 9:17 AM)
RCAS-KS placed outbound call to C @[redacted]
RCAS ADVISED "This call may be recorded for quality and training purposes."
RCAS advised that C's case is still under RHR review.
RCAS advised that RCAS will follow up no later than 2/21/18.

C stated what is going to happen with VEH.
C stated DLR has had VEH.
C stated there were concerns with VEH.
C stated where VEH just randomly stops, service told C there were no codes that pulled up.
C stated there were no codes last time.
C stated C got a message saying VEH malfunctioned and this is when the error code found up/.
C stated the VEH is just sitting there.
C stated what is going to happen with C's VEH.

RCAS advised that when RCAS spoke with SM yesterday, SM advised that DLR did not find any codes.
RCAS advised that SM stated that DLR is trying to get DTS out to DLR to look at C's VEH.
RCAS explained DTS.

C stated what is supposed to happen at this point.
C asked what DTS is going to know differently from DLR.

RCAS advised that when a DLR is not able to determine what the solution is to a concern, DTS is considered to come out to DLR.
RCAS advised that DTS is the highest engineer at Nissan.

C stated okay.
C asked is this why C is waiting 10 days.

RCAS advised that the 10 business day process is for the RHR.

C asked what happens with review.
C asked what is being done.
C stated C is confused.

RCAS advised that ARBS is looking into the ROs of the VEH to determine if the VEH qualifies for repurchase/replacement.

C stated okay.
✓ C stated either fix the concern or buyback the VEH.
C stated one or the other.
C asked when DTS is coming out.

RCAS advised that DLR did not know yet.

C stated okay.
C stated there were a couple other concerns DLR repaired.
C stated day one C has had a flapping noise concern.
C stated service tech drove with C and service tech said cannot hear it.
C stated DLR finally found it.
C stated that DLR said it was something by the gas tank that had to be replace.
C stated this is what C was hearing.
C stated that it kind of concerns C that C has to take VEH in more than once.
C stated C is driving the VEH everyday and C is surprised that DLR cannot get it.
C stated it has to be multiple times in order for VEH to work properly.

RCAS apologized and expressed understanding.
RCAS advised that RCAS is not technically inclined and cannot speak on DLR's behalf.
RCAS advised that RCAS would have to refer C back to DLR for this.

C stated that does not help C any.
C asked if DLR is going to call RCAS when DTS is coming.

RCAS advised that RCAS will be following up with C and DLR no later than 2/21/18.

C stated C appreciates it.

RCAS asked if C has any questions.

C stated no.

RCAS verified that C has RCAS's phone number.
RCAS thanked C for speaking with RCAS.

C thanked RCAS.

Call ended mutually.

Created By: Nicki Barror (2/15/2018 1:00 PM)
DRTS received the RHR. The RHR was assigned to ARBS Freddie King for review.

✓ **Created By: Kayla Shook (2/15/2018 11:03 AM)**
RCAS-KS noting that RCAS received fax from DLR and attached the open RO to the case.

✓ **Created By: Kayla Shook (2/15/2018 10:57 AM)**
RCAS-KS submitted RHR to ARBS for review.
RCAS attached ROs.

✓ **Created By: Kayla Shook (2/15/2018 10:54 AM)**
RCAS-KS placed an outbound call to JIM M'LADY NISSAN and spoke with SM-Sal.

SM stated C dropped off VEH the other day.
SM stated C previously had failure codes for a control unit.
SM stated DLR called DTS-Bill Hayes and DTS told DLR to put the sensor in and the codes cleared.
SM stated C dropped VEH back off because while C was driving in a parking lot and was a car length away from another VEH, C's VEH began stopping.
SM stated there are no codes at all.
SM stated SM emailed DTS and DTS recommended sending a DTS person out to DLR to look at it.
SM stated FOM is at DLR right now and is going to put in a DTS request.
SM stated C's radio concern is fixed.
SM stated DLR secured the shield that was making a flapping noise.
SM stated DLR cannot duplicate the stopping concern.

RCAS asked that SM verify days down for 350953.

SM stated days are correct.
SM stated C picked VEH up on 2/6/18.

RCAS asked the following questions:

How many times has the customer's vehicle been to the dealer/retailer for repairs? 3
•What repairs were performed? replace unit, could not duplicate other visits
•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? 15
•Has the on-site CA Technical Specialist (CATS) been involved? No
•Has TECH LINE been involved? Yes
•Has a Dealer Technical Specialist (DTS) been involved? Yes

RCAS request that SM send the open RO.
RCAS provided RCAS's fax number.
RCAS thanked SM.

Call ended mutually.

Created By: Kayla Shook (2/15/2018 8:50 AM)
RCAS-KS placed an outbound call to JIM M'LADY NISSAN and spoke with SA-Brandon.

✓ SA stated that SA-Ryan worked on the case and SA-Ryan will be in in about 15 minutes.
SA stated SA would have to get RCAS over to SM.

SA ended the call.

✓ **Created By: Kayla Shook (2/13/2018 5:15 PM)**
RCAS-KS sent C a contact information email.

Created By: Kayla Shook (2/13/2018 5:13 PM)
RCAS-KS placed outbound call to C @[redacted]
RCAS ADVISED "This call may be recorded for quality and training purposes."
RCAS verified C's concern.

C stated yes.
C stated it stopped on C again.
C stated C was told that the regional person was supposed to contact back.
C stated C had it replaced and it is still doing it.

RCAs advised that RCAS is the regional specialist.

C stated an engineer came out and looked at it and it is doing it again after it was replaced.

RCAS apologized.
RCAS asked how NNA can assist C.

C stated it has got to get repaired.
C stated cannot continue to be repaired.
C stated C wants it fixed.

RCAS advised that RCAS recommends the C contact DLR.

C stated if Nissan cannot fix it, C wants Nissan to buyback the VEH.

RCAS informed C of RHR.
RCAS advised that review is done by ARBS and ROs are reviewed.
RCAS advised that review process can take up to 10 business days.
✓ RCAS advised that review is not a guarantee.
RCAS asked if C would like to begin the review.

C stated yes.

RCAS asked the following questions:

Why do you want to return the vehicle to Nissan North America? VEH was repaired and the concern is still there.
•Where is the vehicle currently? with C
•Are you currently in a rental vehicle? no
•Where was the vehicle purchased? Jim M'lady Nissan.
•Was the vehicle purchased new or used? New
•Where is the vehicle serviced? jim M'Lady Nissan.
•Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers. N/A.

C stated if VEH cannot be repaired, Nissan needs to buy it back.
C stated C drives children and other people in VEH.
C stated VEH stops randomly.

RCAS advised that RCAS will follow up with C on 2/16/18.
RCAS asked if C has any questions.

C stated no.
C asked that RCAS email RCAS's phone number.

RCAS agreed.
RCAS thanked C.

C thanked RCAS.

Call ended mutually.

Created By: Alex Kang (2/12/2018 11:13 AM) | Last Modified By: Kayla Shook (2/15/2018 8:42 AM)
ARBS transferring case to RCAS for RHR.

✓ **Created By: Brandi King (2/12/2018 11:12 AM) | Last Modified By: Kayla Shook (2/15/2018 8:42 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: 5N1AT2MV7HC[redacted]

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

CRR-BZ received inbound call from C

CRR-BZ NOTED concern is: brake assist concerns

C Stated C took VEH in for service several times and even had an engineer come out for the brake assist
C Stated the VEH was repaired and C took VEH home
C Stated the very next day C went shopping
C Stated C was going about 5mph in the parking lot and again the VEH beeped and stopped
C Stated C feels like the VEH is unsafe and could have caused an accident
C Stated C doesn't want to drive the VEH as its unsafe

CRR-BZ Apologized to C and informed C that CRR-BZ would re-open the case and have RCAS contact C

C Thanked CRR-BZ

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

✓ **Created By: Alex Kang (2/7/2018 9:01 AM) | Last Modified By: Kayla Shook (2/15/2018 8:42 AM)**
ARBS closing case due to vehicle has been inspected already and repairs have already been made.

Created By: Alex Kang (2/7/2018 9:00 AM) | Last Modified By: Kayla Shook (2/15/2018 8:42 AM)
ARBS made outbound call to [redacted]

ARBS stated ARBS did reach out to the DLRSHP regarding C's concern and to see what the situation was.
ARBS stated someone from Nissan did come to the DLRSHP to inspect C's vehicle and also to make repairs on the vehicle.
ARBS stated the vehicle has been repaired and the DLRSHP is testing all the systems to make sure everything is good to go.
ARBS stated unfortunately, since the vehicle has been looked at and it is not in the original state where the vehicle was in, ARBS would not be able to send out an inspector to look at the vehicle.
ARBS stated but again someone from the manufacturer did come look at the vehicle and made repairs.

C stated who to say that the repairs will work.

ARBS stated ARBS wouldn't be able to provide any technical information regarding what would happen or if it would work.
✓ ARBS stated if the problem happens again C can contact Nissan back.

C stated if it happens again Nissan is going to keep the car.
C stated C will not take the vehicle back if that is the case.

ARBS stated again, if C has the same problem again, C can contact Nissan Consumer Affairs again.

C stated ok C will.

C thanked ARBS.

ARBS thanked C for C's time.

Call ended mutually.

Created By: Alex Kang (2/6/2018 11:05 AM) | Last Modified By: Kayla Shook (2/15/2018 8:42 AM)
ARBS made outbound call to Jim M'lady Nissan.

ARBS spoke with SA- Ryan.

✓ SA-Ryan stated Sensor assembly distance and controller assembly.
SA-Ryan stated had repaired the vehicle already and installed.

ARBS thanked SA-Ryan.

Call ended mutually.

Created By: Alex Kang (2/6/2018 11:02 AM) | Last Modified By: Kayla Shook (2/15/2018 8:42 AM)
ARBS made outbound call to DTS-Adam Sackner.

✓ DTS-AS stated didn't inspect the vehicle.
DTS-AS stated TSM-Bill Hayes was out at the DLRSHP.
DTS-AS stated as of right now, not sure what was recommended to be replaced, but TSM was the one who looked at the vehicle.
ARBS thanked DTS-AS.
Call ended mutually.

Created By: Alex Kang (2/6/2018 11:01 AM) | Last Modified By: Kayla Shook (2/15/2018 8:42 AM)
ARBS made outbound call to [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 Supposedly the DLRSHp are putting in a new sensor.
C stated C doesn't like the feature.
C stated it is very scary to drive the vehicle.
C stated C was going into a car wash.
C stated it stopped before going into the car wash.
C stated the dealership reset the codes.
C stated there was no one in front of C at the time except for the gate/arm that was for C to get into the car wash.
C stated 10-15mph.
C stated C was slowing down and brakes went to the floor and jerked C.
C stated Flat area.

✓ ARBS stated ARBS is going to contact the DLRSHP to not repair the vehicle as of right now.
ARBS stated ARBS will be sending out an inspector to look at the vehicle.

C stated the DLRHSP said that someone did go out there to look at the vehicle.
ARBS stated ARBS will obtain the information from the DLRSHP and from the inspector regarding C's concern.

C stated C doesn't want the feature any more.
C stated C was told by the DLRSHP that the system needs to be precise.
C stated the DLRSHP is waiting for the parts to arrive.
C stated what is going to happen from here?
C stated the vehicle scares C.

ARBS stated ABRS will try to get more information regarding what the situation is.
ARBS stated once arbs gets more information, ARBS will give C a call back.
C thanked ARBS.
ARBS thanked C for C's time.
Call ended mutually.

Created By: Kayla Shook (2/1/2018 2:35 PM) | Last Modified By: Kayla Shook (2/1/2018 2:36 PM)
✓ RCAS-KS noting that RCAS received VMX from C stating that C would like to add to C's case that C had neck surgery and the braking from the VEH is a concern of C's as it is disturbing C's neck.
C stated Nissan needs to fix it or take back VEH.
C requested a call back from RCAS acknowledging that RCAS received VMX.

✓ **Created By: Alex Kang (2/1/2018 2:23 PM) | Last Modified By: Kayla Shook (2/15/2018 8:42 AM)**
**********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********

✓ **Created By: Samantha Dixon (2/1/2018 1:40 PM) | Last Modified By: Kayla Shook (2/15/2018 8:42 AM)**
C stated VEH is stopping on its own.

✓ **Created By: Kayla Shook (2/1/2018 10:56 AM)**
RCAS-KS submitted IIR to ARBS for review.

✓ **Created By: Kayla Shook (2/1/2018 10:55 AM)**
RCAS-KS placed outbound call to C @[redacted]
RCAS ADVISED "This call may be recorded for quality and training purposes."
RCAS verified information discussed with C's previous conversation with RCAS-BB.
RCAS informed C that RCAS has IIR questions for C.
RCAS noting that RCAS asked C IIR questions.

C stated C is very disappointed with VEH.
C stated this could cause C to get in an accident.
C stated if C is in traffic and VEH decides to stop, someone could slam into C.
C stated there is no way of controlling the VEH.
C stated C does not want to drive the highway.
C stated for this reason.
C stated it scares C to drive the VEH.
C stated C has kids and other passengers in the VEH.
C stated Nissan needs to fix this or take feature out to VEH.
C stated DLR said DLR has had complaints about this.
C stated while in a car wash, conveyor situation, VEH has stopped on people.
C stated this is going to cause accident.
C stated we live in a society where dirt gets on VEH, and it is not an excuse.
C stated C was informed in parking garages, FEB goes off for this.

C stated C goes into these as well.
C stated C cannot have this happen, sensor needs to be fixed.
C stated if C gets in an accident, Nissan will have a liability that Nissan will not be happy with.
C stated C is not directing this at RCAS but at Nissan.

RCAS expressed understanding.
RCAS apologized for C's concern.

C stated C would like to wash hands of VEH if Nissan cannot get it fixed.

RCAS advised that RCAS has documented all of C's concerns.
RCAS advised that an agent will be following up with C no later than 2/9/18.
RCAS advised that RCAS has been in contact with DLR and DLR advised that DLR has been working with internal technical supports and has no updated information at this time.
RCAS asked if C has any further questions/comments.

C asked if DLR still have VEH for another week.
C stated Nissan should know what the concern is.
C stated if it is not repairable, should not be repaired.
C stated do a recall or whatever.

RCAS apologized and advised that RCAS does not have an answer for C at this time as C's case is still under review.

C understood.

RCAS provided RCAS's phone number.
RCAS thanked C for speaking with RCAS.

C thanked RCAS.

Call ended mutually.

Created By: Kayla Shook (2/1/2018 10:20 AM)
RCAS-KS placed an outbound call to JIM M'LADY Nissan and spoke with SA-Ryan.

SA stated DLR contacted Techline and Techline advised DLR that Techline is working on a solution for VEH and to reassure C that Nissan is doing what Nissan can.
SA stated VEH is still with VEH.
✓ SA stated C is not going to accept it again.
SA stated DLR is working with Techline and has not heard back.

RCAS thanked SA.

Call ended mutually.

Created By: Kayla Shook (1/30/2018 12:16 PM)
RCAS-KS placed an outbound call to JIM M'LADY Nissan and spoke with SA-Ryan.

SA stated that C just came into DLR.
✓ SA stated that C is in for FEB as it is stopping all the time.

RCAS advised that RCAS will follow up over the next few days.
RCAS thanked SA.

Call ended mutually.

✓ **Created By: Berkley Banyai (1/29/2018 5:01 PM)**
RCAS-BB sent the case number and contact information to the C.

Created By: Berkley Banyai (1/29/2018 5:00 PM)
RCAS-BB placed outbound call to [redacted]

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: JIM M'LADY NISSAN
RCAS-BB CHECKED for open recalls/campaigns and found: 0
Previous UNRELATED Case(s) Found: [redacted]
Previous RELATED Case(s) Found: [redacted]

RCAS-BB verified credentials.
RCAS-BB inquired about the brake system.

C stated that the concern is the crash collision warning system.
C stated that C is dropping off the vehicle tomorrow at the DLR.

RCAS-BB informed the C that RCAS-KS would review the information from the DLR and follow up on 2/1/18.

C stated that C took vehicle to the DLR last week.
✓ C stated that C had concerns with a malfunction on the dashboard
C stated that the system was recalibrated.
C stated that the vehicle is breaking when nothing is in front of the C at 5-10 MPH.
C stated that the DLR stated that there may be dirt on sensor.
C expressed safety concerns.
C stated that C wants the whole system turned off.
C stated that the DLR informed the C that this is not possible.

RCAS-BB apologized
RCAS-BB informed the C that RCAS-KS would review the information from the DLR and follow up on 2/1/18.
RCAS-BB offered the contact information and case number.

C requested information in an email.

RCAS-BB agreed.

C thanked the RCAS-BB.

RCAS-BB thanked the C.

Call ended mutually.

Created By: Kingsley Isilebo (1/27/2018 3:29 PM) | Last Modified By: Kayla Shook (2/15/2018 8:42 AM)
✓ ****** [CASE SUMMARY] ******

CRR-KI sending case to RCAS for assistance.

✓ **Created By: Kingsley Isilebo (1/27/2018 3:29 PM) | Last Modified By: Kayla Shook (2/15/2018 8:42 AM)**
CRR-KI <VERIFIED> Account Info including: C's name, home and email address
CRR-KI VERIFIED VEH Info including: VIN# and Current Mileage
CRR-KI CHECKED for open recalls/campaigns and found: 0
CRR-KI CHECKED for previous UNRELATED Case(s) and found: 6
CRR-KI CHECKED previous RELATED Case(s) and found: 0
CRR-KI NOTED concern is: VEH buyback
CRR-KI received an inbound call from C

C stated that C has an ongoing concern with the VEH
C stated that the crash safety feature on the VEH acts improperly
C stated that when C drives the VEH automatically presses down the brakes to the floor and stops the VEH
C stated that C feels unsafe in the VEH
C stated that the sensors on the VEH acts improperly and C is unable to shut it off
C stated that C went to the DLRSHP about the concern but they were unable to resolve it
C called asking NNA to buyback the VEH

CRR-KI asked C if any more assistance is required
CRR-KI informed C that case would be documented and forwarded to RCAS

C understood and appreciated the assistance
CRR-KI provided name, agent ID and 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]	INTERIOR ELECTRICAL	FORWARD EMERGENCY BRAKING (FEB)	POOR OR IMPROPER OPERATION	26	3/9/2018	YX	AV	320500	OA
	[redacted]	INTERIOR ELECTRICAL	FORWARD EMERGENCY BRAKING (FEB)	UNABLE DIAGNOSE/DUPLICATE	26	3/9/2018	WT	AV	320500	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Kayla Shook, 2/1/2018 10:48 AM	2/1/2018

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [82] | Case Categorizations [1] | Forms [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Anisha Baldon
Contact Email	[redacted]	Type	CA
[redacted]	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	4/6/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	1/29/2018 7:51 AM
Social Media Involvement		Date/Time Closed	4/6/2018 2:42 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count			
Description	BBB Autoline Mandated Repurchase due to 4 visits 101 days down for crash warning sensor lights keep flashing on dash while driving.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	DOWNTOWN NASHVILLE NISSAN
# Vehicles Owned	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	3,538	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	1/29/2018
IIR Date		RHR Completed	2/1/2018
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	DOWNTOWN NASHVILLE NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	02	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	IIR- review

Bluetooth

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

Related Items

Approved Check Requests	$27,475.58	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	

System Information

Subject	CUSTOMER: [redacted] VIN: JN1BJ1CP8H[redacted]	Root Cause	
Created By	Jennifer Keresztes, 1/29/2018 7:51 AM	Root Cause Code	LCMV
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	788		
Action Code	NT5D		
What action was taken?	5D Mandated Trade/Repurchase - NNA Inventory - 1-2 vehs		

Agent Comments

Agent Comments	update C on rhr review
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
4/6/2018 2:42 PM	Anisha Baldon	Changed **Status** from Open to **Closed**.
		Closed.
4/5/2018 10:25 AM	Anisha Baldon	Changed **Description**.
4/4/2018 11:09 AM	Anisha Baldon	Changed **Follow Up Date** from 4/4/2018 to **4/6/2018**.
4/3/2018 8:59 AM	Anisha Baldon	Changed **Follow Up Date** from 4/3/2018 to **4/4/2018**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public **Comment**

Created By: Anisha Baldon (4/6/2018 2:39 PM)
ARBS notes:

ARBS transferred case to Morley.
Morley #[redacted]
FedEx #[redacted]

Created By: Anisha Baldon (4/5/2018 10:51 AM)
ARBS request check in the amount of $6,041.57 payable to NMAC.
ARBS request check in the amount of $21,434.01 payable to C.
BBB Autoline Mandated repurchase.
FEB case.

Created By: Anisha Baldon (4/5/2018 10:50 AM)
ARBS received fax of C's sign repurchase letter. Attached to case.

Created By: Anisha Baldon (4/5/2018 10:25 AM)
ATTY REPRESENTATION

Created By: Anisha Baldon (4/4/2018 11:07 AM)
ARBS emailed C repurchase letter.

Base Price & Sales Tax $26,465.67
Sales Tax $1,900.14
Local Tax $80.00
Business Tax $81.19
DLR fee $599.00
Tire fee $5.00
Registration Fee $120.00
Total Purchase Price $29,251.00
Less Usage $1,025.42
Less Rebates $750.00
Loan Payoff* $6,041.57
Total Deductions $7,816.99
Refund Amount to Diane & Vincent Butler $21,434.01

Created By: Anisha Baldon (4/3/2018 1:48 PM)
ARBS received a call from C.

C stated C wanted to provide some feedback.
C stated C had a few questions about the letter sent.
C stated C understand ARBS rep Nissan, but ARBS should have compassion and do what is right.
C stated ARBS should put ARBS's self in C's shoes this was very dangerous for C.
C stated also ARBS should have proof read the document.
C ask if ARBS had anything to say to C.
ARBS stated no.
C stated C will send the photos over.

ARBS stated ok.
call ended mutually.

Created By: Anisha Baldon (4/3/2018 11:17 AM)
ARBS received payoff from NMAC stating:

-Account#: 00102461596030001
-30 day payoff: $ 6041.57 good thru 5/3/2018
-Per diem: 0.00
-# of scheduled payments received: 7
-Scheduled Payment amount: 208.33
-Total Principal paid: 1,458.31
-Total Interest paid: 0.00
-Late fees paid: 0.00
-Most Recent payment received: 3/26/2018 for $ 208.33
-Eligible for SOC: YES
The payment history, sales documents and title are attached.

Created By: Anisha Baldon (4/3/2018 8:59 AM)
ARBS received fax from C.

ARBS emailed C informing photos cannot be faxed over will have to be emailed.

Created By: Anisha Baldon (4/2/2018 3:40 PM)
ARBS emailed NMAC for payoff information.

Created By: Jacqueline McLaughlin (3/30/2018 2:17 PM)
NIS1812672 DRTS-JM rec'd A/R letter from BBB on 3/30/18, dated same. C accepts arbitration decision. Signed/dated 3/29/18.

Created By: Anisha Baldon (3/29/2018 9:06 AM)
ARBS emailed C requesting documents to start repurchase.

Usage deduction: $1,025.42

Created By: Jacqueline McLaughlin (3/28/2018 1:38 PM)
NIS1812672 DRTS-JM rec'd Decision - Repurchase from BBB on 3/28/18, dated same.

Created By: Anisha Baldon (3/27/2018 10:42 AM)
ARBS awaiting decision.

Created By: Jacqueline McLaughlin (3/21/2018 2:56 PM)
NIS1729927-1R DRTS-JM rec'd Letter reopening customer claim on 3/21/18, dated same.

Created By: Anisha Baldon (3/20/2018 2:49 PM)
ARBS replied to BBB Rep Daniel:

Hello,

The customer has been informed that NNA has completed the diagnosis and no concern has been found with the vehicle. Nissan also informed the customer NNA would no longer be covering rental and to return the rental and retrieve her vehicle. I have the hearing date set for 3/23/18 @ 11 am. Not tomorrow.

Created By: Anisha Baldon (3/20/2018 2:49 PM)
ARBS received email from BBB Daniel H. stating:

Hey Anisha,

I talked to this customer about her a claim a bit this afternoon. They are set up to arbitrate tomorrow, but they just let me know that the vehicle has been at the dealer since Feb. 8. They don't know or aren't really clear as to whether the vehicle is still there because its being worked on or if it's because the customer has left it there voluntarily. Do you know if the dealer is holding on to the vehicle to keep working on it of if they can pick it up?

Would Nissan be willing to waive the inspection requirement for the hearing?

Thanks,

Created By: Jacqueline McLaughlin (3/16/2018 1:45 PM)
NIS1812672 DRTS-JM rec'd add'l docs from BBB on 3/13/18, dated the same.

Created By: Anisha Baldon (3/14/2018 9:59 AM)
ARBS FedEx DTS Bryan H. hearing package. FedEx # 780052056670

Created By: James Borbath (3/13/2018 3:51 PM)
CRR-JB provided info to C on state of case

*** Case Summary ***

C called seeking info on Case

Created By: James Borbath (3/13/2018 3:50 PM)
CRR-JB Account information including: C's name, home & e-mail address,
phone number & best contact number
CRR-JB CHECKED for open recalls/campaigns and found:0
CRR-JB CHECKED for previous UNRELATED Case(s) and found:1
CRR-JB CHECKED previous RELATED Case(s) and found:[redacted]

CRR-JB NOTED concern is: If case was open

CRR-JB took inbound call from C

C called in and asked for info on case[redacted]

CRR-JB after confirming info on account looked up the case and confirmed it was open
CRR-JB offered to email the holder of the current case

C Declined
CRR-JB provided Agent ID

Call ended mutually

Created By: Megan Lupp (3/13/2018 9:37 AM)
NIS1812672. DRTS-ML rec'd NOH from BBB on 03/13/18, dated 03/12/18. Hearing set for 03/23/18 at 11:00 am CST. C will participate in person. MFR will participate in person. C represented by self.

Created By: Elizabeth Bly (3/12/2018 11:35 AM)
EXEC TL-EB received phone call from Sr. Mgr- Ashley Gatlin.
Sr.Mgr-AG advised C has contacted Sr. Mgr regarding case and C's desire to stay in the loaner veh and C's veh be repurchased
EXEC TL-EB advised that C's case is currently in arbitrations and C has retained an attorney per the case notes.
EXEC TL-EB advised Sr. Mgr-AG to advise C that C must continue working with ARBS and to not further engage.
Sr. Mgr-AG understood and call ended mutually.

Created By: Anisha Baldon (3/9/2018 2:17 PM) | Last Modified By: Anisha Baldon (3/9/2018 2:17 PM)
ARBS received email from C stating:

What is NNA?

You advised that BBB that I rejected an offer on 2/26/18...what offer did I reject?
****
ARBS replied:
Nissan North America.

****
C replied:

I would like a copy of the offer you stated to the BBB that I rejected on 2-26-18.
Please attach to an email and send to my home address as well. 479 Rural Hill Road Nashville, TN 37217
****
ARBS replied:

The case documents are internal. I cannot provide you a copy of the case notes.

We spoke on that day and informed you on that date that NNA is not offering a repurchase or replacement. You did not agree with that decision. If you accepted the decision then of course we would not be moving forward with a hearing.
****
C replied:
Do you not find it somewhat misleading to note that I rejected an "offer" to the BBB? To not accept your answer, that there would not be a buy back, is a denial and not an offer. Did you make BBB aware that the offer I rejected was a denial?
****
ARBS replied:

There is only 3 boxes. The first line ask what is NNA offering. I put no offer. The second line as if you accept, reject, or I have not presented you with the offer. If I would have put accept, to me that is informing the BBB that you are ok with the offer, and there would be no need to having a hearing if you accepted our answer.

Created By: Anisha Baldon (3/9/2018 9:48 AM)
Concerns regarding forward emergency braking.

Created By: Anisha Baldon (3/9/2018 9:47 AM)
ARBS received email from C stating:

I called you on March 7, 2018 asking you to return my call because I had some questions for you. I have yet to hear back from you.

What is the status of my current case with you?

Why did you take the car rental back from me when there has not been any repairs made to mine?

[redacted]
****

ARBS replied:

Hello,

What is the status of my current case with you?

I responded to the Attorney General office per the request. The BBB emailed me scheduling an arbitration hearing. The BBB should be confirming hearing date, time, and location with you.

Why did you take the car rental back from me when there has not been any repairs made to mine?

After a thorough review, NNA has informed the vehicle is operating as designed. NNA does not cover loaner unless the vehicle is in service for warranty repairs. NNA covered rental during the time of testing and inspection.

Created By: Andy McMaster (3/9/2018 9:45 AM)
////////////////CASE SUMMARY////////////////

C wanted to see if the case was still ongoing

CRR-AM advised of follow up date EOD 3/9/18 as stated in case

Best contact
[redacted]

Created By: Anisha Baldon (3/8/2018 10:56 AM)
ARBS notes:

FedEx DTS hearing packet to : 807 Brooksdale Dr Smyrna TN 37167

Created By: Anisha Baldon (3/8/2018 10:32 AM)
ARBS received email from BBB Rep Maury stating:

Good afternoon Anisha,

We are trying to schedule the arbitration hearing on March 21st or 23rd. Please let me know which date works best for you and the method of participation by close of business tomorrow.

****

ARBS emailed DTS Byran inquiring if 3/21 or 3/23 will work for hearing.

DTS replied 3/23 will work.

****
ARBS emailed BBB Maury informing 3/23 will work and DTS Bryan Hayden will rep Nissan in person.

Created By: Michelle Simpson (3/7/2018 2:22 PM)
Previous cases found [redacted]

Open recalls/campaigns-none

DRTS-SM in receipt of a Customer Letter via US Certified Mail [redacted] signed by [redacted] received 3/7/2018, letter dated 3/6/2018. Letter is attached for your review.

Customer sates Forward Emergency Braking system with lights flashing and alarm sounding.

Customer requesting final repair attempt.

Letter and previous letter attached.

Created By: Brandi King (3/7/2018 1:00 PM)
CRR-BZ Verified Account information including: C's name, home
Phone number & best contact number & Email address

CRR-BZ VERIFIED VEH Information including
VIN:JN1BJ1CP8HW[redacted]

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: [redacted]

CRR-BZ received inbound call from C
CRR-BZ NOTED concern is: case information

C Stated C would like to know if the case is still open

CRR-BZ Informed C that C was left a VMX today
CRR-BZ Informed C that case is still open

C Thanked CRR-BZ and informed C that's all C would like to know

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

C declined.

CRR-BZ provided C with agent ID 7319045

Call ended mutually

Created By: Anisha Baldon (3/7/2018 7:56 AM)
ARBS called C @ 6153089058 left vmx informing the loaner vehicle will need to be returned to the dealer. NNA has completed the investigating and will no longer be covering the rental vehicle. If you have any questions please give ARBS a call.

Created By: Jason Labombarbe (3/6/2018 4:34 PM)
CRR-JL Verified Account information including: C's name, home & e-mail address,
Phone number & best contact number
CRR-JL VERIFIED VEH Information including: VIN #
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: [redacted]
CRR-JL Noted Best Contact Number: 6153089058
CRR-JL Noted Spoke to: [redacted]
C stated VIN # JN1BJ1CP8HW[redacted]
C stated Make and Year is 2017 Rogue

C stated that C wasn't advised by anyone to return the rental VEH
C Stated that C was told to give the loaner VEH back from the DLRSHP and to pick up Cs VEH
C Stated that C does not want to pick up the VEH do to the VEH is not safe

CRR-JL stated that CRR-JL will send RCAS agent an email pertaining to Cs call today

C understood

CRR-JL asked C if there is anything else CRR-JL can assist with
C declined
CRR-JL gave C agent ID

C accepted

Call ended mutually

Created By: Anisha Baldon (3/6/2018 9:03 AM)
ARBS emailed DTS Bryan H. ARBS rough draft of the AG response for review since DTS has been involved with the entire case.

Created By: Anisha Baldon (3/5/2018 3:51 PM)
ARBS received a call from C.

C stated C wants a letter that shows were C filed for the lemon law.
C stated the lady said that NNA said C filed for the lemon law.
ARBS stated C called the manufacture and requested a buyback.
Brian stated according to the law C will have to send a letter in.
ARBS stated that is at C's discretion the review is done with or without the letter.
ARBS stated it is the same process.
Brian ask who makes the decision is it a board.
ARBS stated ARBS is not providing person names the decision was made on behalf of the corporation.
Brian stated the car was down for 90 days.
Brian stated does NNA omit that part.
ARBS stated no problem has been found with the vehicle.
ARBS stated Diane stated the veh was unsafe to drive so NNA put forth extra efforts to assist.
Brian said Nissan knows this is under review.
ARBS stated ARBS is aware C has been speaking with other customers.
ARBS stated C even opened a case with Nissan IIR team and no concern was found.
ARBS stated with other customers the extensive testing was not need the concern presented itself.
ARBS stated ARBS is replying to AG and BBB.
ARBS stated not sure if C can have a case with both.
Brian stated it is obvious ARBS does not know the law.
ARBS stated ARBS is not an attorney.
Brian stated it is obvious.
ARBS stated at this time ARBS will respond to BBB and AG.
ARBS stated ARBS is not trying to have a combative conversation with C.
call ended mutually.

Created By: Michelle Simpson (3/5/2018 12:11 PM)
DRTS-SM received Buyers Order and Title App via fax from Downtown Nashville Nissan and attached to case.

Created By: Michelle Simpson (3/5/2018 10:05 AM)
DRTS-SM called Downtown Nashville Nissan (5110) and spoke with Title Clerk Ashley, and she will pull the deal and fax Sales Docs and Tile App today.

Created By: Michelle Simpson (3/5/2018 8:41 AM)
DRTS-SM obtained/attached factory invoice to the case.

Created By: Michelle Simpson (3/2/2018 3:04 PM)
Previous cases found [redacted]

Open recalls/campaigns-none

DRTS-SM in receipt of a Consumer Affairs letter via US Mail signed by Sierra Pruitt, Consumer Affairs Specialist 1, received 3/1/2018, letter is attached for your review.

Custoemr sates Forward Emergency Braking system with lights flashing and alarm sounding.

Consumer Affairs Letter, Online Complaint form, Customer Letter, Nissan Letter, and ROs attached.

Created By: Anisha Baldon (3/2/2018 2:29 PM)
ARBS emailed BBB Rep Maury informing ARBS received AG letter and will be moving forward with AG.

Created By: Michelle Simpson (2/27/2018 9:19 AM)
DRTS-SM completed RHR and notes the following per a phone conversation RO [redacted] vehicle was at the dealership for entire duration of the RO and a loaner/rental was provided to customer per Rick Service Manager at Downtown Nashville Nissan (5110).

Created By: Michelle Simpson (2/27/2018 8:32 AM)
DRTS-SM received ROs from both dealerships, combined ROs and attached to case.

Created By: Michelle Simpson (2/26/2018 3:22 PM)
DRTS-SM called Downtown Nashville Nissan (5110) and spoke with Rick, Service Advisor and he will fax ROs in the next hour.

DRTS-SM called Action Nissan (5136) and left a message for Service Manager Kenny requesting RO.

Created By: Anisha Baldon (2/26/2018 2:56 PM)
ARBS received a call a call from C and Brian

ARBS informed C the case has been reviewed.
ARBS stated multiple engineers have been involved and no concern has been found with the veh.
ARBS stated NNA is not in the position to offer a repurchase/replacement at this time.
Brian stated no one has found a problem.
ARBS stated no after extensive test no problem has been found.
Brian stated it happens with C Brian finds it funny Nissan does not find a problem.
Brian ask what next.
ARBS stated the BBB will schedule the hearing.
C stated ok.
call ended mutually.

Created By: Leslie Griffin (2/26/2018 2:13 PM)
NIS1812672. DRTS-LG rec'd Add'l Docs from BBB on 02/26/18, dated same.

Created By: Leslie Griffin (2/26/2018 2:09 PM)
NIS1812672. DRTS-LG rec'd MRF from BBB on 02/26/18, dated same. C seeks NNA to buyback the vehicle due to auto braking engaging for no reason and collision light flashing on dash while driving.

Created By: Anisha Baldon (2/26/2018 12:56 PM)
ARBS called C @[redacted] left vmx.

Created By: Anisha Baldon (2/26/2018 12:55 PM)
ARBS called Dlr spoke with SA LJ

ARBS ask so far has the vehicle duplicated any concerns.
SA stated no, SM Rick has test drove the veh a couple time and members of engineering have been out as well.
SA stated the veh is not showing any signs.
ARBS stated ok.
ARBS thanked SA.
call ended mutually.

Created By: Anisha Baldon (2/23/2018 3:27 PM)
ARBS called Dlr informed SM Rick is out will return Monday.

ARBS awaiting to speak with SM Rick to verify no concern has been duplicated thus far, before providing denial.

Created By: Anisha Baldon (2/23/2018 10:31 AM)
ARBS reviewed case with Sr Manager Mike Smith informed not to repurchase at this time, no concern has been duplicated.

Created By: Anisha Baldon (2/21/2018 2:12 PM)
ARBS received a call from C and Brian

ARBS ask if the veh is still at the Dlr.
C stated yes.
ARBS ask if C is still in a loaner veh.
C stated yes.
ARBS stated ARBS has been working on getting updated in the case.
ARBS stated as of now a repair has not been performed or the concern has not been duplicated.
Brian stated this is something that NNA knows is a problem.
Brian stated Brian has been doing some research on this and it is all over the internet.
C stated ARBS Robert Peterson was suppose to call C back on Thursday and it was a maybe on the decision then.
ARBS stated with no repairs or no duplication.
C stated C can send ARBS a report of things if ARBS Robert didn't send to ARBS.
ARBS provided fax number.
Brian ask if ARBS last name is Baldon.
ARBS stated yes.
Brian stated ARBS is the one that worked with Karen Silver.
Brian stated Brian has been speaking with people all over the internet.
Brian stated ARBS name is out there, Bryan Hayden's name is out there.
Brian stated NNA should do what is right instead of lying and saying there isn't a problem.
ARBS stated Karen Silver's case is different and Karen's concern was identified.
ARBS stated the concern is not occurring with every Rogue.
Brian stated ARBS Robert told Brian NNA does not know how to fix it and it may be a fix in the next couple of months.
ARBS stated ARBS will review case and give C a call in the next couple days.
Brian stated Brian has already spoken with Channel 2 news and has an appointment for Channel 5.
ARBS stated ok.
ARBS informed C will speak with C soon.
call ended mutually.

Created By: Anisha Baldon (2/21/2018 1:39 PM)
ARBS called C @[redacted] left vmx.

Created By: Leslie Griffin (2/20/2018 10:24 AM)
NIS1812672. DRTS-LG rec'd CCF from BBB on 02/20/18, dated same. C seeks full purchase buy back due to auto braking engaging for not reason and collision light flashing on dash while driving.

Created By: Robert Peterson (2/16/2018 9:28 AM)
ARBS replied to SM-Rick, cc'ing DTS-BH and FQI-DW, advising that DLR needs to get with DTS and FQI all together to solidify NNA's explanation of the Veh's behavior, and present it to C-Diane before ARBS will be able to convince C that Veh is operating properly and is not a "lemon."

Created By: Robert Peterson (2/16/2018 9:27 AM)
ARBS replied to FQI-DW regarding question of duplication since grill emblem replaced-- ARBS does not believe that the C has driven the Veh at all since Nov 2017, so probably no, the concern has not been duplicated since.

Created By: Robert Peterson (2/16/2018 9:25 AM)
ARBS notes email from SM-Rick evening of Feb 14 (6:19PM):
Any word on Ms Butler? She doesn't have the avaible time for test drive and she is still in our loaner

Thank you

Rick

Created By: Robert Peterson (2/16/2018 9:25 AM)
ARBS notes email from FQI-DW reporting that he examined the Veh on the night of 2/13/2018.
FQI-DW/s did not find any DTCs, but believes that C is experiencing two similar but not the same happenings in the Veh.
FQI-DW/s that the FEB light flashing on Veh's meter is most likely due to frost on the windshield. Light should go away once the frost has melted and is wiped away by the wipers.
FQI-DW advised will need more information regarding improper activation of FEB system per C's testimony of multiple activations.
FQI-DW notes that the front emblem grill right in front of the radar had been peeling and was replaced in November (separate concern.)
FQI-DW wonders if any incident has occurred since the front grill/emblem was replaced?

Created By: Robert Peterson (2/13/2018 3:31 PM)
ARBS rec'd call back from SM-Rick.
ARBS advised SM that FQI Engineer DW is on his way to DLR this afternoon, should be getting there around 3:30pm.
SM/s okay that is good.
ARBS and SM discussed the history of the car, and C's description of the car image in the instrument cluster lighting up and numbers and dashes beside the car during the 70 to 20 hwy incident.
ARBS advised that C-Diane mentioned that C is VERY unfamiliar with operation of ICC system.
ARBS notes that car image lighting up sounds like the ICC got activated.
SM agrees, noting that is what SM suspected since the beginning back in November, but C would not accept that the ICC came on and slowed the Veh down to distance itself from Veh behind her.
ARBS notes that from what ARBS has heard, an FEB/AEB actually engaging would be a more "dramatic" application of the brakes.
SM agrees too, noting that if/when AEB detects an obstacle in veh's immediate path and activates brakes, Veh will suddenly and forcefully decelerate-- like to the point of throwing occupant forward into the seat belt.
ARBS notes this does not sound consistent with C's description of the 70 to 20 mph interstate slowdown.
SM concurs.

ARBS advised will let FQI Eng inspect the Veh tonight and see what he finds.
SM advised SM drove the Veh to SM's house in Clarksville last night, and back this morning, no abnormal operation noted.
ARBS thanked SM for the update and call ended mutually.

Created By: Robert Peterson (2/13/2018 3:22 PM)
ARBS rec'd call from C-Diane and C-Brian.
ARBS advised that NNA has FQI Engineer headed to DLR this afternoon to inspect the car further.
C-Brian/s that C's have heard that NNA is working on a fix for this, any update on that?
ARBS advised that NNA is constantly working to improve the functionality of our systems, especially relatively new systems like this.
ARBS advised that ARBS is sure there will be software updates to Veh soon, tweaking some things that the cameras see and computer interprets.
C-Brian asked for a little more information regarding lemon law, noting the car has been "down" at the dealer since November 13.
C-Diane confirmed that the DLR had the Veh for about 58 days, that C did NOT pick the car up during month of November nor most of December, until after DTS inspection on 12/20/2017.
ARBS thanked Cs for clarifying that, noting that NNA is not in a position to offer lemon law buyback until a nonconformity can be confirmed.
ARBS advised that if C can come drive Veh with DLR, if any authorized NNA personnel can confirm the vehicle not acting properly related to the Emergency Auto Braking system, NNA will reconsider the position.

C-Diane asked if C needs to come out tonight to meet with FQI-DW?
ARBS notes no, FQI-DW advised he will be just pulling more data from the car and analyzing, will probably not be a good time to meet with C.
Cs understand.

ARBS asked C if anyone has advised C that any time the AEB system activates and applies brakes, Svc personnel advise that applying gas pedal during will cancel the auto braking and allow Veh to accelerate.
C-Diane advised that no, nobody has ever told C that, C has not received much info/training on any of the safety systems in the car.
C-Diane mentioned some more details of the highway 70 to 20 mph incident.
C-Diane/s that C "doesn't use the cruise control."
C-Diane/s that during the interstate slow down incident, the little car image in the instrument cluster light up solid, and there were lines beside it where there is usually a mph speed reading.
ARBS advised that sounds like the cruise control got activated somehow, that those lines and the speed reading right there generally indicates that the cruise control is at least on, if not active, and the mph there is what ICC is set to.

ARBS does note that with all these safety systems, C's Veh is also equipped with Intelligent Cruise Control, that uses radar to track objects (i.e. cars) in front of Veh and match their speed, keeping a certain distance from that Veh.
C-Diane/s again that C is very unfamiliar with the cruise control operation.

ARBS brought conversation back to FQI Eng coming out to see Veh tonight; ARBS should have more info for C soon.
ARBS thanked C's for extended patience while NNA really digs in and tries to investigate what the Veh is doing.

C's thanked ARBS for the call and effort, and call ended mutually.

Created By: Robert Peterson (2/13/2018 1:53 PM)
ARBS sent email to SM-Rick requesting a call back asap to discuss FQI-DW coming to see the Veh tonight.

ARBS placed call to [redacted] left VM requesting a call back to discuss further progression of C's case.

Created By: Robert Peterson (2/13/2018 1:52 PM)
ARBS notes email from FQI advising FQI will send FQI-David W. to DLR-DOWNTOWN NASHVILLE NISSAN.

ARBS rec'd email from FQI-David W. advising he intends to go to DLR this afternoon around 3:00pm.

Created By: Robert Peterson (2/13/2018 7:46 AM)
ARBS rec'd 4 very low quality (resolution) videos from SM.
ARBS notes difficult to make out many details of drive from videos, no beeping, no abnormal operation can be seen.

Created By: Robert Peterson (2/12/2018 2:52 PM)
ARBS called DLR-DOWNTOWN NASHVILLE NISSAN, spoke with SM-Rick.
ARBS introduced self, noting ARBS is taking over CA case from RCAS.
SM advised that DTS-BH has now been out twice, lately on Friday.
ARBS asked any duplication yet?
SM/s none.
ARBS asked if anyone has driven with the C, and/or around some suspect areas where C/s incident occurs?
SM/s not driven with C, but SM has personally driven around town to locations that C advised Veh acted up, Veh operated normally in every instance.
SM/s that SM has not done extended drives, would need to get C's permission to drive Veh to SM's home in Clarksville and back a couple times to see if Veh will do anything abnormal.
ARBS advised C will probably consent to that, ARBS sees no reason why she would not.
SM/s that SM will call C right after this call.

ARBS inquired about this video C sent to SM?
SM/s yes, SM received a video, but it is very poor quality, difficult to make anything out.
SM/s C told SM "yes, I need a new phone."
ARBS asked if SM could email video to ARBS, or upload vid to this Dropbox link ARBS will send SM?
SM/s wilco, verified email address.

ARBS thanked SM for the info and call ended mutually.

ARBS send SM an email to rick[redacted] requesting C video.

Created By: Robert Peterson (2/12/2018 2:30 PM)
ARBS rec'd call back from C[redacted] stating that C's brother Brian is also on the line.
C/s that if C is ever not available, C authorizes C's brother Brian to speak on C's behalf regarding this Veh.
ARBS understands.
ARBS introduced self and apologized for C's inconveniences, but based on the information available to NNA, NNA is not in a position to offer a repurchase or replacement via TN lemon law.

C-Brian explained that C's have been on several online forums finding a couple other people around the US that are experiencing the same FEB malfunctions.
C-Brian's that there is a lady from another state that C's connected with, claiming that her Veh stops on its own but does not record any codes and could not be duplicated either.
ARBS informed C that NNA cannot discuss particulars of other C's cases, nor will discuss circumstances unrelated to C's Veh.

C-Diane/s that the car went from 70 mph to 20 mph on the freeway, C could have been hit/killed, happened several times.
C-Diane/s that is scared of Veh and will not drive this Veh again.

C-Brian/s that C-Brian was actually on the phone with C-Diane when the event happened, C-Brian could hear the "beep beep beeeeeep" of the FEB system activating over the line.
C-Brian/s he recommended C-Diane get out her phone and record video of the incident, and C did.
C-Diane/s that she sent video to SM-Rick.
C-Diane/s please call and talk to SM-Rick, he is the only one @ Downtown Nashville Nissan who is familiar with C's entire story.

ARBS advised will call SM-Rick as soon as we get off the phone here.
ARBS notes this video– ARBS has not seen it, could C send it to ARBS directly?
C-Brian/s that DLR supposedly "sent it in to corporate."
ARBS advised there are several different branches of NNA involved here, that CA does not have the video linked anywhere at this time.
ARBS will see if SM-Rick can send it over.

C-Brian/s that C's are long time Nissan buyers, that C-Brian has had 4 NIS Vehicles.
C-Diane/s that C-Diane has purchased 4 NIS Vehs.
C-Brian/s that Cs are looking for NNA to do the right thing here and get C-Diane out of this Veh.
C-Brian/s that C has reached out to Chan 2 News's investigation dept about this.

ARBS advised that NNA understands and empathizes with C's feelings, however the facts presented do not support a lemon law buyback.
ARBS notes that ARBS called DLR and spoke with the sales dept, has C heard anything from Downtown Nashville Nissan sales?
C-Brian/s that C-Brian rec'd call from "Chris" who offered to get them in a different car for something like $6,000.00.
C-Brian/s that C-Diane does not want to pay a dime, that this car is defective even though it doesn't record it's occurrences, C-Diane did.

ARBS understands C's position.
ARBS advised Cs that ARBS will discuss with SM-Rick, acquire the Video, and discuss situation with team to see if NNA will change position.
ARBS bid C's a good afternoon.
Call ended mutually.

Created By: Robert Peterson (2/12/2018 1:49 PM)
ARBS placed call to[redacted] left VM introducing self and left direct call back info, requesting call to discuss situation.

Created By: Robert Peterson (2/8/2018 5:30 PM)
ARBS called DLR-DOWNTOWN NASHVILLE NISSAN and spoke with Sales Mgr Robert Green. (ARBS was notified that GM and EM were not in tonight)
ARBS advised SM of C's concerns with her Rogue, the FEB system concerns C but has never been duplicated/verified to repair.
ARBS notes NNA DRT is wondering if DLR has discussed alternative options with C, and if NNA could maybe assist a trade deal?
SM-RG notes this is the first SM has heard of this C, but found her orig sales deal in system, notes 2017 Rogue Sport SL.
SM-RG advised will need to get with DLR EM and GM to see about working a deal, they won't be in until tomorrow.
ARBS advised that is fine, provided ARBS contact info and will let DLR contact ARBS tomorrow or soon.
SM wilco.

Created By: Robert Peterson (2/8/2018 5:27 PM)
ARBS notes C has brought Veh in 4x, visit #4 was to a diff DLR for 2nd opinion – all visits NPF, could not duplicate, no DTCs stored, no work done.
ARBS notes TSM has been notified and DTS has inspected and nothing has been found wrong with Veh.

ARBS consulted with DRT MGR BG, informed of situation, NPF ever.
DRT MGR BG advised not LL buyback, contact DLR to see if any alternative solutions can be found.

Created By: Robert Peterson (2/8/2018 5:24 PM)
ARBS notes:
Vehicle in-service date: 08/30/2017
Time in service: ≈ 0 Years, 5 Months

Vehicle Acquired: New, VPP APR Sale
Purchase State: TN

SERVICE CONTRACT:
None on file

OTHER NISSAN VEHICLES OWNED:
None on file

TECHLINE CASE(S):
None on file

DTS INSPECTIONS:
12/20/2017 – DTS BH performed IIR inspection

PRIOR CA CASE(S):
1. [redacted] – NOV 2017 - JAN 2018 – C alleged FEB has engaged improperly "5 times" "2 times in a garage" SM Rick advised TSM SW informed of situation, NPF ever.
Case sent to ARBS-DK for IIR. PL declined assist due to NPF.

ARBS checked for any newer ROs open in DBS… none on file

Created By: Robert Peterson (2/8/2018 5:17 PM)
ARBS reviewing case and notes the following service visits:

11/13/2017 @ 2,698 Miles,[redacted] - Days Down: 17 @ DLR- 5110 - DOWNTOWN NASHVILLE NISSAN
CONCERN:
1. C/s at times when driving the front collision control will stop the car with nothing in front of the car (general concern 1)
2. Cs the grill paint is coming off. See Rick.
3. Cs gap around inner right rear door handle.
ACTION:
1. Test drove vehicle and it gives four to five car distance stop. And when other car are getting close to the side on the lane it stops for caution. It stops normal as spec at this time. No problem found different at this time. Test drove 31 miles city, hwy and parking lots SM road tested and confirmed all systems are operating as designed at this time. Did not verify guest conditions at this time no DTC stored in any system at this time

2. Front black grill on front are coming off. Replaced grill emblem assy
3. Inside right rear door handle trim has a gap around it. Poor fit of door panel removed right rear door panel and popped back in on door handle trim

1/30/2018 @ 3,412 Miles, RO:[redacted] - Days Down: 1 @ DLR- 5110 - DOWNTOWN NASHVILLE NISSAN
CONCERN:
1. C/s crash warning sensor lights keep flashing on dash while driving
ACTION:
1. Inspected no codes in system at this time. Check Frt camera all ok and clean. Could not confirm condition at this time returned car to guest

02/02/18 @ 3,528 Miles, RO:[redacted] - Days Down: 1 @ DLR- 5110 - DOWNTOWN NASHVILLE NISSAN
CONCERN:
1. C/s this am crash sensor lights were on now they are off this happens for now reason with nothing around SUV
ACTION:
1. Inspected and tested systems. All systems are working as designed at this time. No fault codes in system at this time.

02/02/18 @ 3,538 Miles, RO:[redacted] - Days Down: 0 @ DLR- 5136 - ACTION NISSAN
CONCERN:
1. C/s this am crash sensor lights were on now they are off this happens for now reason with nothing around SUV
ACTION:
1. Inspected and tested systems. All systems are working as designed at this time. No fault codes in system at this time.

Created By: Laxaviera Garrett (2/7/2018 11:03 AM)
CRT-LG made outbound call to C at[redacted]
✓ CRT-LG left VMX stating credentials with direct contact number and case number requesting call back regarding case and office hours.
CRT-LG advised the C that the review for a possible repurchase or replacement is still undergoing at this time.
CRT-LG will follow up 02/12/2018 to give an update on the review.

Created By: John Rogue (2/2/2018 3:05 PM)
CRR-JR VERIFIED Account information including: C's name, home & e-mail address,
phone number & best contact number
CRR-JR VERIFIED VEH Information including: VIN #, Current Mileage, Warranty & Service History
CRR-JR CHECKED for open recalls/campaigns and found: 0
CRR-JR CHECKED for previous UNRELATED Case(s) and found: 0
CRR-JR CHECKED previous RELATED Case(s) and found: 0
CRR-JR NOTED concern is: RCAS follow up

CRR-JR received inbound call from C.

C stated C has a case and provided case number C stated C is looking to hear from the RCAS currently working on C's case
C stated C would like to inform the RCAS agent that C went to the DLRSHP for another diagnostic which was negative
C stated C needed to go get a 2nd opinion on action Nissan and this as well was negative
C stated C would like to know what to do now and that C continues to feel unsafe in the VEH

CRR-JR understood C's concerns and advised C of the follow up date set
CRR-JR stated that C's concerns will be documented and sent to the regional specialist for further review

C understood and thanked CRR-JR

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

C declined.

CRR-JR informed C that Case will updated for the Regional Consumer Affairs Specialist who will contact the C by close of business day 2/7/18 regarding C's concern.

C understood.

CRR-JR provided C with agent ID 7319311
CRR-JR noting C's best contact number is 6153089058

Call ended mutually

Created By: Laxaviera Garrett (2/2/2018 10:54 AM)
CRT-LG made outbound call to C @ 6153089058.
CRT-LG ADVISED "This call may be recorded for quality and training purposes."
CRT-LG stated that CRT-LG stated that CRT-LG will be working with the C from this point forward regarding the concerns on the VEH.

C stated that C left a VMX for CRT-AH and stating that the C concern is now happening again.
C stated that C has a new light regarding the cruise control on the VEH and the C doesn't feel safe at all driving the VEH.

CRT-LG advised the C that the C should continue to work with the DLR regarding the concerns.
CRT-LG stated that the DLR have to be able to duplicate the concern before authorizing any repairs on the VEH.

C stated that C worked with the engineer who was unable to duplicate the concerns and has taken in the Videos.
C stated that C cannot be driving with the light on and the C knows something is wrong with the VEH.

CRT-LG advised the C to visit another Nissan DLR if able.
CRT-LG asked the C if the C experience any other concerns while the light is on?
✓
C stated that C just gets the lights but know something is wrong.
C starts crying.

CRT-LG advised the C to calm down and to continue to work with DLR.
CRT-LG stated that CR-LG will continue with the possible repurchase or replacement.

C stated that C will take the VEH at noon and see if the C can receive a loner.
C stated that C loves VEH and doesn't want to give it up but something is wrong.

CRT-LG advised the C that the C needs to explain all of the concerns to help duplicate the concerns on the VEH.

C stated ok.

CRT-LG advised the C to have a nice rest of the day.

C stated ok and ended call.

Created By: Nicki Barror (2/1/2018 9:12 AM)
DRTS received the RHR. The RHR was assigned to ARBS Robert Peterson for review.

✓ **Created By: Shonecia Johnson (2/1/2018 8:45 AM)**
RCAS-SJ completed and submitted RHR.

Created By: Shonecia Johnson (2/1/2018 8:45 AM)
RCAS-SJ received email from SD-Jimmy Scripter at Downtown Nashville Nissan:
RCAS_SJ attached RO to the case.

Created By: Shonecia Johnson (2/1/2018 8:27 AM)
RCAS-SJ spoke with SD-Jimmy Scripter at Downtown Nashville Nissan:
SD-JS adivsed of the following:

- How many times has the customer's vehicle been to the dealer/retailer for repairs? 1
- What repairs were performed? none
- Are there currently any OPEN ROs? no
- ✓ Is the vehicle currently at the dealership? no
- How many days has the vehicle been kept out of service at your dealer for repairs? If the Service Manager is unsure, the RCAS needs to collect the hard copies of the repair orders for the vehicle that contain the technician time stamps (i.e. the date and time the technician has "logged" time worked on the vehicle until the vehicle is repaired. Also referred to as accounting copies).
- Has the on-site CA Technical Specialist (CATS) been involved? no
- Has TECH LINE been involved? no
- Has a Dealer Technical Specialist (DTS) been involved? yes

SD-JS advised that for RO[redacted] the VEH was at the DLR waiting on an inspection but the DLR didn't find anything wrong with the VEH.

✓ Created By: Adam Haley (1/31/2018 9:25 AM)
CRT-AH sent email to SD-LJ Scriptor and SM-Rick Dantinne requesting responses to DLR RHR questions.

Created By: Adam Haley (1/30/2018 4:34 PM)
CRT-AH placed outbound call to C at [redacted]

CRT-AH CHECKED for open recalls/campaigns and found: 0
Previous UNRELATED Case(s) Found: 0
Previous RELATED Case(s) Found: [redacted]

CRT-AH confirmed CRT-AH was speaking with C.
CRT-AH ADVISED "This call may be recorded for quality and training purposes."
CRT-AH asked if this was a good time to speak about C's case.
CRT-AH identified CRT-AH as C's consumer affairs agent and established credentials.
CRT-AH verified C's mailing and email address, and phone #.
CRT-AH verified C's concerns as FEB light coming on intermittently.

C stated that C has previous case.
C stated that VEH activated brakes and light came on and VEH slowed to around 20 mph.
C stated that event happened 2 other times.
C stated that yellow indicator light comes on intermittently.
C stated that C is not comfortable in VEH.
C stated that C has video of light flashing.

CRT stated that CRT will review.

C stated that C is so scared to drive VEH.
C stated that C wants another VEH.

CRT saked the following:

• Why do you want to return the veh to NNA?
C stated that C is scared to drive VEH.

✓ • Where is the veh currently?
C stated C has VEH.

• Where was the veh purchased?
C stated DOWNTOWN NASHVILLE NISSAN

• Was it purchased new or used?
C stated new.

• Where is the veh serviced? Has the veh been taken to multiple Nissan/Infinity dealers?
DOWNTOWN NASHVILLE NISSAN is where C takes VEH for concerns.
VEH has not been serviced yet.

C stated that C has already spoken with media personnel.
C stated that C does not want to hurt NNA brand too badly.

CRT stated that RHR process can take up to 3 business.
CRT stated that CRT will follow up with C before or on Friday.

CRT asked if C needed anything else at this time.

C stated no.

CRT asked if C would like CRT's phone # now or preferred email.

C stated email.

CRT advised C to contact CRT with any concerns before followup.
CRT thanked C for C's time.

Call ended mutually.

Created By: Adam Haley (1/30/2018 1:34 PM)
CRT-AH placed outbound call to DOWNTOWN NASHVILLE NISSAN.

CRT spoke with SA-Larisa Mishud.

✓ SA stated that last time C was at DLR was in November.
SA stated that C came in for FEB concerns but DLR was unable to duplicate.

CRT thanked SA.

Call ended mutually.

Created By: Akash Patel (1/30/2018 11:52 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: 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]

CRR-AP checked and advice c will be receive call from RCAS by end of today.

C stated ok.
C ask for the RCAS name and number.

CRR-AP provide RCAS first name and denied for work ph number.
CRR-AP ask any further assistance.

C denied.

Best contact: [redacted]

Call ended mutually.

Created By: Jennifer Keresztes (1/29/2018 7:59 AM)
********CRR_JK Noting Case Relation # is 28956325********

Created By: Jennifer Keresztes (1/29/2018 7:58 AM)
CASE SUMMARY
C contacted Nissan CA requesting assistance with Buyback/ C dose not feel safe with VEH
CRR-JK advised C the case will be sent to a regional consumer affairs specialist for review

Created By: Jennifer Keresztes (1/29/2018 7:58 AM)
CRR-JK <OPENED > Account information including: C's name, home & e-mail address,
phone number & best contact number
CRR-JK VERIFIED VEH Information including: VIN #, Current Mileage, Warranty & Service History
CRR-JK CHECKED for open recalls/campaigns and found: 0
CRR-JK CHECKED for previous UNRELATED Case(s) and found: 0
CRR-JK CHECKED previous RELATED Case(s) and found: 0
CRR-JK NOTED concern is: Buyback/ C dose not feel safe with VEH

CRR-JK received inbound call from C.

C stated they are having issues with the forward emergency brake system
C stated the DLR had VEH for two months trying to figure out what was wrong with VEH
C stated nothing has been done for it
C stated had it back for 10 days and light is flashing still
C is not comfortable driving the VEH with the light flashing and not knowing when it may seize up because of the forward emergency brake
C stated took to DLR this morning and they ran diagnostics and they did not find anything at all wrong
C stated this is the third time happening to VEH
C stated they also have video proof of this happening to their VEH
C stated they need their VEH fixed for they don't feel safe in it or they want a new reliable VEH to drive

CRR-JK informed C that all concerns have been documented and asked C if there was anything else CRR-JK could assist with.

C declined.

CRR-JK informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 1/30/18 regarding C's concern.

C understood.

CRR-JK provided C with agent ID 7319259 and case number [redacted]
CRR-JK noting C's best contact number is [redacted]

Call ended mutually

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
	[redacted]	BRAKES	INTELLIGENT BRAKE ASSIST (IBA)	UNABLE DIAGNOSE/DUPLICATE	26	1/29/2018	WT	AD	328000	OA

Forms

Forms Help

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[redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	Rick McClure
Contact Email	[redacted]	Type	CA
[redacted]	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	3/26/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	1/29/2018 8:51 AM
Social Media Involvement		Date/Time Closed	3/23/2018 3:16 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Franklin	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	MARLBORO NISSAN
# Vehicles Owned	1	Previous Repair Date	5/9/2017
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	13,552	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	1/29/2018
IIR Date		RHR Completed	
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN8AT2MV5HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	1
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	MARLBORO NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	3/23/2018
Responsible District	10	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	review

Bluetooth

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

Related Items

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

Contact Name [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date	
LS Response Time	
Home Phone	[redacted]
Work Phone	[redacted]
Mobile Phone	
Email	
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: JN8AT2MV5H[redacted]	Root Cause	
Created By	Amanda Kapogines, 1/29/2018 8:51 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/10/2018 10:32 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	802		
Action Code	NT8F		
What action was taken?	8F Provided Vehicle Information		

Agent Comments

Agent Comments	FEB concern Offer VPP
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
3/23/2018 3:16 PM	Dezerick Frazier	Changed **Status** from Open to **Closed**.
		Closed.
3/23/2018 3:11 PM	Dezerick Frazier	Changed **Case Owner** from Dezerick Frazier to **Rick McClure**.
3/23/2018 2:11 PM	Dezerick Frazier	Changed **Follow Up Date** from 3/23/2018 to **3/26/2018**.
3/23/2018 1:50 PM	Janisha Wilkerson	Changed **Case Owner** from Kyra Walton to **Dezerick Frazier**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
✓	**Created By: Dezerick Frazier (3/23/2018 3:17 PM)** *** [Added after the case is closed.] *** RCAS-DF spoke with CA Manager Rick McClure asking it was ok to close case in CA Manager-RM name.
✓	**Created By: Dezerick Frazier (3/23/2018 3:14 PM)** RCAS-DF emailed CEM- Sam Sapienza . RCAS-DF informed CEM-SS that will write consumers affairs in C's state.
✓	**Created By: Dezerick Frazier (3/23/2018 3:12 PM)** data net sent.
	Created By: Dezerick Frazier (3/23/2018 3:10 PM) RCAS-DF is closing Case as no further assistance can be offered at this time.
✓	***CASE SUMMARY*** C contacted Nissan CA requesting assistance with FEB concern ***STATEMENT OF DECISION*** RCAS-DF is closing the case because DTS was not able to duplicate the concern RCAS-DF reviewed Case with SRCAS-JW ,CEM- Sam Sapienza , ARBS-CA-PL, Rick McClure.
✓	**Created By: Janisha Wilkerson (3/23/2018 1:50 PM)** SRCAS-JW is assisting with sup esc call SRCAS-JW called [redacted] SRAS-JW advised C the call may be recorded for training and quality purposes C stated that C's veh stopped twice while C's wife was driving C stated C is upset that NNA is not doing anything about it C stated the DTS came to inspect the vehicle and data readings on the vehicle C stated that C received a letter that the concerns were not duplicated SRCAS-JW advised C that SRCAS-JW nor RCAS-DF are mechanically inclined to repair or diag C's veh SRCAS-JW referred C back to the NNA dlr for further diag if C is stating there are concerns to address C stated the NNA dlr is doing nothing SRCAS-JW advised C that the dlr and a NNA specialist inspected the veh and there were not any concerns duplicated SRCAS-JW advised C that SRCAS-JW relies on the information from the dlrs and specialist

C stated that C will write consumers affairs in C's state and contact everyone C's

C stated that C have been speaking with Assistant GM Josh, GM Dan, Salesman Mark at the NNA dlr

C stated that the dlr offered to get C into another vehicle

C stated that C did not get into a new vehicle due to

C stated that everyone is stating that C is lying to C

C asked if SRCAS-JW wants C to write to everyone that C can reach and will tell others

SRCAS-JW advised C that will be C's choice for SRCAS-JW cannot make the decision for C

C stated thank you and immediately terminated the call

Created By: Dezerick Frazier (3/23/2018 8:10 AM)
CEM- Sam Sapienza emailed RCAS-DF.

CEM-SS stated Change in strategy. The DOM and AGM now feel the VPP offer would be so small that it would only enflame the customer more.

Created By: Dezerick Frazier (3/23/2018 8:08 AM)
RCAS-DF emailed NNA CA VPP to reject C's VPP.

Created By: Dezerick Frazier (3/23/2018 8:07 AM)
RCAS-DF placed outbound call to C at [redacted]

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

C- stated yes.

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

RCAS-DF informed C that RCAS-DF would like to offer C a VPP for C's VEH concerns.

C asked what is a VPP.

C- stated that a VPP allows the customer to receive employee pricing for Nissan or Infiniti vehicles.

C- stated that C does not want a VPP.

C- stated that there is something wrong with the VEH .

C- stated that that FEB concern reoccurred again on Saturday.

C- stated that C was driving and the VREH just cut off and the lights went on .

C- stated that Nissan needs to do something about this.

RCAS-DF informed C that Nissan came out and did a inspections. and the Nissan specialist were not able to duplicate tee concern.

RCAS-DF informed C that NNA would like to offer C a VPP.

C- stated that C spoke with the dealership about a VPP and that enough.

C- stated that upper management needs to be involved in this.

RCAS-DF stated the RCAS-DF can offer a VPP.

C- stated that's not good enough..

RCAS-DF asked if C wants to speak with a supervisor because RCAS-DF can only offer a VPP.

C- stated yes because something needs to be done.

RCAS-DF informed C that a supervisor will contact C by EOB Monday 3/26/18.

C- stated that C wants to speak with someone today.

RCAS-DF stated that RCAS-DF will try to get in a supervisor to call C today.

C- stated ok.

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

RCAS-DF advised C to have a great day.

Call ended mutually.

Created By: Dezerick Frazier (3/23/2018 7:37 AM)
RCAS-DF place outbound call to C at [redacted]

It was a loud screechy noise.

VMX was not a option.

Created By: Dezerick Frazier (3/22/2018 1:22 PM)
RCAS-DF placed outbound call to C at [redacted]

RCAS-DF left a VMX for C.

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

RCAS-DF set a follow up date for Friday 3/23/18.

Created By: Dezerick Frazier (3/22/2018 1:18 PM)
RCAS-DF place outbound call to C at [redacted]

It was a loud screechy noise.

Created By: Chad Alsup (3/22/2018 10:18 AM)
ARBS-CA-PL notes approves VPP Request

Created By: Dezerick Frazier (3/22/2018 8:48 AM)
CEM- Sam Sapienza emailed RCAS-DF.

CEM-SP asked RCAS-DF to offer C a VPP A plan for C.

Created By: Janelle Cantrall (3/21/2018 4:26 PM)
Arbs rev'd Case File for Trade Assistance and Advised RCAS - SS that this case is not eligible for TA

No duplication by Dealer
No duplication by DTS in IIR inspection.

Created By: Alex Kang (3/21/2018 1:02 PM)
ARBS notating that inspection has been already completed and no further assistance can be provided through IIR. ARBS is sending to RCAS for further assistance.

Created By: Amaka Okafor (3/21/2018 12:57 PM)
**********CASE SUMMARY**********
Customer is seeking assistance with concerns on case incident happening agai for 4th time and seeking to speak to ARBS-ALEX

Bc – [redacted]

Created By: Amaka Okafor (3/21/2018 12:57 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: Incident has repeated itself for 4th time

CRR-AO received inbound call from C

C stated case #
C stated C is calling to speak to ARBS- ALEX
C stated that incident has happened again for the 4th time
C stated C would want to get contacted as soon as possible

CRR-AO noted
CRR-AO advised C that CRR-AO can't confirm call back time but an email would be sent to agent about case update

C agreed
C denied further assistance
C thanked CRR-AO for information provided

CRR-AO gave C CRR-AO first name & ID 7319260 as well as case#

Call ended mutually

Created By: Alex Kang (3/19/2018 11:05 AM)
ARBS made outbound call to C at [redacted]

ARBS left VXM stating a letter has been sent to C and if C has any questions then C can contact ARBS back.

Created By: Alex Kang (3/19/2018 8:52 AM)
Fedex Trackin[redacted]

[redacted]

Created By: Alex Kang (3/19/2018 8:40 AM)
ARBS received email from Wendy Rhinehart stating:

Hi Alex. This matter was reviewed and there were no defects found with the vehicle. The vehicle's braking system was tested and inspected and found to be fully functional with no current DTCs. There is no FEB mileage indicator. The DTS could not replicate the customer's complaint. There is no evidence to support the existence of a manufacturing or product defect. 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: Alex Kang (3/5/2018 8:54 AM)
DTS uploaded inspection to FTP. ARBS moving case for PL resolution.

Created By: Alex Kang (2/22/2018 9:08 AM)
ARBS made outbound call to C at [redacted]

ARBS stated ARBS wanted to remind C of the DTS inspection.

C stated C got it.

C thanked ARBS.

ARBS thanked C for C's time.

Call ended mutually.

Created By: Alex Kang (2/12/2018 8:47 AM)
ARBS made outbound call to C at [redacted]

ARBS stated an inspection date has been set for 2/23/18 at 10:30 EST.
ARBS asked ask if C would be available for inspection.

C asked how long would it take.

ARBS stated about 30 minutes to an hour.

C stated ok.

ARBS stated ARBS will give C a friendly remainder call on the 22nd.

C stated that would work.

C thanked ARBS.

ARBS thanked C for C's time.

Call ended mutually.

Created By: Alex Kang (2/7/2018 8:28 AM)
ARBS made outbound call to C at [redacted]

ARBS left VXM requesting call back.

Created By: Alex Kang (2/6/2018 3:33 PM)
ARBS made outbound call to C at [redacted]

ARBS left VXM requesting call back.

Created By: Alex Kang (2/6/2018 3:31 PM)
ARBS received email from DTS-Ben Foss stating:

Alex,
I had offered a date for 2/8 on this one. It doesn't show that you confirmed with the customer yet.
We are set to get a snowstorm Wednesday into Thursday, so I am going to have to move this one anyway.
The new date is 2/23 at 9:30 AM see if that works.

Created By: Alex Kang (2/2/2018 9:30 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 C's wife was driving on the street going 40mph and felt like the brakes went on and the vehicle decelerated rapidly.
C stated there was grinding noise where the shifter is.
C stated it lasted 3-4 seconds and straighten it out.
C stated all the lights on the dashboard came on too.

ABRS asked which lights came on.

C stated It is hard to state because C's wife said a bunch of lights.

ARBS asked how was the road conditions.

C stated it a clear and dry day.

ARBS asked if the sunlight was in C's wife face at all or hitting the car.

C stated No sun light at all.

ARBS asked how was the road conditions.

C stated there was no potholes and it was a state highway.

ARBS stated ARBS is going to send out an inspector to come look at the vehicle regarding C's concern.

C stated the DLRSHP kept the vehicle for 2 days.

ARBS stated this inspector is coming from the manufacturer.
ARBS stated it will take at least 2-4 weeks for the inspection to take place and it'll take 6-8 weeks for the investigation to be completed.
ARBS stated ARBS will give C a call back once an inspector provides a date and time for ARBS.

C stated ok.

ARBS asked further assistance.

C declined.

ARBS thanked C for C's time.

Call ended mutually.

Created By: Alex Kang (1/30/2018 3:22 PM)
**********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********

Created By: Samantha Dixon (1/30/2018 3:18 PM)
– FEB concern

Created By: Dezerick Frazier (1/30/2018 3:03 PM)
RCAS-DF placed outbound call to C at [redacted]

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

C- stated yes.

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

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

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

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

RCAS-DF did a IIR.

RCAS-DF set a follow up date for Friday 2/2/18.

RCAS-DF asked C if C had any questions.

C- stated no

RCAS-DF thanked C for allowing sometime to discuss C's case.

Call ended mutually.

Created By: Dezerick Frazier (1/30/2018 2:43 PM)
RCAS-DF placed outbound call to the dealership.

RCAS-DF spoke with service manager Paul Mullen.

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

✓ SM-PM stated that C's is having FEB concerns.

SM-PM stated that the dealership was not able to duplicate the concern.

SM-PM stated that SM-PM contacted tech line and this concern is under engineering review.

RCAS-DF thanked SM-PM.

Call ended mutually.

Created By: Dezerick Frazier (1/30/2018 2:37 PM)
C is having transmission concerns

✓ Created By: Dezerick Frazier (1/30/2018 2:14 PM)
data net sent.

Created By: Amanda Kapogines (1/29/2018 9:00 AM) | Last Modified By: Dezerick Frazier (1/30/2018 2:13 PM)
CRR-AK RECEIVED inbound call from C – JOHN HORAN
CRR-AK VERIFIED C'S full name, address, telephone number, email, VIN
CRR-AK CHECKED for open recalls/campaigns and found: 0
Previous RELATED cases Found: 0

C stated when C is driving over 40 mph the vehicle cuts out and stalls sometimes
C stated this has happended 4 times already
C stated C brought the vehicle to dealership however concern could not be duplicated
C stated C wife drives this vehicle and is concerned for her safety
C stated C would like this fixed or have vehicle replaced

✓ CRR AK apologized for situation
CRR AK indicated case would be transferred to RCAS for review
RCAS would contact C back by EOB January 30th

C understood

CRR AK provided case #
CRR AK offered additional assistance

C declined

Call ended mutually

BEST CONTACT # (978)[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)	POOR OR IMPROPER OPERATION	03	3/23/2018	YX	AD	121500	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Dezerick Frazier, 1/30/2018 2:59 PM	1/30/2018

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Case [redacted]

Show Feed

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	Sunni Hickey
Contact Email	[redacted]	Type	CA
Home Phone	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	1/30/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	1/29/2018 9:10 AM
Social Media Involvement		Date/Time Closed	1/30/2018 3:45 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	concern with the intelligent brake assist		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	bowser nissan
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	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	0	RHR Started	
IIR Date		RHR Completed	
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	5N1AT2MV3H[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29417	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	BOWSER NISSAN	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	concern with the intelligent brake assist

Bluetooth

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

Related Items

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

Contact Name [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date
LS Response Time

Home Phone
Work Phone
Mobile Phone
Email
Alternate Email

Verbatims

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

DTS Inspection

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

Notes to Agent:

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

System Information

Subject: CUSTOMER: [redacted] VIN: 5N1AT2MV3H[redacted]
Created By: Josh Medel, 1/29/2018 9:10 AM
Last Modified By: NNAETL, 12/10/2018 10:29 PM
Case Record Type: CA Closed Case
Days Closed: 854
Action Code: NT8H
What action was taken?: 8H Referred Customer to Dealer/Retailer

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

Agent Comments

Agent Comments: concern with the intelligent brake assist
Agent Next Step

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
1/30/2018 3:45 PM	Sunni Hickey	Changed **Status** from Open to **Closed**.
		Closed.
1/30/2018 8:08 AM	Sunni Hickey	Changed **Subject** from CUSTOMER: [redacted] PHONE: [redacted] BC VIN: 5N1AT2MV3HC[redacted] to **CUSTOMER:** [redacted] **VIN:** 5N1AT2MV3HC[redacted].
		Changed **Description**.
1/29/2018 9:18 AM	Josh Medel	Changed **Escalated By ID** to **0050G000009szQt**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Sunni Hickey (1/30/2018 3:44 PM) RCAS-SH is closing Case as no further assistance can be offered at this time.
✓	**********CASE SUMMARY********** C contacted <Nissan > CA regarding concern with forward warning collision ***STATEMENT OF DECISION*** RCAS-SH advised Cveh operating as designed RCAS-SH reviewed Case with SA Ryan RCAS-SH unable to data net
✓	**Created By: Sunni Hickey (1/30/2018 3:44 PM)** RCAS-SH VERIFIED C's name, home & email address, concern, phone# RCAS-SH CHECKED for open recalls/campaigns and found:0 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found: 0 RCAS-SH ADVISED "This call may be recorded for quality and training purposes." ********** RCAS-SH made outbound call to C at [redacted] RCAS-SH confirmed C has concern with forward warning collision RCAS-SH stated SA Ryan stated veh is operating as designed at this time RCAS-SH stated DLR hasn't diagnosed veh as C only had conversation with DLR C stated where C lives there is a shopping center C stated before getting to destination, there are 4 sets of RR crossings C stated the alarm goes off and veh stops C stated afraid that someone will hit C in the back RCAs-SH understood and empathized RCAS-SH stated the action that RCAS-SH suggest taking is to have DLRSHP test drive with C on RR tracks C speaks of to see if there is truly a concern RCAS-SH stated but it seems the veh stops as the system detects obstacle C stated C read manual and was informed that concern will happen, but it has happened to C 7 times already C stated DLRSHP didn't want to replace sensor RCAS-SH informed C sensor can only be replaced once a concern has been diagnosed C stated DLR should disconnect it C stated C would have to go through program and disconnect every time C starts veh RCAS-SH apologized C doesn't like that design feature

RCAS-SH stated concerns have been documented.

C understood and stated this will be the last Nissan C buys

RCAS-SH understood

Call ended mutually.

Created By: Sunni Hickey (1/30/2018 3:26 PM)
RCAS-SH made outbound call to DLRSHP.
RCAS-SH spoke with SA Ryan and provided SA with C's VIN and concerns

SA stated C veh is operating as designed
SA stated C never brought veh in for a diagnosis

✓ SA stated C has a concern with the forward warning collision
SA informed C system is detecting obstacle, which is stopping the veh

SA stated C wanted system adjusted, but no adjustments can be made.
SA advised C not to modify veh at own will.

RCAS-SH understood

Call ended mutually

Created By: Josh Medel (1/29/2018 9:18 AM)
CRR-JM received inbound call from C
********[CASE SUMMARY]********
– c has the intelligent brake assist on C's VEH and C goes over rail road track the VEH brakes
C stated C feels unsafe when the VEH does this
CRR-JM sent case to RCAS

Created By: Josh Medel (1/29/2018 9:18 AM)
CRR-JM VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number
CRR-JM VERIFIED VEH Information 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 NOTED concern is: IBA

C stated C bought a 2017 rogue
C stated when C drives over rail road tracks the VEH stops because of C's forward emergency braking system
C stated this is unsafe
[redacted] C stated this has happened 6 times already
C stated the sensor is tilted down words
C stated the DLR will not adjust the senor as this is the way the VEH was deigned
C stated case will be sent to RCAS and C will be contacted by end of business day 01/30/2018

CRR-JM stated case number [redacted] name and agent ID
CRR-JM offered further assistance

C declined'

Call ended mutually

best contact number [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)	GENERAL INQUIRY	QA	1/29/2018	ZR	AD	328000	OA

Forms

Forms Help

No records to display

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Case [redacted]

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Case History [5+] | Case Comments [22] | Case Categorizations [1] | Forms [1]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	Alex Kang
Contact Email	[redacted]	Type	CA
[redacted]	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	3/5/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	1/29/2018 4:59 PM
Social Media Involvement		Date/Time Closed	3/5/2018 1:51 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	DLR
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	16,839	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	1	RHR Started	
IIR Date		RHR Completed	
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN8AT2MV5HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	3
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	FUCCILLO NISSAN OF LATHAM	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	14	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	

Bluetooth

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

Related Items

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

Contact Name [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date
LS Response Time

Home Phone [redacted]
Work Phone
Mobile Phone
Email
Alternate Email

Verbatims

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

DTS Inspection

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

Notes to Agent:

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

System Information

Subject: CUSTOMER: [redacted] VIN: JN8AT2MV5H[redacted]
Created By: Vivian Luu, 1/29/2018 4:59 PM
Last Modified By: NNAETL, 12/10/2018 10:31 PM
Case Record Type: CA Closed Case
Days Closed: 820
Action Code: NT8F
What action was taken?: 8F Provided Vehicle Information

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

Agent Comments

Agent Comments: IIR
Agent Next Step

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
3/5/2018 1:52 PM	Alex Kang	Changed **Status** from Open to **Closed**.
		Closed.
3/2/2018 8:06 AM	Alex Kang	Changed **Follow Up Date** from 3/9/2018 to **3/5/2018**.
2/23/2018 9:55 AM	Alex Kang	Changed **Follow Up Date** from 2/23/2018 to **3/9/2018**.
2/19/2018 2:54 PM	Alex Kang	Changed **Follow Up Date** from 2/20/2018 to **2/23/2018**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Alex Kang (3/5/2018 1:51 PM) ARBS closing case as no manufacturer defect found on the vehicle.
	Created By: Alex Kang (3/5/2018 1:49 PM) [redacted]
	Created By: Alex Kang (3/5/2018 1:49 PM) ARBS made outbound call to C at [redacted] ARBS left VXM requesting call back once C receives the letter of decision.
	Created By: Alex Kang (3/2/2018 8:00 AM) 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 to support a malfunction of the FEB system. 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 9:56 AM) ARBS received email from DTS Michael Gorrill stating inspection has been uploaded to FTP. ARBS moving case pending PL resolution.
	Created By: Alex Kang (2/15/2018 2:26 PM) ARBS made outbound call to C at [redacted] ARBS stated regarding the rental or loaner vehicle, C would need to speak to the DLRSHP about that. ARBS stated ARBS doesn't have any authorization to provide one to C. C stated how long would the inspection take? ARBS stated it would take around 30minutes to an hour. ARBS stated the inspector will be there at the DLRSHP and if it would need to take longer than that, C would need to speak to the DLRSHP. C stated ok. C stated last time the DLRSHP kept the vehicle for like a month. ARBS stated well the inspector is very well trained by Nissan regarding any issues. ARBS stated ARBS would recommend C speaking ot the DLRSHP about the rental. C stated ok. C thanked ARBS. Call ended mutually.
	Created By: Alex Kang (2/15/2018 2:22 PM) ARBS received VXM from C stating C received the message and C would need a call back regarding a rental vehicle.

[redacted]

Created By: Alex Kang (2/15/2018 8:43 AM)
ARBS made outbound call to C a[redacted]

ARBS left VXM regarding DTS inspection.

Created By: Alex Kang (2/9/2018 3:38 PM)
ARBS made outbound call to C a[redacted]

ARBS stated DTS has contact ARBS back with an inspection date.
ARBS stated the inspector can come out to the DLRSHP on 2/16/18 at 8 AM est.
ARBS asked if that was good for C.

C stated yes.

ARBS stated ARBS will give C a remainder call on 2/15/18.

C stated ok.

C thanked ARBS.

ARBS thanked C for C's time.

call ended mutually.

Created By: Alex Kang (2/9/2018 3:16 PM)
ARBS made outbound call to C a[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 C was driving normally around 40mph.
C stated it wasn't raining and clear day.
C stated all of sudden the vehicle wheels made a sound and warning light came on
C stated the warning light said warning and flashed red and went away.
C stated it was jerking because it wanted to stop but c was still accelerating.
C stated it happened at night time around 6

ARBS stated ARBS is going to schedule for an inspector to come out to come look at the vehicle.
ARBS stated it will take at least 2-4 weeks for the inspector to come inspect the vehicle.
ARBS stated this whole entire process will take 6-8 weeks.
ARBS stated but ARBS would like for an inspector to come out and look at the vehicle.

C stated that is fine.

ARBS verified Fuccillo Nissan of Latham as a good Nissan DLRSHP for C to bring the vehicle too.
C stated yes.
ARBS stated ABRS will give C a call back once ARBS receives the inspection date.
C thanked ARBS.

ARBS thanked C for C's time.
Call ended mutually.

Created By: Alex Kang (2/9/2018 9:40 AM)
ARBS received VXM from C requesting call back

Created By: Alex Kang (2/7/2018 8:33 AM)
ARBS made outbound call[redacted]
ARBS left VXM providing case number, best contact information and requesting call back.

Created By: Alex Kang (2/2/2018 9:49 AM)
ARBS made outbound call at[redacted]
ARBS left VXM providing case number, best contact information and requesting call back.

Created By: Alex Kang (1/31/2018 11:10 AM)
**********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********

Created By: Samantha Dixon (1/31/2018 11:06 AM)
C contacted CA for the VEH stopping while driving.

Created By: Kelsey Christiansen (1/31/2018 7:48 AM)
RCAS-KC placed outbound call to C on [redacted]
RCAS-KC ADVISED "This call may be recorded for quality and training purposes."
RCAS-KC VERIFIED C's name, home & email address, concern, phone
RCAS-KC CHECKED for OPEN recalls/campaigns and found: 0
RCAS-KC CHECKED for previous UNRELATED Case(s) and found: 0
RCAS-KC CHECKED previous RELATED Case(s) and found: 0
RCAS-KC ADVISED that RCAS-KC is C's case manager and point of contact for C.
RCAS-KC stated RCAS-KC understands that C is having concerns with: VEH stopping while driving.

RCAS-KC asked for C to explain C concerns.

When: 3 times a month minimum.

✓ Where: no specific area but the last time was Western Ave. in Albany New York.

Time of day: night time

Where is VEH now: with the customer.

RCAS-KC ADVISED of looking into this further for C.

RCAS-KC ADVISED that someone from NNA may call C within the next 3 business day and try to allow about 30 minutes to fully discuss this.

RCAS-KC ADVISED that someone will follow up within the next 3 business days.

C declined further questions.

Call ended mutually.

Created By: Kelsey Christiansen (1/31/2018 7:39 AM)
✓ RCAS-KC placed outbound call to C at #[redacted]

mailbox is full and not excepting messages at this time.

Created By: Kelsey Christiansen (1/30/2018 9:29 AM)
RCAS-KC placed outbound call to C at #[redacted]

✓ RCAS-KC left VXM for C.

RCAS-KC provided C with case #, CRT-KC's phone #, and work hours.

RCAS-KC ADVISED C of following up by EOB on Wednesday.

Created By: Kelsey Christiansen (1/30/2018 9:26 AM)
RCAS-KC placed outbound call to C at #[redacted]

✓ RCAS-KC left VXM for C.

RCAS-KC provided C with case #, CRT-KC's phone #, and work hours.

RCAS-KC ADVISED C of following up by EOB on Wednesday.

✓ Created By: Kelsey Christiansen (1/30/2018 8:13 AM)
RCAS-KC placed outbound call to Fuccilo Nissan of Latham.

RCAS-KC Spoke with Service Manager Kevin.

SM stated that C has not been in for a while.

SM stated that C came in for engine concerns the engine was running poorly and had the engine light on.

SM- stated that as an afterthought she brought up the stopping and the DLR could not verify the concern.

RCAS-KC thanked SM.

Call ended mutually.

Created By: Vivian Luu (1/29/2018 5:07 PM)
****** [CASE SUMMARY] ******

Concern: VEH concern that the DLR is unable to resolve after several attempts.

Action: CRR-VL sent the case to RCAS for assistance.

Created By: Vivian Luu (1/29/2018 5:06 PM)
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#, Current Mileage, Servicing DLR, Warranty & Service History
CRR-VL CHECKED for open recalls/campaigns and found: 0
CRR-VL CHECKED for previous UNRELATED Case(s) and found: 0
CRR-VL CHECKED previous RELATED Case(s) and found: 0
CRR-VL NOTED Concern is: VEH concern that the DLR is unable to resolve

C stated C has been having concern with the VEH.
C stated there was a grinding noise on the road and then the VEH stopped in the middle of the road while C was driving.
C stated then the VEH continued to drive normally.
C stated there is a yellow triangle warning light with the exclamation mark on the dash board when the concern happened.
C stated the concern happened once per trip and it happened 3 times per month.
C stated C kept taking the VEH to the Nissan DLR but the DLR informed C that there is nothing wrong.
C stated the DLR kept the VEH one time for a month to look into the concern.
C stated the DLR replaced the front sensor of the VEH but C still has the same concern.
C stated the DLR didn't notice the warning light when the VEH was in at the DLR.
C stated when C took the VEH back to the DLR about a month ago, and the DLR informed C that there is nothing the DLR can do.
C stated C called NNA because the concern happened again 5 seconds ago.

CRR-VL notified C that CRR-VL has created a case and documented C's concern.
CRR-VL informed C that the case will be transferred to a Regional Consumer Affairs Specialist who will contact C by close of the next business day which is 1/30/2018 regarding C's concern.

C understood.

CRR-VL emailed C to provide the case number, name and agent ID 7319010 as requested.
CRR-VL offered further assistance.

C declined.

CRR-VL thanked C for calling Nissan.
Call ended mutually.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
	[redacted]	POWERTRAIN	GEN. POWERTRAIN COMPONENT	MULTIPLE REPAIR ATTEMPTS	10	1/29/2018	YE	BG	227000	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Kelsey Christiansen, 1/31/2018 7:48 AM	1/31/2018

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	Samantha Dixon
Contact Emai	[redacted]	Type	CA
[redacted]	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	3/2/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	1/30/2018 10:20 AM
Social Media Involvement		Date/Time Closed	2/20/2018 8:57 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	5,500	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	1	RHR Started	1/30/2018
IIR Date		RHR Completed	1/31/2018
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN8AT2MV4HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29417	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	GARDEN CITY NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	
Shared With		Requested Dealer Action	please review.

Bluetooth

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

Related Items

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

Contact Name [redacted]

Sales & Service Campaign Specific Information

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

Verbatims

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

DTS Inspection

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

System Information

Subject: CUSTOMER: [redacted] VIN: JN8AT2MV4H[redacted]
Created By: Krystal Bridgelal, 1/30/2018 10:20 AM
Last Modified By: NNAETL, 12/10/2018 10:31 PM
Case Record Type: CA Closed Case
Days Closed: 833
Action Code: NT8G
What action was taken?: 8G Provided Other Information
Root Cause
Root Cause Code: SCIR
Root Cause Code (2)
Document ID: [redacted]

Agent Comments

Agent Comments: complete IIR.
Agent Next Step

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
2/20/2018 8:57 AM	Samantha Dixon	Changed **Status** from Open to **Closed**.
		Closed.
2/16/2018 8:04 AM	Samantha Dixon	Changed **Follow Up Date** from 2/22/2018 to **3/2/2018**.
2/14/2018 10:55 AM	Samantha Dixon	Changed **Follow Up Date** from 2/14/2018 to **2/22/2018**.
2/12/2018 9:35 AM	Samantha Dixon	Changed **Follow Up Date** from 2/16/2018 to **2/14/2018**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Samantha Dixon (2/20/2018 8:57 AM) ARBS mailed resolution letter
✓	fedex tracking #[redacted]
	ARBS closing case
	Created By: Samantha Dixon (2/20/2018 8:42 AM) ARBS received inbound call from c ARBS advised that This matter was reviewed and there were no defects found with the vehicle. The DTS was unable to duplicate the customer's concern and there are no DTCs or FEB mileage activations noted. There is no evidence of a manufacturing or product defect that caused or contributed to this incident c stated that c is wanting the system permantely deactivated.
✓	ARBS advised that is not an option. c understood. ARBS advised that at this time NNA would ask for c to return the loaner veh back to the DLR. c understood. call ended mutually
	Created By: Samantha Dixon (2/20/2018 8:36 AM) ARBS made outbound call to c[redacted] spoke to Rick. Rick advised that c is not in the office today and is out sick. Call ended mutually
✓	ARBS made outbound call to c on home number on file[redacted] ARBS had to leave a vcmail ARBS advised that the inspection results were available for c inspection. ARBS advised that c will be receiving a letter and if c has any questions once the letter is received to call ARBS back. ARBS provided direct #[redacted]
✓	**Created By: Samantha Dixon (2/20/2018 8:24 AM)** ARBS received email from PL WR PL advised that This matter was reviewed and there were no defects found with the vehicle. The DTS was unable to duplicate the customer's concern and there are no DTCs or FEB mileage activations noted. There is no evidence of a manufacturing or product defect that caused or contributed to this incident
✓	**Created By: Samantha Dixon (2/16/2018 8:03 AM)** ARBS received email from DTS advising that report has been uploaded to FTP

Follow up with PL in 10 business days

Created By: Samantha Dixon (2/14/2018 10:48 AM)
ARBS received email from SM Will:

Yes the vehicle is here he dropped off last night

Thank you,

Will

Created By: Samantha Dixon (2/14/2018 7:32 AM)
ARBS sent email to SM Will and CC'd DTS:

Will,

I just wanted to follow up with you to see if the customer dropped off his vehicle last night like he stated he was going to. Please confirm.

Thank you,

Samantha Dixon

Created By: Samantha Dixon (2/12/2018 10:28 AM)
ARBS received email from SM Will:

Okay no problem I will have a rental reserved for him.

Thank you,

Will

Created By: Samantha Dixon (2/12/2018 9:34 AM)
ARBS sent email to SM Will and CC'd DTS;

Will,

I spoke to the customer and explained that we spoke and that the loaner vehicle is approved for the whole IIR process (6-8 weeks) and apologized for the confusion and inconvenience that the customer has experienced. He did confirm that he will be out at the dealer tomorrow evening 2/13 to drop his vehicle off and obtain the loaner vehicle. I did advise that the inspection will be taking place on 2/15 and he did confirm that he will be dropping the vehicle off tomorrow evening. Please have the loaner vehicle available for him tomorrow when he comes in. If he doesn't show tomorrow evening to drop off the vehicle or there are any issues please let me know.

Thank you,

Samantha Dixon

Created By: Samantha Dixon (2/12/2018 9:33 AM)
ARBS made outbound call to c[redacted]

ARBS apologized for the confusion that c has experienced regarding the loaner veh.
ARBS explained that everything was explained to SM Will that NNA is covering c loaner veh during the time of the IIR process.
ARBS wanted to confirm that c will be dropping the veh off tomorrow evening.

c stated yes.
c stated that if c doesn't receive a loaner veh tomorrow that c will return the lease veh and be done with Nissan all together.

ARBS understood.
ARBS explained that ARBS has explained everything to the DLR since day 1 but there was some miscommunication along the way and that ARBS apologizes for that.
ARBS explained again that ARBS has explained to SM Will that the loaner veh is covered for the whole IIR process and that NNA will ensure that the DLR is paid for the loaner.
ARBS advised for c to drop the veh off on 2/13 obtain the loaner veh and that the DTS will inspect on 2/15.

c understood.

call ended mutually

Created By: Samantha Dixon (2/12/2018 9:23 AM)
ARBS made outbound call to SM Will[redacted]

ARBS advised that ARBS spoke to SM Will 2/6 and advised that NNA would cover the loaner veh for the whole time of the inspection process.

SM Will advised that DTS advised that the veh would be released back to the customer after the inspection and that the rental wouldn't need to be covered for 6-8 weeks.

ARBS explained that would be at c discretion to take c veh back but NNA has approved to cover the loaner for the whole IIR process and that this case is a special case that received approval for the loaner veh.

SM will understood.
SM Will advised that c is supposed to drop the veh off on 2/13 in the evening and that the DTS can possibly inspect on 2/15.

ARBS understood.
ARBS also explained that it was explained to c on 2/6 that if no defects were found with the veh then c will have to return the loaner and take c veh back.

SM will understood.

call ended mutually

Created By: Samantha Dixon (2/12/2018 9:04 AM)
ARBS received email from DTS:

Samantha,
This customer is at the dealer today (Saturday) to pick up a loaner and drop off his vehicle. This case was checked confirmed for 2.9.18 (Friday) without verifying with the customer which led to me being at the dealer and dealer calling customer as if he had forgotten, only to find out he never actually was spoken to. Then the customer was told to bring the customer to the dealer to pick up his rental which was never specifically confirmed with dealer. This dealer is unable to fulfil a long term rental request on the spot without notice. The Service Manager Will Rosano had not received descriptive information regarding the rental and was not prepared to offer a long term rental, another negative for us two days in a row. Please verify his contact information and if possible reach out to him via phone if needed.
Will Rosano Service Manager Nissan of Garden City:
Phone:[redacted]
Email: WillRosano@NissanofGardenCity.com

ARBS replied to DTS email:

Carlos,

The dealer was aware that Nissan was offering this customer a rental for the length of the IIR process. I spoke to Will on the phone on 2/6 and sent him an email as well to follow up with him on the same day. As for the 2/9 date, when I called the customer and left a message with his co-worker I specifically advised when the inspection would be and if the customer wasn't able to make it to call me back, so when I didn't hear anything back from the customer, I assumed everything was good to go so I confirmed the date. I also sent Will an email advising when you were coming out and if the customers vehicle wasn't there to let me know....once again I never heard anything from the dealer, so assumed everything was good to go. And the email address you provided for Will is the one that I sent both of my emails to.

Thank you,

Samantha Dixon

Created By: Samantha Dixon (2/9/2018 10:18 AM)
ARBS made outbound call to c[redacted]

ARBS advised that ARBS called c on 2/7 and left a message with a gentleman and was ensured that c would receive the message. \

c apologized that ARBS message was not received.
c asked if c can drop the veh off tomorrow at the DLR.

ARBS advised that would be the best situation and ARBS assumed that would have already been completed since a loaner veh was offered to the customer.

c apologized that c hasnt obtained the loaner yet.

ARBS advised that ARBS will follow up with the DTS to get a new date and to advise that the veh will be at the DLR.

call ended mutually

Created By: Samantha Dixon (2/9/2018 10:12 AM)
ARBS emailed DTS:

Carlos,

✓ I called and left him a message of when the inspection was going to take place and I notified the dealer as well. I will follow up with the customer. Can I please have another date?

Thank you,

Samantha Dixon

Created By: Samantha Dixon (2/9/2018 10:11 AM)
✓ ARBS received email from DTS:

This customer states he was never informed of inspection date and does not have a recipcionist. Please follow up with him and myself. Thanks

Created By: Samantha Dixon (2/7/2018 8:00 AM)
ARBS sent email to SM Will:

Will,

✓ I just wanted to follow up with you and let you know that Carlos Albert will be out to the dealer on 2/9/2018 @ 10am EST. Please confirm if the customer has brought the vehicle into the DLR.

Thank you,

Samantha Dixon

Created By: Samantha Dixon (2/7/2018 7:59 AM)
ARBS made outbound call to c[redacted]
✓ ARBS had to leave a message with receptionist
ARBS advised that NNA will be inspecting the the veh on 2/9 @ 10am
ARBS provided direct #[redacted]

✓ Created By: Samantha Dixon (2/6/2018 9:43 AM)
ARBS submitted DTS request

Created By: Samantha Dixon (2/6/2018 9:34 AM)
ARBS sent email to SM will:

Will,

✓ Thank you for speaking with me this morning. Mr. Rizzuto is alleging that the FEB will chime in the vehicle and then the brakes will start to apply with nothing in front of him. The vehicle has stopped on its own as well with nothing in front. He also states that this happens randomly and no matter what road he is traveling on. Due to the FEB allegation NNA will be covering the loaner vehicle while the vehicle is being inspected. I did explain to the customer that after the 6-8 week process, if no defect is found then he will have to return the loaner and take his vehicle back. Please let me know if you have any questions.

Thank you,

Samantha Dixon

Created By: Samantha Dixon (2/6/2018 9:30 AM)
ARBS made outbound call to GARDEN CITY NISSAN spoke to service manager Will.

ARBS advised that C has contacted NNA alleging a manufacture defect with the FEB in the vehicle.
ARBS advised that NNA will be inspecting the vehicle and a loaner veh will be covered.

SM Will understood.
✓ SM Will requested to be emailed

willrosano@nissanofgardencity.com

ARBS thanked SM will for the assistance.

call ended mutually

Created By: Samantha Dixon (2/6/2018 9:18 AM)
ARBS made outbound call to c JOHNANTHONY RIZZUTO[redacted]
ARBS requested 20-30 mins to speak about case.

c stated that whenever c is driving the veh, the FEB will just come on.
c stated that there is nothing in front of the veh.
c stated that it doesnt matter where c is the FEB comes on.
c stated that it doesnt matter if c is on bridges, going under over passes, railroad tracks the FEB will chime and brakes will start to be pressed.
c stated that it has happened at green lights, weather being clear, rainy weather, happens often and is very random
c stated that the FEB beeps multiple times and then the brake will start to come on.
c stated that sometimes the FEB will beep and the brakes will be applied and then there are sometimes the brakes will not come on but c will just receive the audible.
c stated that c will sometimes come to a complete stop and sometimes the brakes will just start to be pressed but wont come to a full stop.
c stated that it doesnt matter what speed c is traveling.
c stated that c has the veh in c possession.
c stated that c doesnt have another other veh to drive.
✓ C stated that c hasnt been involved in any type of accident regarding the FEB.
c stated that c doesnt feel safe in the vehicle and wants to know what is going on wit the FEB.
c stated that there are no certain roads it happens on, c stated that the FEB will activate everywhere.

ARBS understood c concerns.
ARBS advised that NNA would be interested in inspecting the vehicle.
ARBS advised that NNA will cover c loaner veh during the time of the inspection process.
ARBS advised that the process is 6-8 weeks, 2-4 weeks for the inspection to be completed and 2-4 weeks for the inspection results to be made available.
ARBS advised that NNA will cover the loaner expenses but if no defect is found that C will have to return the loaner and take back c veh.

c understood.

ARBS advised that ARBS will follow up with DLR to advise of the inspection and coverage of the loaner veh.

c understood.

call ended mutually

Created By: Samantha Dixon (2/5/2018 9:12 AM)
✓ ARBS made outbound call to c[redacted]

ARBS attempted to dial c number multiple times and only reaches a busy signal.

✓ Created By: Samantha Dixon (2/5/2018 8:59 AM)
ARBS received vcmail from C returning ARBS call.[redacted]

Created By: Samantha Dixon (2/2/2018 9:45 AM)
ARBS made outbound call to c[redacted]
✓ ARBS had to leave a message with receptionist
ARBS requested 20-30 mins to speak about case.
ARBS provided direct #[redacted]

Created By: Freddie King (2/1/2018 11:40 AM)
ARBS-FK RHR Summary

1 visit for FEB light coming on
0 repairs
2 days down

▬ Created By: Freddie King (2/1/2018 11:39 AM)
ARBS-FK RHR Review
State: NY

In service date: 07/28/17
DTS: No
VSC: No
Warranty Cases: No
Vehicle campaigns: No
Sale type: NMAC Lease

01/19/18 @ 4,931 miles – 2 days down – [redacted]
Concern: CUSTOMER STATES FEB LIGHT COME ON WITH OUT ANYTHING IN FRONT OF VEHICLE

Action: FOUND CODE FOR RADAR STAIN CLEAN OFF SENSOR AREA

Created By: Samantha Dixon (1/31/2018 2:10 PM) | Last Modified By: Samantha Dixon (1/31/2018 2:10 PM)
IIR rejected- The only cases that are being accepted with no accident are FEB cases where the veh abruptly stops. According to the probe this veh is not experiencing the abruptly stopping.

Created By: Nicki Barror (1/31/2018 11:05 AM)
DRTS received the RHR. The RHR was assigned to ARBS Freddie King for review.

[redacted] **Created By: Samantha Dixon (1/31/2018 11:05 AM)**
C contacted NNA about FEB concern.

✓ **Created By: Amanda Yett (1/31/2018 10:47 AM)**
RCAS-AY attached ROs and RHR to case.

Created By: Amanda Yett (1/31/2018 10:40 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.
RCAS-AY verified C's concerns—veh brakes by itself.

RCAS-AY asked for current mileage.

C stated 5500.

RCAS-AY asked about concern.

C stated C has a problem with FEB.
C stated concern has happened 10x.
C stated that C took it to DLR and could not find anything.
C stated that C had car washed but then it happened 2 more times.

RCAS-AY created IIR and filled out IIR.

C asked for repurchase.

RCAS-AY advised of repurchase process.

Why do you want to return the veh to NNA?
C stated because it does not work properly
✓ C stated veh is dangerous

Where is the veh currently?
With C

Where was the veh purchased?
Garden City Nissan

Was it purchased new or used?
Leased new

If used, when was the veh purchased?
N/A

Where is the veh serviced?
Nissan of Garden City

Nissan Has the veh been taken to multiple Nissan/Infinity dealers?
N/A

RCAS-AY thanked C.
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 (1/30/2018 10:48 AM)**
RCAS-AY notes unable to datanet.

Created By: Krystal Bridgelal (1/30/2018 10:29 AM)
CRR-KB VERIFIED Account info including: C's name, home & email address, phone # & best contact #
CRR-KB VERFIFIED VEH info including: VIN #, Current Mileage
CRR-KB CHECKED for open recalls/campaigns and found: 0
CRR-KB CHECKED for previous UNRELATED Case(s) and found: 0
CRR-KB CHECKED previous RELATED Case(s) and found: 0
CRR-KB NOTED concern is: unable to diagnosis

CRR-KB received inbound call from C

C stated emergency forward braking keeps going off
C stated C contacted DLRSHP, informed C VEH just needed car wash due to salt and snow, and sensor might be dirty
C stated C got carwash and still experiencing same concerns
C stated C's dad wants to take legal action and spoke to attorney

CRR-KB asked if attorney has been obtained for specific concerns
CRR-KB asked C if diagnosis has been done on VEH

C stated attorney has not been obtained, wants Nissan to assist first
C stated diagnosis has been completed, came back normal
C stated VEH has been slowing down by itself
C stated C is concerned about safety

CRR-KB informed C case will be sent to RCAS for further review
CRR-KB offered further assistance

C declined

CRR-KB provided C with case #[redacted]
CRR-KB provided C with agent ID

CRR-KB informed C that case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 01/31/2018 regarding the C concern
C understood and appreciated the assistance
Best contact #: [redacted] (ask for johnanthony)
Call ended mutually

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
	[redacted]	BRAKES	ANTI-LOCK BRAKE SYSTEM	POOR OR IMPROPER OPERATION	04	1/30/2018	YX	AD	118500	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Amanda Yett, 1/31/2018 10:38 AM	1/31/2018

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Case [redacted]

Show Feed

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	3/12/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	1/31/2018 10:34 AM
Social Media Involvement		Date/Time Closed	3/5/2018 3:33 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	2	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage		XTIME Appointment Number	

Incident Codes - IIR REQUIRED

Incident Date	1/16/2018	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	KNMAT2MV3JF[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22018	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	NISSAN OF HUNTINGTON	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	
Shared With		Requested Dealer Action	

Bluetooth

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

Related Items

Approved Check Requests	$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] Best
LS Response Time		Work Phone	[redacted]
		Mobile Phone	
		Email	
		Alternate Email	

Verbatims

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

DTS Inspection

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

System Information

Subject	CUSTOMER:[redacted] VIN: KNMAT2MV3JP[redacted]	Root Cause	
Created By	Courtney Gordon, 1/31/2018 10:34 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/10/2018 10:29 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	820		
Action Code	NT8F		
What action was taken?	8F Provided Vehicle Information		

Agent Comments

Agent Comments	2/1 submitted IIR
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
3/5/2018 3:33 PM	DeHenry Kidd	Changed **Status** from Open to **Closed**.
		Closed.
3/5/2018 3:29 PM	DeHenry Kidd	Changed **Subject** from CUSTOMER:[redacted] VIN: KNMAT2MV3JP[redacted] to **CUSTOMER:**[redacted] **PHONE:**[redacted] **VIN: KNMAT2MV3JP**[redacted].
2/26/2018 7:35 AM	DeHenry Kidd	Changed **Follow Up Date** from 3/2/2018 to **3/12/2018**.
2/23/2018 4:35 PM	DeHenry Kidd	Changed **Follow Up Date** from 2/23/2018 to **3/2/2018**.

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Case Comments

New

Case Comments Help

Public Comment

Created By: DeHenry Kidd (3/5/2018 3:31 PM)
Closing case Notes

Customer Name:[redacted]
Phone#:[redacted]

Decision: 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. 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 (2/23/2018 4:35 PM)
Arbs reached out to customer to discuss case, arbs informed customer that the inspection has been completed and now is waiting on a decision from PL customer understood.

Created By: Earl (Chase) Cornell (2/23/2018 1:21 PM)
CRR-EC <VERIFIED> Account Info including: C's name, home address, phone#
CRR-EC VERIFIED VEH Info including:
CRR-EC checked for related cases: 0
CRR-EC checked for unrelated cases: 0
CRR-EC checked for Open Campaigns: 0

C stated C would like new VEH or to get this resolved ASAP
C stated who like to speak with assigned agent ASAP

CRR-EC advised C will send e-mail requesting follow up ASAP
CRR-EC Asked C if there is anything else CRR-EC can assist with or document

C Stated Can C have assigned agents number

CRR-Ec noted number previously given on 02/12/2018 provided C with number

CRR-EC Provided C with Case#:[redacted]
C Best Contact#:[redacted]
CRR-EC Provided C with Name and Agent ID 7319150
Call Ended Mutually

Created By: Sandra Adiei (2/23/2018 1:09 PM)
CRR-SA recived an inbound call from C;
CRR-SA VERIFIED C's name, number, email and address

C stated C will like to speak to someone because this case has been going on for months

CRR-SA informed C that the Case is being handed by ARBS agent and is above CRR-SA but will send a courtsey email to ARBS-KD regarding C's concern
CRR-SA informed C that a follow up date is set for today the 23/02/2018, so C will get a call

C understood

CRR-SA asked C if there is anything else CRR-SA can assist C

C declined

CRR-SA provided C with an agent# 7319349

C thank CRR-SA and appreciate CRR-SA assistance
Call ended mutually

Created By: DeHenry Kidd (2/23/2018 9:51 AM)
Arbs has reached out to the DTS to see if the report has been uploaded to the FTP site arbs is waiting on a reply.

Created By: DeHenry Kidd (2/12/2018 11:32 AM)
[redacted]

Arbs-DK called customer at 1132am no answer was made. Arbs left a message stating name and number for c to call Arbs back at [redacted] call ended.

Created By: Tabatha Macmullan (2/9/2018 12:05 PM)
CRR-TM VERIFIED account info: C's name, home & email address phone#, concern
CRR-TM CHECKED for open recalls/campaigns and found: 0
CRR-TM CHECKED for previous UNRELATED case(s) and found: 0
CRR-TM CHECKED previous RELATED case(s) and found: 1 [redacted]
DOCUMENTED CONCERN: FOLLOW UP ON CASE
[redacted]
CRR-TM received incoming call from C
CRR-TM updated email address and best contact #

C stated C would like follow up on case

C stated is still out of a VEH and requesting to speak with someone

CRR-TM sent message to ARBS advising C on the line
CRR-TM received a msg back advising ARBS currently unavailable and will call C back
CRR-TM advised C ARBS is currently unavailable at the moment
CRR-TM advised C of follow up date Feb12
CRR-TM advised ARBS left vmx for C Feb 6 and waiting confirmation from C for inspection of VEH set for 2/16 at 10:00AM

C stated C is agreeable to date and time
C requested to leave vmx msg for ARBS

CRR-TM advised will transfer C to ARBS vmx and to please advised ARBS of best contact # and time to reach C

C understood

CRR-TM asked if further assitance is needed

C declined and appreciated the assistance

CRR-TM provided C with case# agent name and ID#
Best contact# 6313741265
Call ended mutually

Created By: DeHenry Kidd (2/6/2018 9:06 AM)
Arbs contacted customer at 904am and left a message to let the customer know the inspection is set for 2/16 at 10am EST, arbs stated customer would need to call back in to confirm the inspection to proceed forward.

Created By: DeHenry Kidd (2/5/2018 11:22 AM)
Arbs contacted customer at 1120am and left a message to let the customer know the inspection is set for 2/16 at 10am EST, arbs stated customer would need to call back in to confirm the inspection to proceed forward.

Created By: DeHenry Kidd (2/2/2018 10:35 AM)
Arbs has requested DTS inspection on customer vehicle arbs is waiting on date and time

Created By: DeHenry Kidd (2/2/2018 10:32 AM)
Verified Name Address Phone# VIN Mileage Responsible Dealer

Checked for open Recalls/Campaigns: None

- C states that C was driving on Half Hollow Hills School road/HWY travelling approximately 30 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: 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
- Did the incident occur in a construction zone? No
- Where you accelerating, coasting, braking or cruising (maintaining speed)? Cruising
- Just before the incident occurred, was the orientation of the steering wheel and the vehicle in a straight line? Yes
- Weather: Clear

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: Samantha Dixon (2/1/2018 2:04 PM)
C is seeking assistance with ETA on VEH repair.

Created By: Geoffrey Gahan (2/1/2018 1:26 PM)
CRT-GG sent contact info email to C.

Created By: Geoffrey Gahan (2/1/2018 1:23 PM)
CRT-GG submitted IIR.

Created By: Geoffrey Gahan (2/1/2018 1:23 PM)
CRT-GG placed outbound call to C @[redacted]
CRT-GG advised C, "This call may be recorded for quality and training purposes."
CRT-GG verified C's name, home & email address, concern, and phone number.
CRT-GG checked for open recalls/campaigns and found:
Previous UNRELATED Case(s) Found:
Previous RELATED Case(s) Found[redacted]

C stated DLR is unable to repairs Cs VEH.
[redacted] DLR has contacted NNA for direction.

CRT-GG stated CRT has spoke with the SM and was informed the DLR is working with NNA to diagnose the VEH.
CRT-GG stated CRT would like to asked C some questions about the incident.

C agreed.

CRT-GG asked IIR questions.

C stated the VEH had under 500 miles on it.
C stated the incident happened a couple of das or so after purchase.
C stated the incident happened by Hollow Hills School.
C stated the VEH is at NISSN OF HUNTINGTON.
C stated the VEH came to a halt on the road.
C stated C heard a grinding noise before the VEH came to a stop.

C stated C would like the VEH repaired and if it cant be repaired C would like it replaced.

CRT-GG thanked C for answering the questions.
CRT-GG stated Cs case will be under further review and C will be contacted by 2/6 with further information.
CRT-GG stated C will receive an email with CRTs contact info.

C understood.

Call ended mutually.

Created By: Tondia Joseph (2/1/2018 11:31 AM)
Sr. Planner Tondia J. reviewed case with IIR Specialist Samantha D. advised to complete Investigation Incident Report(IIR)

Created By: Geoffrey Gahan (2/1/2018 9:36 AM)
CRT-GG placed an outbound call to NISSAN OF HUNTINGTON and spoke with SM-Shrenik Delhiwala.
CRT-GG provided VIN.

SM stated DLR is waiting for direction from NNA.
SM stated DLR was unable to duplicate the concern.
SM stated DTS and FOM are involved.
SM stated DLR got information about the incident from C and provided it to the DTS.

Call ended mutually.

Created By: Courtney Gordon (1/31/2018 10:38 AM)
CASE SUMMARY
C contacted Nissan CA requesting assistance with:

VEH at DLR for 2 weeks / C cannot get timeframe for pick up

Created By: Courtney Gordon (1/31/2018 10:37 AM)
CRR-CG VERIFIED Account Info including: C's name, home & email address, phone# & best contact# (631)[redacted]
CRR-CG VERIFIED VEH Info including: VIN#,
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: 1 =[redacted]

CRR-CG received inbound call:
CRR-CG Noted concern is: VEH at DLR for 2 weeks

C states the VEh has been coming to a halt randomly
C states that the DLRSHP has had the VEH for the past weeks and is not able to provide a timeframe for VEH pick up
C states that the DLR has not been able to address the concern with the VEH stopping

CRR-CG advised C concerns have been documented and will be forwarded to RCAS who will follow up with C no later than EOB Feb 1st 2018
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]	NSN DEALER SERVICE DEPT.	SERVICE PERSONNEL (NISSAN)	LACK OF FOLLOW-UP/NEVER CONTACTED	QC	1/31/2018	ZZ	BF	222500	OC

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Geoffrey Gahan, 2/1/2018 1:23 PM	2/1/2018

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Case [redacted]

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Case History [5+] | Case Comments [41] | Case Categorizations [1] | Forms [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	Brittany Puryear
Contact Email	[redacted]	Type	CA
[redacted]		Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	3/5/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	1/31/2018 8:40 PM
Social Media Involvement		Date/Time Closed	3/6/2018 9:30 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	2		
Description	C is wanting acceleration concern addressed * C stated to call the C first at [redacted] and than wait for the C to response at least 3 times prior to contacting the C's husband.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	BERMAN NISSAN OF CHICAGO, INC.
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	1,167	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	1/31/2018
IIR Date		RHR Completed	2/2/2018
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	5N1AT2MV6H[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29417	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	BERMAN NISSAN OF CHICAGO, INC.	Data Net	✓
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	3/2/2018
Responsible District	06	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	Please review

Bluetooth

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

Related Items

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

Contact Name [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date	
LS Response Time	

Home Phone	[redacted]
Work Phone	
Mobile Phone	
Email	
Alternate Email	

Verbatims

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

DTS Inspection

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

System Information

Subject	CUSTOMER: [redacted] VIN: 5N1AT2MV6H[redacted]	Root Cause	
Created By	Harjot Dhindsa, 1/31/2018 8:40 PM	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	819		
Action Code	NT8F		
What action was taken?	8F Provided Vehicle Information		

Agent Comments

Agent Comments	Remind C of DTS date
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
3/6/2018 9:30 AM	Stephanie Blair	Changed **Status** from Open to **Closed**.
		Closed.
3/6/2018 9:30 AM	Stephanie Blair	Changed **Case Owner** from Stephanie Blair to **Brittany Puryear**.
3/6/2018 9:29 AM	Stephanie Blair	Changed **Reopen Date** from 3/5/2018 9:16 PM to **3/6/2018 9:29 AM**.
		Changed **Status** from Closed to **Open**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Stephanie Blair (3/6/2018 9:28 AM) SRCAS-SB is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted NNA CA regarding RHR and Veh. concerns. ✓ SRCAS-SB reviewed Case with SA- Carmen Donofrio, ARBS-Markita Scott,SM-Anthony DeJesus and DTS - Anthony Sackner. *** STATEMENT OF DECISION *** SRCAS-SB informed C unable to duplicate the concern with vehicle will lack power at times when driving and FEB warning light on the dash at times was advised to clean the radar sensor if needed. SRCAS-SB notes C was declined for RHR. C stated the C's husband occupation is currently driving busses and can lose job answer a phone call. C stated that NNA should call the C first at [redacted] and then allow the C to call back at least 3 times before contact the C's husband.
	Created By: Stephanie Blair (3/6/2018 9:27 AM) C is wanting acceleration concern addressed * C stated to call the C first and than wait for the C to response prior to contacting the C's husband.
	Created By: Stephanie Blair (3/6/2018 9:26 AM) SRCAS-SB placed outbound call to the 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 following-up regarding the email that was received. C stated meet with the DTS and unable to find the concerns. C stated unsure why NNA bypass the C to contact the C's husband. C stated the C's husband occupation is currently driving busses and can lose job answer a phone call. ✓ C stated that NNA should call the C first at [redacted] and then allow the C to call back at least 3 times before contact the C's husband. SRCAS-SB apologized to the C regarding the concerns. SRCAS-SB advised C called the C first and then contact the C's husband. SRCAS-SB informed C will noted the case. C stated okay. C told SRCAS to have a Bless day. SRCAS-SB advised the C to do the same and closing the case again. C stated okay. Call ended mutually.
	Created By: Stephanie Blair (3/6/2018 9:19 AM) C is wanting acceleration concern addressed

✓ Created By: Stephanie Blair (3/6/2018 9:12 AM)
SRCAS-SB receive an email from C asking for a call back.

Created By: Stephanie Blair (3/2/2018 11:35 AM)
SRCAS-SB is closing Case as no further assistance can be offered at this time.

*** CASE SUMMARY ***
C contacted NNA CA regarding RHR and Veh. concerns.

✓ SRCAS-SB reviewed Case with SA- Carmen Donofrio, ARBS-Markita Scott,SM-Anthony DeJesus and DTS - Anthony Sackner.

*** STATEMENT OF DECISION ***
SRCAS-SB informed C unable to duplicate the concern with vehicle will lack power at times when driving and FEB warning light on the dash at times was advised to clean the radar sensor if needed.
SRCAS-SB notes C was declined for RHR.

Created By: Stephanie Blair (3/2/2018 11:29 AM)
SRCAS-SB placed outbound call to C @[redacted] and spoke to the C's husband, Mr.[redacted] will address as 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 following-Up regarding the DTS inspections.

C stated okay.

SRCAS-SB informed C unable to duplicate the concern with vehicle will lack power at times when driving and FEB warning light on the dash at times was advised to clean the radar sensor if needed.

✓ C stated okay and will tell the C's wife.

SRCAS-SB offered contact information if further assistance is needed.

C asked to have information email to the C.

SRCAS-SB asked C to verify the email address.

C stated sandirw@att.net.

SRCAS-SB notes a follow-up email was sent.
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 (3/2/2018 11:21 AM)
SRCAS-SB emailed the SM-Anthony DeJesus and DTS - Anthony Sackner regarding the DTS inspections and pending a response.

Created By: Stephanie Blair (3/2/2018 11:18 AM)
SRCAS-SB placed outbound call to DLR.
✓ SRCAS-SB left a vmx for the SM-Anthony DeJesus regarding the DTS inpection.
****
SRCAS-SB emailed the SM-Anthony DeJesus regarding the DTS inspections and pending a response.

Created By: Stephanie Blair (3/2/2018 11:05 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 03.05.2018
SRCAS-SB advised C following-up regarding the DTS inspection.

✓ Created By: Brittany Puryear (2/28/2018 1:00 PM)
CRT-BP emailed DTS-Adam Sackner about C's request to leave DTS appointment early.

Created By: Brittany Puryear (2/28/2018 12:53 PM)
CRT-BP placed outbound call to C @[redacted]
CRT-BP advised that this call maybe recorded for quality and training purpose.
CRT-BP stated that this is just a reminder call to C regarding DTS appointment on 3.1.18 @ 10am.
✓ C stated that C will be there.
CRT-BP stated that C will need to be there to meet with DTS since C has been the only one that can duplicate the concerns with veh.
C stated that C is taking time off of work and would like to be able to leave by 11am to get home by a decent time and it's going to be snowing tomorrow.
CRT-BP understood.
CRT-BP stated that C could relay the message to the DTS when C meets up with the DTS tomorrow.
Call ended mutually.

Created By: Brittany Puryear (2/19/2018 10:28 AM)
CRT-BP placed outbound call to C @[redacted]
CRT-BP spoke to C's husband.
✓ CRT-BP advised that this call maybe recorded for quality and training purposes.
CRT-BP gave C's DTS date and time and advised that C be there.
C's husband understood.
Call ended mutually.

Created By: Brittany Puryear (2/19/2018 10:25 AM)
CRT-BP placed outbound call to C @[redacted] and left VMX with DTS date and time and left contact # and advised that DTS wants C to be there at the time of inspection.

Created By: Danquawn James (2/16/2018 4:26 PM)
CRT-DJ placed outbound call to C at[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: Brittany Puryear (2/14/2018 10:18 AM)
CRT-BP placed outbound call to C @[redacted] and left VXM and contact # and case # and DTS date and time.

✓ Created By: Brittany Puryear (2/14/2018 10:14 AM)
CRT-BP placed outbound call to C @[redacted] and left VMX with DTS date and time and left contact #.

✓ Created By: Lynzi Lee (2/13/2018 2:45 PM)
SRCAS-Lynzi Lee transferring to CRT-BP to contact C 2/14/18 to verify if C would like to proceed with DTS appointment.

Created By: Lynzi Lee (2/13/2018 2:44 PM)
✓ SRCAS-Lynzi Lee placed outbound call to C @[redacted] 2/13/18 at 2:40pm, 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 CRT-Brittany Puryear would remain the same. SRCAS stated DLR has not duplicated concerns and C will need to pick veh up from DLR. SRCAS stated CRT-BP did provide C with DTS appointment of 3/1/18 at 10am. SRCAS stated if C would like to proceed with appointment to contact CRT-BP. SRCAS provided CRT-BP direct contact information as[redacted] SRCAS provided SRCAS direct contact information as[redacted]

Created By: Jennifer Keresztes (2/12/2018 9:28 AM)
CRR-JK < VERIFIED> Account information including: C's name, home & e-mail address,
phone number & best contact number
CRR-JK VERIFIED VEH Information including: VIN #, Current Mileage, Warranty & Service History
CRR-JK CHECKED for open recalls/campaigns and found:0
CRR-JK CHECKED for previous UNRELATED Case(s) and found: 0
CRR-JK CHECKED previous RELATED Case(s) and found: 0
CRR-JK NOTED concern is: Wants to speak to supervisor

CRR-JK received inbound call from C

C stated their VEH just stopped in the middle of the street
C stated talked to a representative that said a specialist will not be able to see them and their VEH until March 1st
C stated that this is unacceptable the VEH keeps cutting off and stopping and could cause serious injury and damage if not fixed
C stated feels that they were sold a lemon
C wants to speak to a supervisor

CRR-JK informed C that all concerns have been documented
CRR-JK informed C that the case will be esculated and an email will be sent to the supervisor asking them to get in contact with C

C understood and appriceated assistance

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

C declined.

CRR-JK provided C with agent ID 7319259 and case number [redacted]

C understood
Call ended mutually.

Created By: Brittany Puryear (2/12/2018 9:09 AM)
CRT-BP placed outbound call to C [redacted]
CRT-BP stated that this call may be recorded for quality and training purposes.
CRT-BP stated that the DTS has set the date of 3/1/18 to come look at veh at 10am.
C stated that C was livid because C wants veh back.
C stated that NNA is asking C to wait an additional 20 something days to get veh looked at.
CRT-BP stated that that is the time allowed in the DTS's schedule to see C.
CRT-BP also advised that C needs to pick up veh because if the DLR cannot duplicate the veh concerns then there would be no reason for the DLR to keep it.
C stated that C is beyond frustrated with NNA.
C stated that C needs to call CRT-BP back once C calms down.
CRT-BP stated okay.
Call ended mutually.

Created By: Brittany Puryear (2/8/2018 4:12 PM)
CRT-BP sent email to SA-Trevor asking for a DTS update by Monday.

Created By: Brittany Puryear (2/8/2018 4:09 PM)
CRT-BP placed outbound call to C [redacted]
CRT-BP stated that this call may be recorded for quality and training purposes.
CRT-BP stated that Nissan carefully considered your request and reviewed all available facts pertaining to your specific situation. As a result of this thorough review, Nissan determined we are not in the position to repurchase your vehicle at this time.
CRT-BP stated that CRT-BP followed up wit DLRSHP and DLR is working on a DTS date for C.
C asked if NNA would buy back veh?
CRT-BP stated that at this time NNA would not be in the position to repurchase the veh.
C stated that if anything happens to C C is going to hold NNA responsible.
C complained that C was in a basic Rogue as a loaner.
C complained about having problems with veh.
CRT-BP explained that the veh concern cannot be addressed but it cannot be duplicated.
CRT-BP stated that NNA is still wanting to work to fix the veh and explained the DTS process.
C complained more.
CRT-BP stated that CRT-BP would follow up with C with a date by Tuesday.
C stated that C is frustrated with veh.
CRT-BP understood.
CRT-BP stated that C would also get a letter with this info and gave C the BBB line # but advised that if C opens up a case CRT-BP would not be assist C any further.
C stated that C would wait until Tuesday.
Call ended mutually.

Created By: Brittany Puryear (2/8/2018 4:09 PM)
CRT-BP placed outbound call to BERMAN NISSAN OF CHICAGO, INC.
CRT-BP spoke Service Manager: Trevor Slobodian.
CRT-BP asked for the update on veh?
SA-TS stated that SA-TS would have to follow up with DTS and Service Director.
SA-TS stated that SA-TS is waiting on the DTS to get back to SA-TS.
CRT-BP stated that if there was no date set by Monday CRT-BP would schedule it on NNA's end.
CRT-BP asked for SA-TS email.
Call ended mutually.
tslobodian@berman.com

Created By: Brittany Puryear (2/8/2018 3:46 PM)
CRT-BP placed outbound call to C [redacted] and left VXM with case # ad offered to follow up with C on Monday.

Created By: Brittany Puryear (2/8/2018 1:41 PM)
CRT-BP placed outbound call to BERMAN NISSAN OF CHICAGO, INC.
CRT-BP spoke Service Manager: Rick Gother.
CRT-BP asked for an update on C's veh?
SA-RG stated that there were no updated notes at this time and the Service Advisor working on veh and manager was gone.
CRT-BP left info to be called back.
call ended mutually.

Created By: Daniela Ahtchiev (2/8/2018 12:07 PM)
*** CASE SUMMARY***
C contacted Nissan CA requesting assistance with getting case update
CRR-DA sending RCAS a courtesy email

Created By: Daniela Ahtchiev (2/8/2018 12:06 PM)
CRR-DA VERIFIED Account Info including: C's name, home & email 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: Sandra
CRR-DA NOTED concern is: case update

CRR-DA noting VEH ownership is already updated

C advised C wants to know what is going on with C's case
C advised that C was advised a DTS would be sent to the DLRSHP
C advised C just called the DLRSHP and they advised C that the DTS hasn't been out yet and they have no idea when he will be

CRR-DA advised C that CRR-DA will update C's case notes with C's concern
CRR-DA advised C of follow up call set for COB today
CRR-DA advised C that CRR-DA will send RCAS a courtesy email

C understood

CRR-DA provided case#, agent ID and offered further assistance

C declined

CRR-DA thanked C for calling NNA CA

Call ended mutually

Created By: Markita Scott (2/7/2018 10:44 AM)
ARBS-MS notes based on a good faith review, NNA is not in a position to offer a repurchase/replacement of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that would substantially impair the use, safety, or value of the vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.

ARBS-MS recommends RCAS get DTS involved should concerns continue to exist and Tech line does not bring resolution to concerns.

Created By: Markita Scott (2/7/2018 10:43 AM)
ARBS-MS notes that no repairs have been completed on vehicle rendering no repair history to review.

****

In Service Date: 12/11/2017
State: IL
Retail Sale: Berman Nissan of Chicago, Inc.
Open campaigns: None
Related CA cases found: None
Unrelated CA cases found: None
Tech line case found: [redacted]

DTS involved: None
VSC found: Sec+Plus Gold Preferred Expiration 12/11/2022 or 100,000 miles
Total Days Down: 9

Created By: Markita Scott (2/7/2018 10:42 AM)
ARBS-MS notes the following:

1/25/2018 @ 817 miles – RO[redacted] – 2 days down
Concern:
1. Vehicle shut off 4 times when driving
Action:
1. Customer took vehicle will return with vehicle at later time

2/1/2018 @ 1,155 miles – RO[redacted] – Repair Order Currently Open
Concern:
1. Vehicle keeps dying out while driving. Loses acceleration and will not accelerate more than 5 mph
Action:
1. Tech line case opened for concern

Created By: Brittany Puryear (2/5/2018 3:06 PM)
CRT-BP placed outbound call to C @[redacted] and left VXM with case # and contact # and advised that CRT-BP would follow up with C on Thursday.

Created By: Michelle Simpson (2/2/2018 3:02 PM)
DRTS received the RHR. The RHR was assigned to ARBS Diamond Milan for review.

Created By: Brittany Puryear (2/1/2018 10:48 AM)
DATANET SUCCESSFUL

Created By: Brittany Puryear (2/1/2018 10:46 AM)
CRT-BP placed outbound call to C @[redacted]
CRT-BP advised that this call may be recorded for quality and training purposes.
CRT-BP stated that the DLR advised that c could bring in veh and get a loaner.
C understood.
CRT-BP stated that CRT-BP will follow up with C Monday.
Call ended mutually.

Created By: Brittany Puryear (2/1/2018 10:45 AM)
CRT-BP placed outbound call to BERMAN NISSAN OF CHOICAGO, INC.
CRT-BP spoke Service Manager: Danny Garcia.
CRT-BP asked if C could be put into a loaner while NNA reviews.
SA-DG stated that C could ask for SA-DG and C could be put into a loaner if C bring veh in asap.
CRT-BP thanked SA-DG for time.
Call ended mutually.

Created By: Brittany Puryear (2/1/2018 10:44 AM)
CRT-BP placed outbound call to C[redacted]

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: 0
Previous RELATED Case(s) Found: 0
CRT-BP ADVISED "This call may be recorded for quality and training purposes."

CRT-BP confirmed that c reached out regarding an acceleration concern.
C stated yes.
C stated that c husband has been driving the veh since this happened .
C stated that this is the 4th time that this is happened to C.
C's refusing to drive veh and husband has been driving veh to try to duplicate the concern.
CRT-BP asked when does this occur?
C stated that C is driving down the street and the veh will stop accelerating and has to pull over the veh and restart the veh.
C stated that when C restarts the veh and the veh is fine.
C stated that C is a case worker and C is not always in safe neighborhood.
C stated that C will be driving veh at the speed limit and it will act up.
CRT-BP asked about conditions of when this occurs?
C stated that the weather is fine and it's been cold but that's it.
CRT-BP advised that CRT-BP would work with DLR to get C's veh concern addressed.

CRT-BP stated that CRT-BP can review for repurchase or replacement to see if Cs VEH qualifies.

Why do you want to return the vehicle to Nissan North America?
C thinks veh is not reliable.
Where is the vehicle currently?
With C
Are you in a rental?
NO
Where was the vehicle purchased?
BERMAN NISSAN OF CHICAGO
Was it purchased new or used?
NEW
If used, when was the vehicle purchased?

Where is the vehicle serviced?
BERMAN NISSAN OF CHICAGO

Has the vehicle been taken to multiple Nissan dealers? If so, document names of dealers?
NO
Was a rental or loaner provided during repairs?
No
Who is the primary driver of the vehicle?
C
Are there any service contracts (extended warranties) or prepaid maintenance plans on the vehicle?
Sec+PLUS GOLD PREF
CRT-BP advised this review can take an average of 10 business days to conduct.
CRT-BP stated RCAS-RP will call C every 3 business days.
CRT-BP advised if the VEH does qualify, another department will contact C to discuss the details, in the event the VEH does not qualify, RCAS will advise C and verify with the DLR that the VEH is in working order.
C stated that C wanted a loaner veh and asked if CRT-BP could call and see if C could get one.
CRT-BP agreed and offered to email case # and contact #.
CRT-BP thanked C for time and offered to follow up Monday.
Call ended mutually.

Created By: Brittany Puryear (2/1/2018 10:18 AM)
CRT-BP placed outbound call to C[redacted] and left VXM and contact # and case #.

Created By: Brittany Puryear (2/1/2018 9:51 AM)
CRT-BP placed outbound BERMAN NISSAN OF CHICAGO, INC.
CRT-BP spoke to Service Advisor- Carmen Donofrio.
SA-CD stated that C was there on the 25, for lack of acceleration and veh shuts off on hwy.
SA-CD stated that C stated that c had to pull over and restart the veh and then it was operating as normal.
SA-CD stated that DLR was not able to diagnose or duplicate veh concern and if the concern happens again then C will need to come back in and a case will be opened with tech line.
CRt-BP thanked SA-CD for time.
Call ended mutually.

Created By: Harjot Dhindsa (1/31/2018 8:45 PM)
**********CASE SUMMARY**********

CRR-HD sending case to RCAS for further review

Created By: Harjot Dhindsa (1/31/2018 8:44 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 took VEH to DLRHSP 4 times
C stated VEH have 1,167 miles
C stated VEH had 29 miles first time when C took VEH to DLRSHP
C stated VEH have acceleration concern
C stated first time they said it is sensor
C stated 2nd time no code came up
C stated C is afraid to drive the VEH
C stated if something happens Nissan will be liable
C stated there is a problem with the VEH

CRR-HD informed C that Case will be transferred to a Regional Consumer Affairs Specialist
CRR-HD stated C will be contacted before the end of the next 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]	POWERTRAIN	GEN. POWERTRAIN COMPONENT	PARTS AVAILABILITY (BACKORDER)	QA	3/2/2018	YP	BG	227000	OA

Forms

Forms Help

No records to display

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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

Account Name	[redacted]	Case Owner	[redacted] Joshua Crutchfield
Contact Email	[redacted]	Type	CA
[redacted]	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	4/6/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	2/1/2018 7:30 AM
Social Media Involvement		Date/Time Closed	7/9/2018 10:13 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Franklin	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Consumer Affairs Voluntary settlement due to 3 repairs with 4 days out of service due to FEB under investigation.		

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	6,300	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

Incident Date	1/12/2018	Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	1	RHR Started	4/2/2018
IIR Date		RHR Completed	4/3/2018
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	5N1AT2MVXH[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	Nissan	Beyond Basic Warranty Months1	1
Model Line	Rogue	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	LEGEND NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	2/1/2018
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	$1,050.00	Goodwill Offered	
		VCAN	
		Goodwill Processed	0
		Vehicle Service Contract	
		VSC Reprint Request	Email

Contact Name [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date
LS Response Time

Home Phone
Work Phone
Mobile Phone
Email
Alternate Email

Verbatims

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

DTS Inspection

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

Notes to Agent:

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

System Information

Subject: CUSTOMER: [redacted] VIN: 5N1AT2MVXH[redacted]
Created By: Riley Nabert, 2/1/2018 7:30 AM
Last Modified By: NNAETL, 12/10/2018 10:46 PM
Case Record Type: CA Closed Case
Days Closed: 694
Action Code: NT9D
What action was taken?: 9D Customer Reimbursement - Settlement

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

Agent Comments

Agent Comments: #RHR. case under review.
Agent Next Step

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
7/9/2018 10:13 AM	Joshua Crutchfield	Changed **Status** from Open to **Closed**.
		Closed.
4/13/2018 9:38 AM	Joshua Crutchfield	Changed **Description**.
4/3/2018 10:57 AM	Joshua Crutchfield	Changed **Case Owner** from Amanda Yett to **Joshua Crutchfield**.
4/3/2018 10:30 AM	Amanda Yett	Changed **Follow Up Date** from 4/3/2018 to **4/6/2018**.

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Case Comments

New

Case Comments Help

Public **Comment**

Created By: Joshua Crutchfield (7/9/2018 10:12 AM)
**********Case Summary*********
ARBS reviewed RHR.
ARBS offered C 3 payments for FEB under investigation.
ARBS sent DTS to performed countermeasure.

In service: 5/29/17
State: NY
Days Down: 4
Last reported mileage: 6300

3 visits related to FEB
1st visit @ 6,242 miles--no defect found
2nd visit 6,284 miles--no defect found, as per Nissan these concerns are under review by Nissan for fix
3rd visit @ 6,300 miles--Nissan engineer came and looked at vehicle; no defects found

1 open campaign found
No warranty cases found
No additional CA cases found
1 tech line case found-[redacted]
No VSC found
1 DTS found--Kevin MacKay

[redacted] Created By: Joshua Crutchfield (7/9/2018 9:59 AM)
ARBS made outbound call to [redacted]
ARBS left vm updating C on case and advising that ARBS was closing case pending C's contact.

Created By: Joshua Crutchfield (7/9/2018 9:57 AM)
ARBS notes the following DTS findings:

[redacted] 1.Complaint: Undesired FEB operation.
Cause: Laser Radar CU / ICCADAS CU software.
Correction: DTS oversaw installation of the XXX3A laser radar cu and reprogramming of the ICC ADAS CU.
Status: Vehicle has been updated to countermeasure level FEB level.

Created By: Joshua Crutchfield (7/5/2018 11:24 AM)
ARBS made outbound call to [redacted]
ARBS left vm for C reminding C about DTS inspection.

Created By: Joshua Crutchfield (7/2/2018 11:50 AM)
ARBS made outbound call to dealership a[redacted].
ARBS spoke with PM.
ARBS asked if parts had been received.
PM confirmed.
Call ended mutually.

[redacted]

Created By: Joshua Crutchfield (7/1/2018 5:15 PM)
ARBS discussed case with ARBS Senior Planner FD.
FD advised that part should have been shipped however not all parts were shipped overnight.

Created By: Joshua Crutchfield (6/26/2018 9:12 AM)
ARBS made outbound call to [redacted]
ARBS advsied C that inspection date is confirmed.
ARSB advsied C that ARBS will work on getting part there.
C thanked.
Call ended mutually.

Created By: Joshua Crutchfield (6/26/2018 9:09 AM)
ARBS made outbound call to dealership at [redacted]
ARBS spoke with SA Vincenzo and confirmed DTS inspection on 7/6 at 10AM.
ARBS advised SA that C will need to drop vehicle off the night before.
SA advsied that that will be fine.
ARBS asked if ARBS could be transferred to parts to ensure part arrived.
SA agreed and transferred ARBS.
ARBS spoke with PM.
PM advised that PM has not received part in for C.
ARBS provided part number.
PM advised that part came in for another customer but not for C.
ARBS thanked and advised that ARBS would work on getting part there.
Call ended mutually.

Created By: Joshua Crutchfield (6/26/2018 8:54 AM)
ARBS made outbound call to [redacted]
ARBS advised C that NNA has a fix for C's vehicle and would like C to meet with DTS on 7/6/18.
C advsied that it's weird ARBS just called C because C spoke with SA Vincenzo yesterday and he said he did not believe that fix was for 2017 vehicles.
ARBS confirmed that fix was and could only be performed by DTS at this time.
C confirmed that C could meet with DTS.
ARBS thanked and advsied that ARSB would follow up with the dealership who has already received new part.
C thanked and asked ARBS to contact C back once ARBS did follow up.
ARBS agreed.
Call ended mutually.

Created By: Joshua Crutchfield (6/26/2018 8:44 AM) | Last Modified By: Joshua Crutchfield (6/26/2018 8:44 AM)
ARBS received email from DTS asking if countermeasure part has been sent.
ARBS responded to DTS confirming part has been sent.
DTS provided date time of 7/6/2018 at 10:00 AM.

Created By: Joshua Crutchfield (6/22/2018 10:09 AM)
ARBS updated spreadsheet to send part to dealership.

Created By: Joshua Crutchfield (6/22/2018 10:08 AM)
ARBS requested DTS.

Created By: Joshua Crutchfield (6/15/2018 11:23 AM)
ARBS notes no new FEB Updates as C has a 2017 Rogue.

Created By: Joshua Crutchfield (6/1/2018 7:48 AM)
ARBS notes no new FEB updates at this time.

Created By: Joshua Crutchfield (5/25/2018 10:14 AM)
ARBS notes no new FEB updates at this time.

Created By: Joshua Crutchfield (5/18/2018 11:39 AM)
ARBS notes no new FEB updates at this time.

Created By: Joshua Crutchfield (5/3/2018 9:07 AM)
ARBS notes no new FEB updates at this time.

Created By: Paige Gilliam (4/16/2018 2:13 PM)
Check sent-FedEx tracking number as notated by DRT agent.

Created By: Joshua Crutchfield (4/13/2018 9:47 AM)
ARBS requested check in the amount of $1,050.00 payable to Robert Shilling via FedEx [redacted]

Created By: Joshua Crutchfield (4/13/2018 9:38 AM)
C contacted NNA about FEB concerns-repurchase/replacement.

Created By: Joshua Crutchfield (4/13/2018 9:35 AM)
ARBS notes 3 payments equals $1,007.49.
ARBS will settle for $1,050.00.

Created By: Joshua Crutchfield (4/13/2018 9:35 AM)
ARBS notes the following payoff:

SR#1 [redacted]
Account#: [redacted]
Customer: [redacted]
Payoff amount is $28332.42 good thru 4/17/2018
Payments received 11
Payment amount $335.83
Recent payment received on 3/16/2018 in the amount of $335.83

Created By: Joshua Crutchfield (4/12/2018 4:29 PM)
ARBS received email from C:

Hi Joshua,

Thank you very much. I have noted my mailing address below.

Thank You,
[redacted]
Jericho, NY [redacted]

Created By: Joshua Crutchfield (4/12/2018 10:12 AM)
ARBS responded to C:

Thank you. The 3 payments will be sent to you as a check via FedEx. Could you confirm your mailing address as 9 Sagamore Way N Jericho, NY 11753?

Created By: Joshua Crutchfield (4/12/2018 10:09 AM)
ARBS requested payoff from NMAC.

Created By: Joshua Crutchfield (4/12/2018 10:07 AM)
ARBS received the following email:

Hi Joshua,

I have attached a copy of the registration from the ROGUE. Noted you can process payments from NMAC. Pls let me know best way for NMAC to work out 3 month credit & thank you again for the kind gesture.
If you need to reach me I have noted my cell phone # below.

Thank You,
cell # [redacted]

Created By: Joshua Crutchfield (4/5/2018 5:34 PM)
ARBS responded to C:

Mr. [redacted]

Thank you for your email. If you'd like, I can go ahead and process your payments. All I'll need from you is a current copy of your vehicle's registration. I'll request your payment information directly from NMAC. If you'd like to wait until the vehicle is repaired, we can certainly do that as well. We want to make sure this process is as convenience for you as possible as we understand you've been inconvenienced already.

Regards,

Created By: Joshua Crutchfield (4/5/2018 5:31 PM)
ARBS received the following email from C:

As mentioned, my son Brandon is on spring break but I spoke to him yesterday to discuss best way to work out car situation until Nissan has the recall.

The fact that Brandon is at Cornell & will be going back on Mon, 4/9 until soon lets out middle of May makes it harder to decide if it is better for me to leave the Rogue with LEGEND & pick up a loaner for him to take back to school, or if it is better for him to take our ROGUE back & exchange for a loaner in Ithaca. Or to continue to drive our ROGUE until the Recall.

I could exchange with LEGEND but Brandon will not be back from school until middle of May & does not want to make 10 hour round trip drive to exchange the car when ready. I would not want him to do that anyway & that's also assuming the issue is resolved & the repair is done while he is at school.

Brandon would be fine to pick up a loaner in Ithaca but he mentioned how busy he will be when he gets back to school with exams up until school ends, so he really does not want to deal with having to go back to Nissan to exchange the loaner back for my ROGUE after the car is repaired. Also, if the recall is not for a few weeks, we could have an overlap with car being repaired & Brandon coming home. I know you mentioned it should begin in a few weeks but still might take time for the repair.

LEGEND showed me how to turn off the safety sensor when I drive the car. Although I do not want to Brandon to lose that safety feature, in addition to the fact that we do not have exact date that the recall will begin, I think best solution is for Brandon to drive my ROGUE until he gets back from school which will be approx May 15th. I showed him how to turn off the sensor when he drives. And when he gets home, hopefully the recall will have begun & I will bring the car to LEGEND for the repair.

From 4/9 when he goes back, he will be home in about 4 1/2 weeks. If the recall has not yet begun when he gets back, I might want to exchange for a loaner at that time but I assume by then it should be in motion.

I appreciate that Nissan has addressed the issue & will be recalling the 2017 ROGUE SL. I am so glad they are able to identify the problem & know how to repair it. As mentioned, I love the car. It drives great. I only put 7,000 miles on the car. It is still a brand new car. But the sensor issue has been a very big concern to me.

I also appreciate that Nissan will reimburse me for 3 payments from the lease. That is a very nice gesture & makes me feel very good about dealing with a company like Nissan who puts their customers as well as customers safety first.

If I do not receive notification from Nissan about the recall by the time Brandon gets back from school, I will reach back out to you to confirm details for the recall.

Thank You, Rob Shilling

Created By: Joshua Crutchfield (4/5/2018 12:43 PM)
ARBS notes ARBS failed to document previous conversation with C.
ARBS discussed offering C 3 payments and a loaner.
C advsied that C will get back to ARBS to decide if C wants son to go ahead and take vehicle to Ithaca as C's son drives vehicle and is in college.
C will either drop vehicle off at local dealership or dealership in Ithaca to have repaired.

Created By: Joshua Crutchfield (4/5/2018 12:42 PM)
ARBS made outbound call to [redacted]
ARBS left vm requesting contact.

Created By: Joshua Crutchfield (4/3/2018 12:41 PM)
ARBS sent email to C recapping conversation and providing contact information.

Created By: Joshua Crutchfield (4/3/2018 11:00 AM)
ARBS made outbound call to [redacted]
ARBS left vm requesting contact.

ARBS will offer loaner and payment reimbursements.

Created By: Joshua Crutchfield (4/3/2018 10:49 AM)
ARBS notes the following:

In service: 5/29/17
State: NY
Days Down: 4
Last reported mileage: 6300

3 visits related to FEB
1st visit @ 6,242 miles--no defect found
2nd visit 6,284 miles--no defect found, as per Nissan these concerns are under review by Nissan for fix
3rd visit @ 6,300 miles--Nissan engineer came and looked at vehicle; no defects found

1 open campaign found
No warranty cases found
No additional CA cases found
1 tech line case found-[redacted]
No VSC found
1 DTS found--Kevin MacKay

Created By: Joshua Crutchfield (4/3/2018 10:42 AM)
ARBS notes the following repair history:

1/20/2018@ 6,242 miles--RO[redacted]-1 day down
Concern:
1. C/s forward collision braking assistance stops car by itself when driving and there's no cars in front of him. Customer states he does drive over train tracks often but he knows for sure that the 2 times that this has happened he was not on train tracks,
Action:
1. Tech scanned for codes no code found only "radar stain" c1a16-97

1/27/2018@ 6,284 miles--RO[redacted]-3 days down
Concern:
1. Customer states automatic forward collision warning stops car when it shouldn't. Has happened 2 times was here for issue before, computer scanned last time no malfunction found.
Action:
1. No bulletin, messaged tech line, was told no recommended repairs at this time, filled out case report. As per nissan these concerns are under review by Nissan for fix.

3/1/2018@ 6,300 miles--RO[redacted]-1 day down
Concern:
1. Nissan engineer came and looked at vehicle.
Action:
1. Nissan engineer came and looked at vehicle.

✓ Created By: Amanda Yett (4/3/2018 10:30 AM)
RCAS-AY placed outbound call to Customer at [redacted] on 4/3/18 at 10:16 AM.
RCAS-AY ADVISED "This call may be recorded for quality and training purposes."

RCAS-AY advised POC and direct line.
RCAS-AY recapped case.

C stated that the first time it happened, C was driving and had gone over a speed bump.
C stated that the second time it happened, C's son was driving the veh near a railroad station and veh slowed down and stopped on its own.
C stated that after the second time, C brought veh to DLR.
C stated that DLR was aware of this concern.
C stated that C was told that concerns are due to railroad tracks.
C stated that indicator stopped veh.
C stated that this can be very dangerous.
C stated that C's son goes to Cornell and is worried that the veh may stop on the highway.
C stated that the inspector came and found no problem.
C stated that DLR is aware of this concern.
C stated that C is concerned about the safety of the veh.
C stated that C is very happy with the veh.
C stated that the only thing C can do is disable the safety feature that was designed to avoid an accident.
C stated that DeHenry said there might be a recall.
C stated that C does not know what to do.
C stated that C's son is on spring break and needs a veh.
C stated that veh has been great.
C stated that the veh did not stop for DTS.
C stated that C does not know what to do.

RCAS-AY advised of RHR process.
RCAS-AY advised it can take up to 10 business days.
RCAS-AY advised it is based on state lemon laws and repair history.

C stated that C likes Nissan.

RCAS-AY understood.

Why do you want to return the veh to NNA?
C is concerned about the safety of the veh and accident prevention feature not working properly.

Where is the veh currently?
With C.

Where was the veh purchased?
Massapequa Nissan

Was it purchased new or used?
New lease

If used, when was the veh purchased?
N/A

Where is the veh serviced?
Legend Nissan

Has the veh been taken to multiple Nissan/Infinity dealers?
N/A

RCAS-AY advised follow up every 3 business days.
RCAS-AY advised follow up on 4/6.

C asked if there is a Nissan DLR in Syracuse or Ithaca.

RCAS-AY advised there is one in Syracuse and RCAS-AY can look into Ithaca.

C understood.

RCAS-AY thanked C for C's time.

Call ended mutually.

Created By: Nicki Barror (4/3/2018 10:19 AM)
DRTS received the RHR. The RHR was assigned to ARBS Josh Crutchfield for review.

Created By: Amanda Yett (4/3/2018 9:56 AM)
RCAS-AY placed outbound call to LEGEND NISSAN on 4/3/18 at 9:47 AM and spoke with SA-Francisco as SM-Vinny Gianni was unavailable.
✓ RCAS-AY provided last six of VIN.
SA-Francisco advised there is no open RO.
SA-Francisco advised concerns are under engineering review.

Created By: Amanda Yett (4/2/2018 3:37 PM)
IIR- FEB- EST .

✓ **Created By: Amanda Yett (4/2/2018 3:37 PM)**
RCAS-AY notes RHR and ROs attached to case.

Created By: Samantha Dixon (4/2/2018 2:13 PM)
ARBS mailed resolution letter for IIR investigation to c

✓ fedex tracking [redacted]

ARBS sending case back to RCAS for RHR review.

Created By: Samantha Dixon (4/2/2018 2:11 PM)
ARBS assisting ARBS DK while OOO.

ARBS made outbound call to c [redacted]
ARBS advised that ARBS was assisting ARBS DK and that c inspection results were available.
ARBS advised that This matter was reviewed and there were no defects found with the vehicle. The DTS test drove the vehicle and was unable to duplicate the customer's concern.

c stated that c dealer was already aware of the issue with the FEB and that c doesnt believe the results
C stated that there were other issues with other vehs with the FEB
✓ C stated that c wants the veh replaced and that c doesnt feel safe in the veh.

ARBS advised that ARBS can send the case back to an RCAS for RHR review.

c stated that c would like the veh replaced with another veh.

ARBS advised that the RCAS will call c by EOB tomorrow to discuss the RHR review.

C understood.

call ended mutually

Created By: Samantha Dixon (4/2/2018 1:53 PM)
ARBS assisting ARBS DK while OOO

✓ ARBS received email from PL WR

PL advised This matter was reviewed and there were no defects found with the vehicle. The DTS test drove the vehicle and was unable to duplicate the customer's concern.

Created By: DeHenry Kidd (3/28/2018 4:24 PM)
Arbs received an email from PL stating the case is still under review.

Created By: DeHenry Kidd (3/28/2018 4:13 PM)
Arbs has reached out to PL-WR to see if a decision has been made arbs is waiting on a reply.

Created By: DeHenry Kidd (3/13/2018 7:42 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 (3/9/2018 9:28 AM)
Arbs reached out to the DTS to see if he was able to inspect the vehicle and uploaded it to the FTP site arbs is waiting on a reply.

✓ **Created By: Makhaila Elder (2/28/2018 4:31 PM)**
CRT-ME received VMX from C stating C's wife would meet DTS at DLR for inspection at 10am EST 3/1/2018.

Created By: DeHenry Kidd (2/9/2018 2:13 PM)
Inspection is set for 3/1 at 10am EST

Created By: DeHenry Kidd (2/9/2018 12:09 PM)
Arbs contacted customer to let him know the inspection date customer stated the 22nd would not work and that customer asked for inspection date to fall between March 1st and March 9th

Arbs has reached out to the DTS to let him know and is waiting on a response for new date.

Created By: DeHenry Kidd (2/7/2018 8:20 AM)
Arbs has requested DTS inspection on customer vehicle arbs is waiting on date and time

Created By: DeHenry Kidd (2/7/2018 8:18 AM)
Verified Name Address Phone# VIN Mileage Responsible Dealer

Checked for open Recalls/Campaigns: None

Customer stated this has happen twice one with customer and the second with his son. Customer stated when it happen to him customer was leaving the gym and was coming to a stop sign and the vehicle stopped before reaching the stop sign. Customer stated the location he lives in has a lot of elevated area but no railroad tracks. Customer stated the second time it happen was when his son was driving on the hwy going about 60 when the vehicle slowed down on its own to almost a complete stop. Customer stated that he as taken the vehicle to the dealer and they have checked the vehicle but could not find any issues with the car. Customer stated he is also having an issue with the vehicle vibrating when customer drives the vehicle over 60mph. Arbs directed customer work with the dealership on that concern.

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: Samantha Dixon (2/2/2018 3:47 PM)
C contacted NNA about FEB concern and veh shaking, repurchase/replacement of veh.

Created By: Makhaila Elder (2/2/2018 2:34 PM)
CRT-ME placed outbound call to C @[redacted]
CRT-ME completed IIR and submitted further review.

✓ C thanked CRT.

CRT thanked C.

Call ended.

Created By: Tondia Joseph (2/2/2018 1:49 PM)
Sr. Planner Tondia J. reviewed case with Incident Investigation Specialist Dakota M. advised to complete Investigation Incident Report (IIR) and submit for further review.

Created By: Makhaila Elder (2/2/2018 1:38 PM)
✓ *** DISREGARD PREVIOUS CASE NOTES***
CRT-ME reviewed further with SRPLNR-Tondia Johnson and decided to review with IIR team.

Created By: Makhaila Elder (2/2/2018 1:33 PM)
CRT-ME is closing Case as no further assistance can be offered at this time.

✓ ***CASE SUMMARY***
C contacted NNA CA requesting assistance with VEH shaking and randomly stopping. CRT-ME reviewed with SA-Amanda Lumer.

STATEMENT OF DECISION:
CRT-ME advised C that DLR would be willing to provide C with loaner until NNA releases a fix to DLR regarding C's concern as there is no fix available.

Created By: Makhaila Elder (2/2/2018 1:31 PM)
CRT-ME placed outbound call to C @[redacted]
CRT-ME ADVISED "This call may be recorded for quality and training purposes ".
CRT-ME VERIFIED C's name, mailing address, e-mail.
CRT-ME CHECKED for open recalls/campaigns and found: None
Previous UNRELATED Case(s) Found: None
Previous RELATED Case(s) Found: 1; techline;[redacted]
CRT-ME advised C that CRT-ME role to C is the case manager meaning CRT is to act as the point of contact on behalf of NNA corporate regarding C's concerns with VEH or DLR.
CRT-ME advised C that CRT is aware that VEH is stopping.

C cut CRT off.
C stated that VEH just stopped and then C was driving over speed bump and then VEH cut off again.
C stated recently VEH shaking when C hit about 60 MPH.
C stated that 60 MPH is not fast on a highway.
C stated C wanted to give son SUV that's why C purchased VEH.
C stated that wife is worried that VEH is not safe for C to drive if VEH is stopping on C.
C stated that DLR thought it may be sensors.
C stated that DLR knows about.
C stated that this concern is common and C wants to bring it to NNA attention.
C stated that NNA needs to do something about concern.

CRT-ME advised C that DLR would be able to provide C with a loaner until a fix is available for concern but at this NNa is aware of concern and currently working on a fix to provide DLR's with recommended repairs for VEH concern.
CRT-ME understood why C may feel uncomfortable driving VEH and DLR is wiling to put C in loaner as DLR is aware that concern is being reviewed by NNA.

✓ C stated c is just not comfortable with son driving VEH.
C asked how long before fix is available.

CRT-ME stated unfortunately CRT is unaware for the time it will take for a fix to become available for c's concerns.

C stated C can call CRT back in a couple weeks to check on status on concern and fix.

CRT-Me advised C that it does not work that way.
CRT-ME stated that CRT cannot confirm when fix is available but DLR will contact C when it is available.
CRT-ME advised C if C wants to drive loaner until fix is don then C can and DLR will provide C with loaner.

C asked CRT what happens when fall comes and C has to send son off to school.

CRT-ME advised that hopefully a fix is available before the fall but C can discuss other options with DLR about VEH trade ins if C would like to do that.

C stated okay.
C stated that C will go to DLR Saturday and ask about loaner.
C stated that if c feels comfortable driving VEH then C will dirve it.
C thanked CRT.

CRT-ME provided name and contact #.
CRT-ME thanked c for time.

C thanked CRT.

call ended mutually.

Created By: Makhaila Elder (2/2/2018 1:03 PM)
CRT-ME placed outbound call to LEGEND NISSAN @[redacted]
CRT-ME spoke with Sa- Amanda Lumer

SA stated that VEH stops when it shouldn't.
SA stated No bulletin message.
SA stated that tech messaged techline as per NNA no recommended repairs at time, NNA is aware and is working on fix.
✓ SA stated that SA has had a few VEH's coming up with concern.
SA stated that SA wold pt C in loaner until NNA come up with a fix for VEH.

CRT-ME stated that CRT will mention that option to C.
CRT-Me thanked SA.

SA thanked CRT.

Call ended mutually.

Created By: Riley Nabert (2/1/2018 7:33 AM)
CRR-RN VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-RN VERIFIED VEH Info including: VIN#, Current Mileage,
CRR-RN CHECKED for open recalls/campaigns and found: 0
CRR-RN CHECKED for previous UNRELATED Case(s) and found: 0
CRR-RN CHECKED previous RELATED Case(s) and found: 0
CRR-RN NOTED concern is: UNREPAIRED CONCERN
CRR-RN received inbound call from C

C stated C owns a Nissan Rogue
C stated C has 6,200 miles on VEH
C stated on two different occasions the VEH stopped short
C stated on the first occasion the VEH just stopped and C just restarted the VEH
C stated C brought VEH to DLRSHP-Legend Nissan
C stated DLRSHP did a diagnose about the sensor within the emblem is phantom
C stated the DLRSHP stated about the phantom is that the sensor is sensing something that isn't there
C stated the DLRSHP stated this is a problem NNA knows about the sensor concern
C stated C wife is worried about this concern
C stated C son is supposed to get the VEH next year and there is too many worries about the son taking the VEH and having this concern happen and the son get in an incident
C stated the DLRSHP told the C to bring the VEH back in to have another diagnose completed
C stated the diagnose came back again as the phantom sensor
C stated C is worried with this VEH

C stated this can be a very dangerous situation
C stated the person who C worked with at DLRSHP is Vincenzo Gianni
C stated this concern happened 4 to 6 weeks ago
C stated C is very happy with the VEH
C stated C also has a concern with the VEH shaking when going 60 MPH or above
C stated DLRSHP stated this is normal when snow are in the tires
C stated either repair the VEH or replace the VEH

****

CRR-RN provided C with Case # & Agent ID
CRR-RN informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day Friday, February 2nd, 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 # : (646[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)	MULTIPLE REPAIR ATTEMPTS	26	4/13/2018	YE	AD	328000	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Makhaila Elder, 2/2/2018 2:35 PM	2/2/2018

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] DeHenry Kidd
Contact Email	[redacted]	Type	CA
[redacted]	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	3/15/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	2/5/2018 1:18 PM
Social Media Involvement		Date/Time Closed	3/13/2018 12:23 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	BARON NISSAN
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	1,200	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

Incident Date	2/1/2018	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	5N1AT2MV1JC[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22218	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	BARON 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	$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: 5N1AT2MV1J[redacted]	Root Cause	
Created By	Kathy Bates, 2/5/2018 1:18 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/10/2018 10:26 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	812		
Action Code	NT8F		
What action was taken?	8F Provided Vehicle Information		

Agent Comments

Agent Comments	2nd attempt. iir
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
3/13/2018 12:23 PM	DeHenry Kidd	Changed **Status** from Open to **Closed**.
		Closed.
3/1/2018 7:43 AM	DeHenry Kidd	Changed **Follow Up Date** from 3/5/2018 to **3/15/2018**.
2/14/2018 9:20 AM	DeHenry Kidd	Changed **Follow Up Date** from 2/14/2018 to **3/5/2018**.
2/13/2018 2:57 PM	DeHenry Kidd	Changed **Follow Up Date** from 2/13/2018 to **2/14/2018**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public **Comment**

Created By: DeHenry Kidd (3/13/2018 12:17 PM)
Closing case Notes

Customer Name: [redacted]
Phone#: [redacted]

Arbs-DK called customer at 1216pm no answer was made Arbs left c a message stating name and number for c to call Arbs back at [redacted] call ended.

Decision: NNA Specialist 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. 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 (3/1/2018 7:43 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: DeHenry Kidd (2/14/2018 9:16 AM)
Arbs called customer and the dealership to let them know the inspection date is set for 2/26 at 10am EST

Created By: DeHenry Kidd (2/9/2018 9:24 AM)
Verified Name Address Phone# VIN Mileage Responsible Dealer

Checked for open Recalls/Campaigns: None

- C states that C was driving on Northern Boulevard road/HWY travelling approximately 25-30 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? Incline (was not approaching any stop sign.)
- Is the road condition newly paved, moderate or poor in condition? Moderate paved
- 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
- Weather: Clear
- Did any airbags deploy: no
- Point of impact: no

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: Samantha Dixon (2/6/2018 11:25 AM)
C contacted NNA about intelligent braking system inquiry.

✓ **Created By: Amanda Yett (2/6/2018 8:21 AM)**
RCAS-AY submitted IIR.

Created By: Amanda Yett (2/6/2018 8:21 AM)
RCAS-AY received 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 verified C's concerns—FEB concern.

C stated veh stops by itself.

RCAS-AY began IIR.

C stated that C understands that RCAS-AY has to ask these questions but C wants veh fixed.
C stated that this is extremely dangerous and could be a lawsuit.
C stated that C was told that someone would come out.

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 is urgent.
C stated that C wants this recorded.
C stated that if something happens, NNA will be responsible.
C stated that veh is no good.
C stated either change out the veh or fix it.

RCAS-AY apologized and advised RCAS-AY will convey the urgency of this but it can take up to 3 business days.

C stated that C just wants veh fixed.

RCAS-AY understood and offered further assistance.

C stated that C was told to call NNA and NNA would take care of it properly.
C stated that NNA just keeps adding time to process.

RCAS-AY apologized and advised RCAS-AY understands the urgency of the situation and will make sure it is documented.

C understood.

RCAS-AY thanked C for C's time.

Call ended mutually.

✓ **Created By: Amanda Yett (2/6/2018 7:58 AM)**
RCAS-AY notes unable to datanet.

✓ **Created By: Amanda Yett (2/6/2018 7:58 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 (2/6/2018 7:21 AM)
RCAS-AY placed outbound call to DLR.
RCAS-AY spoke with SM-Frank.
✓ RCAS-AY provided last six of VIN.
SM-Frank advised C has not been to DLR.
SM-Frank advised C called DLR and was instructed to call CA.
SM-Frank advised C has concern with FEB system in veh.

Created By: Kathy Bates (2/5/2018 2:07 PM)
*****CASE SUMMARY*****
C called to book an appointment with a specialist for IBS

[redacted]

CRR - KB informed C the case will be passed to RCAS for appointment booking as a specialist and special machine is required from DMS

Supervisor call

Created By: Kathy Bates (2/5/2018 2:00 PM)
SCRR-DB took over call

SCRR-DB confirmed that C was seeking assistance regarding getting specialist to DLR for Intelligent Braking System

C agreed stating that C is seeking assistance with this
C stated that C has been to DLR but the DLR told C to call NNA to book the appointment with the specialist

SCRR-DB confirmed this is true as the specialists have specific training and tools to handle the concern that the DLR may not
SCRR-DB advised that C will hear back from RCAS by EOD 2/6/18

C stated that C would like to hear back by EOD today if possible

SCRR-DB advised that as this case has just been opened RCAS would have to have the time to review is prior to C call back and this will take place by EOD 2/6/18

C understood

SCRR-DB offered further assistance

C declined

SCRR-DB provided case #, name and ID
Call ended mutually

Created By: Kathy Bates (2/5/2018 1:53 PM)
CRR - KB RECEIVED a call from C
CRR - KB CONFIRMED C's info including VIN#, mailing address, phone number, email address, and mileage
CRR - KB SEARCHED for VIN# campaigns and found - 0
CRR - KB SEARCHED for related cases and found - 0
CRR - KB SEARCHED for unrelated cases and found - 0
CRR - KB found the main concern of the call to be - booking an appointment for repair

C stated C's been having issues with C's VEH IBS (intelligence Breaking System)
C stated C was informed by the DLR to call NNA to book an appointment for this repair

CRR - KB called the DLR to find out more info

DLR told CRR - KB that because of the required diagnosis and repair that DLRs are being informed to have C's call NNA to book the appointment because the diagnostic requires a special machine and someone from DMS to perform the diagnostic and repair

Call with DLR ended mutually

CRR - KB informed C of the instructions given to the DLR
CRR - KB INFORMED C that the case will be passed to RCAS for further review

CRR - KB INFORMED C that someone from RCAS will contact C by the end of business the next business day
CRR - KB SENT email to C regarding RCAS escalation and explained it to C
Best Contact #[redacted]

C asked to speak to a supervisor

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	2/5/2018	YX	AD	328000	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Amanda Yett, 2/6/2018 8:19 AM	2/6/2018

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] German Reaño
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	2/14/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	2/7/2018 10:03 AM
Social Media Involvement		Date/Time Closed	2/13/2018 12:23 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Hamilton	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	1		
Description			

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	10,000	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	5N1AT2MV6J[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22218	Beyond PT Warranty Months1	0

Dealer Detail

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

Bluetooth

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

Related Items

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

Contact Name [redacted]

Sales & Service Campaign Specific Information

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

Verbatims

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

DTS Inspection

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

System Information

Subject	CUSTOMER: [redacted] PHONE: VIN: 5N1AT2MV6JC[redacted]	Root Cause	
Created By	Maria Aguirre, 2/7/2018 10:03 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/10/2018 11:05 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	840		
Action Code	NT8G		
What action was taken?	8G Provided Other Information		

Agent Comments

Agent Comments	Intelligent Brake Assist failure
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
2/13/2018 12:23 PM	German Reaño	Changed **Status** from Open to **Closed**.
		Closed.
2/9/2018 10:58 AM	German Reaño	Changed **Follow Up Date** from 2/9/2018 to **2/14/2018**.
2/9/2018 10:44 AM	German Reaño	Changed **Case Owner** from Maria Aguirre to **German Alvarez**.
2/9/2018 10:44 AM	German Reaño	Changed **Follow Up Date** from 2/8/2018 to **2/9/2018**.

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Case Comments

New

Case Comments Help

Public Comment

Created By: German Reaño (2/13/2018 12:22 PM)
SPARCAS-GR is closing Case as no further assistance can be offered at this time.

**********CASE SUMMARY**********
C contacted Nissan CA requesting assistance with the operation of the AEB (Automatic Emergency Braking).
STATEMENT OF DECISION
SPARCAS-GR referred C Owner Manual and informed that unless AEB warning light is on the system should be ready to operate in case of emergency. C was advised to apply the accelerator if the VEH brakes partially without need to do it and take notes of the road and traffic conditions when it happens.

Created By: German Reaño (2/13/2018 12:20 PM)
SPARCAS-GR made an outbound call to C.
SPARCAS-GR ADVISED "This call may be recorded for quality and training purposes."
SPARCAS-GR verified C name, home address and phone# and confirmed that no changes have been made to C contact information.

SPARCAS-GR provided C the detailed information on the operation of the AEB as per CATS email which can be summarized in the following points: 1) The AEB cannot detect all vehicles under all conditions. the AEB only operates under conditions that are unsafe, so it is NOT recommended to attempt to test the system.
The AEB warning light will come on if the system is unavailable, otherwise the system is ready to work if all conditions are met. 2) If AEB system unexpectedly apply partial braking then C should press the accelerator pedal to override the system. 3) Stored codes in the system are being investigated by NNA technicians and at this moment there is no new information and if any corrective action is required DLR will inform to C about it.

C STATED that several times C has noticed that C's VEH brakes unexpectedly and now C will follow the recommendation to apply the accelerator to override it.
C ASKED what C should do if this issue persists and C was advised to write down any particular circumstances in the traffic or road conditions when this event happens and report that to DLR or Nissan CA.

SPARCAS-GR informed C that C will receive a survey by email regarding this call.

C understood and appreciated the information.

Call ended mutually.

Created By: German Reaño (2/12/2018 4:39 PM)
SPARCAS-GR received by fax copy of [redacted] File attached to the case.

Created By: German Reaño (2/12/2018 4:03 PM)
SPARCAS-GR received an inbound call from DLR Service Department at ext.#.
DLR SA David Woodside provided the following information through Spanish associate Carlos and a copy of the RO will be sent by fax.
1. [redacted]
2. Mileage 10,054
3. Open date: Feb 6
4. Close date: Feb 10
5. Number of days down: two
6. Diagnosis: code 10054 automatic brakes do not work.
7. C was informed that no fix is available for this issue.

Created By: German Reaño (2/12/2018 2:15 PM)
SPARCAS-GR made an outbound call to DLR Service Department and spoke to Essie who kindly took note to get an advisor to call back to provide diagnosis information of C's VEH.

Created By: German Reaño (2/12/2018 2:04 PM)
SPARCAS-GR received an email response from CATS Jeff pointing out the following.

1. There are limitations to the Automatic Emergency Braking (AEB) Feature.
The AEB cannot detect all vehicles under all conditions.
Furthermore, the AEB only operates under conditions that are unsafe, so it is NOT recommended to attempt to test the system.
The AEB warning light will come on if the system is unavailable, otherwise the system is ready to work if all conditions are met.
A dealer should not attempt to test this system as it only operates under unsafe conditions.
It is recommended to review pages 5-122 through 5-137 of the owner's manual, and recommend that the customer also reviews this information.

2. The customer stated that occasionally the vehicle brakes automatically when there is NO vehicle in front.
Page 5-125 of the owner's manual, states In some road or traffic conditions the AEB system may unexpectedly apply partial braking. When acceleration is necessary, continue to depress the accelerator pedal to override the system.

3. The customer stated that dealer was able to duplicate only the issue reported in 1).
See list of limitations as mentioned above, and do not attempt to test the system.

4. The customer stated that this function of automatic braking never worked in this vehicle.
The conditions that AEB operates under are unsafe, so if the system has not triggered it is likely the conditions were not optimum for the system to operate. This is an assist system and the driver still needs to retain control of the vehicle.

5. The customer stated that dealer informed that this issue has been reported in other vehicles and there is currently no technical solution to fix it.
"Thank you for contacting Nissan. At this point, Nissan has not released any updates relating to the Automatic Emergency Braking operation of your vehicle. I will open a Case to document your concerns. Nissan Consumer affairs works closely with our Engineering, Quality, and Warranty departments to provide the highest quality products and services possible. If necessary, this will be investigated and any new information will be released to the Nissan Dealers once the investigation is completed. Please stay in contact with your local Nissan Dealer for any new information regarding this or any other issues pertaining to your vehicle."

Created By: German Reaño (2/9/2018 5:16 PM)
SPARCAS-GR sent an email to CATS requesting opinion/recommendation on this case.

Created By: German Reaño (2/9/2018 10:57 AM)
SPARCAS-GR received inbound call from C.
SPARCAS-GR VERIFIED C name, home and email address and phone#.
SPARCAS-GR VERIFIED Veh Info including: year, model.
SPARCAS-GR CHECKED for open recalls/campaigns and found: none
SPARCAS-GR CHECKED for previous UNRELATED Case(s) and found: none.
SPARCAS-GR CHECKED previous RELATED Case(s) and found: none.
SPARCAS-GR NOTED concern is: technical issue that is not repairable by DLR.

C STATED that C took the VEH to selling DLR on Monday regarding the issue of malfunctioning of the intelligent brake assist as the VEH does not brake when there is a vehicle in front.
C STATED that DLR technician was able to duplicate the issue as this function never worked in this VEH.
C STATED that sometimes the VEH brakes when nothing is in front but this issue could not be duplicated by DLR technician.
C STATED that DLR has informed C that other similar VEHs are experiencing the same issue and currently there is no a technical solution yet.

SPARCAS-GR informed C that a technical consultation will be made with CATS to determine the best course of action for C case.
SPARCAS-GR provided C with agent name and ID and informed C that C will get a call back within 3 business days. If no response has been received by then C will receive an email indicating that.

Call ended mutually.

14 febrero

by email

[redacted]

Created By: Maria Aguirre (2/7/2018 10:58 AM)
*** CASE SUMMARY ***
C call NNA to report the improper operation of a sensor.

CRR- MA ireported the concern and suggested C keep calling back to continue docmenting the case.
CRR- MA is closing case as no further assistance can be offered at this time.

Created By: Maria Aguirre (2/7/2018 10:57 AM)
CRR- MA VALIDATED Account information including: C's name, home and email address and best contact number.
CRR- MA VERIFIED VEH Information including: Colour, model, year and current mileage.
CRR- MA CHECKED for open recalls/campaigns and found: 0.
CRR- MA CHECKED for previous UNRELATED Case(s) and found: 0.
CRR- MA CHECKED previous RELATED Case(s) and found: 0.
CRR- MA NOTED concern is: Report sensor improper operation.

CRR- MA received an inbound call from C.
CRR- MA asked C what information C was looking for.

C stated C's VEH has a problem.
C stated DLRSHP told C to call NNA.
C stated C no longer owns the 2015 Frontier.

CRR- MA reviewed VEH's VIN.
CRR- MA asked C the name of C's local DLRSHP.

C stated C went to the BELLEVUE NISSAN DLRSHP.

CRR- MA requested to describe the concern.

C stated VEH has a sensor that detects when there's a VEH in front.
C stated sensor should give a warning whenever this happens.
C stated the biggest problem is that 7X now the warning goes off and VEH brakes.
C stated VEH doesn't brake completely but the rear brakes activate slowing down the VEH significantly.

CRR- MA asked C if DLRSHP had diagnosed VEH.

C stated C took VEH to DLRSHP.
C stated technicians took VEH for a test drive but couldn't find anything.
C stated technicians told C to leave VEH at DLRSHP for further review.
C stated C received a phone call where technicians couldn't identify the source of the problem.
C stated DLRSHP told C to report the situation with NNA.
C stated DLRSHP cannot do anything but have other reports from other VEHs with the same problem.

CRR- MA asked C when C took VEH to DLRSHP.

C stated C took VEH the first time in Jan, and the second time yesterday, Feb 06.

CRR- MA created a case and provided C with case number.
CRR- MA apologized with C for the inconvenience.
CRR- MA informed C that NNA couldn't further assist C since no diagnosis identifying the problem exists.
CRR- MA informed C that the best that CRR- MA could do was to document the call.
CRR- MA encouraged C to call NNA back if the concern persisted.
CRR- MA inquired if there was any further assistance.

C understood and appreciated the assistance.

CRR-MA restated agent ID and name.
CRR- MA informed C that CRR- MA will send C an email with these information.
CRR- MA informed C to fill out the survey C might be receiving via email in regards of CRR- MA assistance to C throughout the call.

C understood.

Call ended mutually.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
	[redacted]	INSTRUMENTATION	WARNING DISPLAY	POOR OR IMPROPER OPERATION	11	2/7/2018	YX	AT	184500	OA

Forms Forms Help

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [42] | Case Categorizations [1] | Forms [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Diamond Milan
Contact Email	[redacted]	Type	CA
[redacted]	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	4/25/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	2/8/2018 6:46 PM
Social Media Involvement		Date/Time Closed	4/25/2018 3:48 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	ARBS noting ARBS is closing case as no further assistance can be provided at this time. ARBS noting C called in seeking assistance with veh brakes slamming when getting close to other vehs. ARBS noting ARBS provided DTS inspection to C. ARBS noting ARBS did not offer a repurchase or replacement as concern was not duplicated and veh was found to be operating normally.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	DLR
# Vehicles Owned	15	Previous Repair Date	1/11/2018
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	2/8/2018
IIR Date		RHR Completed	2/13/2018
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN8AT2MT5HW[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	BAYTOWN NISSAN	Data Net	
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	08	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	please review.

Bluetooth

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

Related Items

Approved Check Requests	$0.00	Goodwill Offered	
		VCAN	
		Goodwill Processed	0

Vehicle Service Contract	
VSC Reprint Request	Email
Contact Name	[redacted]

Sales & Service Campaign Specific Information

Hot Alert Date		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: JN8AT2MT5HW[redacted]	Root Cause	
Created By	Betty Tilahun, 2/8/2018 6:46 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 12/10/2018 11:04 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	769		
Action Code	NT8F		
What action was taken?	8F Provided Vehicle Information		

Agent Comments

Agent Comments	Appointment Time: Notes to Agent: I am scheduling this inspection for 03/08/18 @ 10:30 AM. This is the earliest available date for this inspection. Please notify both the customer and dealer of this inspection date and time and advise the customer that I need to meet with her to discuss the concern in detail and to conduct a road test for the purpose of verifying the concern. This will take ~30 minutes to an hour to complete. Please confirm this with all parties.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
4/25/2018 3:48 PM	Diamond Milan	Changed **Status** from Open to **Closed**.
		Closed.
4/25/2018 3:46 PM	Diamond Milan	Changed **Description**.
4/24/2018 5:08 PM	Diamond Milan	Changed **Follow Up Date** from 4/24/2018 to **4/25/2018**.
4/20/2018 9:07 PM	NNAETL	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: JN8AT2MT5HW[redacted] to **CUSTOMER:**[redacted] **VIN: JN8AT2MT5HW**[redacted].

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public Comment

Created By: Diamond Milan (4/25/2018 3:46 PM)
brake concern.

Created By: Diamond Milan (4/25/2018 3:45 PM)
ARBS noting ARBS is closing case as no further assistance can be provided at this time.
ARBS noting C called in seeking assistance with veh brakes slamming when getting close to other vehs.
ARBS noting the following notes from DTS inspection:

1.Complaint: FEB system not functioning properly.
Cause: DTC C1A16 stored in Past state and FFD showed DTC had been set ~1500 miles ago. Radar sensor previously replaced. DTS advised C that any blockage of the radar sensor could result in non-operation. DTS also reviewed details of OM with C.
Correction: No correction necessary as code was cleared and did not return after road test. Note: dealer advised to clean Nissan logo of debris and review results with customer.
Status: Complete

ARBS noting ARBS provided DTS inspection to C.
ARBS noting ARBS did not offer a repurchase or replacement as concern was not duplicated and veh was found to be operating normally.

Created By: Diamond Milan (4/25/2018 3:42 PM)
ARBS placed a call to C.

ARBS advised C that ARBS wanted to follow up with C about inspection.

C stated at first it was a fiasco.
C stated later the Homer finally assisted C with the concern.
C stated the dlr could not find any codes or duplicate the concern.
C stated the code was erased back in January.

ARBS advised C if there were not any codes or past codes, then there is a possibility there has not been a malfunction of the veh.
ARBS explained the DTS has advised the veh is acting as designed.
ARBS explained to C, the way C has explained the concern, the veh is operating as designed.

C stated the brakes are being applied so hard the veh slides.
C stated C is going to slide into another veh because the brakes slam so hard.

ARBS explained the brakes are slamming because it is an emergency system.
ARBS explained if C is going full speed and gets close to a parked car or a car not in motion, the brakes are supposed to slam.
ARBS advised that is a safety feature for the customer.
ARBS advised NNA not in the position to offer a repurchase.

C stated C was advised in the past if the sensors are dirty, that could be a problem.
C stated C doesn't feel like this is a safety feature.
C stated C wants this noted.
C stated C will never refer any one to Nissan or tell anyone about Nissan.
C stated C will speak with Cs husband to see what Cs next steps will be.

ARBS advised C that the concern is documented.
Call ended mutually.

Created By: Diamond Milan (4/25/2018 3:35 PM)
ARBS noting email from SA-Homer:

Hi Diamond. We looked at it and there were no stored or past codes. Although, Baytown Nissan told her there were codes. She upset with Nissan in general. She informed me that her and her husband have purchased 12 Nissans in the past and won't ever again. I apologized to her. She was nice with me, but just upset with the company.. Not sure what she will do, but she left after here. No charges towards the customer here.

Created By: Diamond Milan (4/25/2018 3:26 PM)
ARBS noting email to SA-Homer:

Good Afternoon Homer,

I wanted to follow up with you about the customer's case. The customer came in yesterday for a concern with the vehicle stopping when the customer believes it should not. The customer was supposed to be completing a test drive and/or an inspection on the vehicle to see if a code could be found or concern could be duplicated. Is there any new information for the claim? Were you able to duplicate the concern on the vehicle?

Thank you,

Created By: Diamond Milan (4/24/2018 11:31 AM)
ARBS placed a call to Homer.
ARBS noting ARBS advised Homer that ARBS and SA spoke on Friday.
ARBS advised Homer that ARBS and SA spoke on Friday at 2:50 pm.
ARBS advised the conversation is documented and ARBS can pull the phone record.
SA stated Friday was hectic.
SA stated SA is not saying that ARBS is lying but SA cannot remember a conversation about this.
SA stated will work with customer.
ARBS explained concern again.
SA stated SA will talk to customer now and provide ARBS with an update.
SA asked ARBS to send SA an email with this information so that SA can have a paper trail.
ARBS Understood.
Call ended mutually.

Created By: Iain Hadden (4/24/2018 11:19 AM)
CRR-I.H <OPENED or VERIFIED> Account Info including: C's name, home address, & best contact#
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 follow up on case due to developments with DLR

****
C called in very upset as C's agent has apparently spoke with tech Homer and set up appointment for C however when C went to DLTR they claimed they had no idea what C is talking about
C is also upset that DLR is trying to charge C for the loaner VEH
C wants C's agent Diamond to call C ASAP

CRR-iH advised C and tech Homer that Diamond will be calling C today for update and both parties are to wait for 615#

C understood

CRR-IH advised SA- Homer and C that CRR will message agent Diamond requesting immediate follow up on the case
CRR-IH asked C if any further assistance may be provided
C declined
Call ended mutually

Created By: Diamond Milan (4/20/2018 2:54 PM)
ARBS placed a call to C.

ARBS advised C that ARBS placed a call to dlr and spoke with an SA Homer.
ARBS advised C that C can bring the veh in next week between 9 and 12 am on Tuesday.

C understood.
C asked what if the veh doesn't pull a code or if the veh doesn't duplicate on test drive.

ARBS advised C that NNA would not be able to offer a buyback.

C stated the last test drive C did, the DTS would not get close enough to other vehs when they were at a stop.
C stated the DTS advised that could put Cs safety at risk.

ARBS explained if the veh is stopping for C close to other vehs, then the veh is acting as designed.
ARBS explained that no one is going to test drive the veh at full speeds close to other veh that are at a stop.

C understood.
C stated C will take it in this weekend or next week.

ARBS understood.
Call ended mutually.

Created By: Diamond Milan (4/20/2018 2:50 PM)
ARBS noting ARBS placed a call to McDavid Nissan.
ARBS spoke with senior advisor-Homer.
ARBS explained concern.
ARBS noting Homer advised that C can bring veh in on Tuesday between 9 and 12 am.
ARBS understood.
Call ended mutually.

Created By: Diamond Milan (4/20/2018 2:39 PM)
ARBS placed a call to C.

ARBS advised C that ARBS wanted to follow back up with C about concern.

C stated C is having the same concern with the veh.
C stated C had to take the veh back in to the dealership.
C stated the dealership was unable to duplicate the concern.
C stated the SM was doing a test drive on the veh.
C stated C checked the odometer and the odometer had not changed since when C dropped the veh off.
C stated the dlr is not test driving the veh.

ARBS asked C if C notices any pattern or certain situation when the veh stops.
ARBS asked if anything popped up on the dash or any noises.

C stated a yellow car flashed.
C stated the veh beeped as well.
C stated there was a veh stopped in front of another veh.
C stated C was more than a car lengths in front of the veh.
C stated the brakes applied so hard that the veh slides.
C stated the veh in front of C was completely stopped.
C stated the veh was several feet in front of C.
C stated the light flashes one time.
C stated the light flashed really fast.
C stated C thinks C just needs to take it somewhere else.
C stated C was told by the dealer and the DTS that the veh is just dirty.
C stated C washes the veh 3 times a week.

C stated C doesn't believe its just dirt.

ARBS agreed.
ARBS asked C what dlr C would like to go to.

C stated C would like to go to McDavid Nissan.

ARBS understood.
ARBS advised that ARBS will give the dlr a call and speak with dealer about concern.

C understood.
Call ended mutually.

Created By: Betty Tilahun (4/19/2018 5:16 PM)
CRR-BT VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number
CRR-BT VERIFIED VEH Information including: VIN# & Current Mileage
CRR-BT CHECKED for open recalls/campaigns and found: none
CRR-BT CHECKED for previous UNRELATED Case(s) and found: [redacted]
[redacted] BT [redacted] previous RELATED Case(s) and found: none
CRR-BT NOTED concern is: Contact

CRR-BT received inbound call from C

C gave CRR-BT case#
C verified the account

C stated that C has called RCAS multiple times and there is no answer
C stated that RCAS has not contacted C
C stated that if C does not hear from RCAS by tomorrow then C will request to speak with a supervisor

CRR-BT informed C that that an internal message has been sent to RCAS and C will be contacted
CRR-BT apologized to C for the inconvenience

C understood and appreciated the assistance

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

C declined
C understood

CRR-BT provided C with agent ID [redacted] and case numbe [redacted] 404
CRR-BT noting [redacted] contact number is [redacted]

Call ended mutually

Created By: Amaka Okafor (4/19/2018 9:57 AM) | Last Modified By: Amaka Okafor (4/19/2018 9:57 AM)
**********CASE SUMMARY**********
Customer is seeking assistance with case follow up

Best contact – [redacted]

Created By: Amaka Okafor (4/19/2018 9:56 AM)
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 C has a case #
C stated C has been trying to reach agent
C stated C has had another problem with VEH and has to take VEH to DLR
C stated DLR keeps telling C nothing is wrong with VEH
C stated that DLR stated 2 people test drove VEH but VEH mileage is still same

CRR-AO apologized and advised C that follow up is set for today
CRR-AO advised C that agent handling case would be emailed as well

C agreed
C denied further assistance
C thanked CRR-AO for information provided

CRR-AO gave C CRR-AO first name & ID 7319260 as well as case#

Call ended mutually

Created By: Catherine Myke (4/18/2018 12:35 PM)
CRR-CM <VERIFIED> Account Info including: C's name, home & email address & best contact#
CRR-CM CHECKED for open campaigns and found:0
CRR-CM CHECKED for previous UNRELATED Case and found:0
CRR-CM CHECKED previous RELATED Case and found: 0
CRR-CM NOTED concern is: C waiting for follow up

Received in bond call from C

C stated that C was to have a follow up on the 13th
C stated that C never received a call
C stated that C has left VMX's everyday since
C stated that C has not received any calls back
C stated that the best contact number is [redacted]

CRR--CM advised C that there was an email sent to the agent requesting a call back
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 [redacted]

C understood and appreciated the [redacted]

Best Contact [redacted]

Call ended mutually

Created By: Diamond Milan (4/13/2018 4:33 PM)
ARBS noting ARBS placed a call to C.
No answer.
ARBS left vmax.

Created By: Diamond Milan (4/4/2018 4:34 PM)
ARBS noting ARBS placed a call to C

C stated C has not taken the veh back.
C stated C will be taking it in on April 12th just for a check up to make sure everything is ok.

ARBS understood.
ARBS advised C that ARBS will follow up with C on April 13th just to see if there are any updates.

C understood.
C thanked ARBS.
Call ended mutually.

Created By: Diamond Milan (3/23/2018 3:44 PM)
ARBS noting ARBS placed a call to C.
No answer.
ARBS left vmax.
ARBS noting ARBS advised ARBS will follow up towards the end of next week.

Created By: Diamond Milan (3/15/2018 4:58 PM)
ARBS placed a call to C.

ARBS asked C about DTS inspection.

C stated the DTS was not able to find a concern.
C stated the DTS did advise C that C should keep an eye out for any concern and bring the vehicle back into the dlr within 30 days to see if any code is found.
C stated C was told a past cold was found from 1500 miles ago.
C stated C hasn't had the concern in a while.
C stated C is just going to take it back in 30 days just to be sure the concern is gone.

ARBS understood.
ARBS advised C that DTS did advise ARBS that no concern was found.
ARBS advised C that DTS did state a past code was found.
ARBS advised C that ARBS does want to continue to follow up and re-review the case once C takes the veh back in 30 days.

C understood and agreed.
C stated C wants to see if the concern is resolved.
C stated if the concern does occur, C will take the vehicle back immediately.

ARBS understood.
ARBS advised C that ARBS will follow up next week however, to see if there are any concerns.

C understood.
Call ended mutually.

Created By: Diamond Milan (3/12/2018 3:30 PM)
ARBS noting ARBS placed a call to dlr.
ARBS noting ARBS left vmax for SM.
ARBS requested a call back and information on findings.

Created By: Diamond Milan (3/12/2018 3:25 PM)
ARBS noting the following notes from DTS inspection:

1.Complaint: FEB system not functioning properly.
Cause: DTC C1A16 stored in Past state and FFD showed DTC had been set ~1500 miles ago. Radar sensor previously replaced. DTS advised C that any blockage of the radar sensor could result in non-operation. DTS also reviewed details of OM with C.
Correction: No correction necessary as code was cleared and did not return after road test. Note: dealer advised to clean Nissan logo of debris and review results with customer.
Status: Complete

Created By: Diamond Milan (3/5/2018 11:13 AM)
ARBS noting ARBS placed a call to dlr.
ARBS asked to speak with SM.
ARBS noting SM was unavailable.
ARBS left message with DTS inspection information for SM.
ARBS left contact information if dlr has any questions.

Created By: Diamond Milan (2/26/2018 2:41 PM)
ARBS Noting ARBS placed a call to SM.
ARBS noting no answer.
ARBS noting ARBS left a vmax with SM about DTS inspection and request from DTS.

Created By: Diamond Milan (2/22/2018 4:14 PM)
ARBS placed a call to the dlr.
ARBS was advised that SM was out and will be back in tomorrow.
ARBS understood.
Call ended mutually.

Created By: Diamond Milan (2/22/2018 4:12 PM)
ARBS placed a call to C.

ARBS advised C that ARBS did receive Cs voicemail.
ARBS advised C that ARBS did confirm inspection.
ARBS advised C that ARBS will reach out to the dlr to verify inspection.

C understood.
Call ended mutually.

Created By: Diamond Milan (2/22/2018 4:09 PM)
ARBS noting ARBS received a vmax from C confirming inspection.

Created By: Diamond Milan (2/21/2018 3:29 PM)
ARBS placed a call to C.
ARBS noting no answer.
ARBS left DTS inspection in voicemail.
ARBS noting ARBS will follow back up with C about inspection.

Created By: Diamond Milan (2/19/2018 3:45 PM)
ARBS noting ARBS requesting DTS.

Created By: Diamond Milan (2/19/2018 3:41 PM)
ARBS placed a call to C at [redacted]

ARBS advised c that ARBS has taken over the case.
ARBS asked C about the concern with the veh.

C stated the brake concern is random.

ARBS asked C if there is any type of light that flashes with the concern.

C stated the there is no light that flashes on dash.

ARBS asked if the veh stopped.

C stated the veh did not stop.
C stated C had an error message on the dash for brake malfunction.
C stated the light showed two cars crashing.
C stated C called the dlrshp.
C stated the camera lens had a scratch come on.
C stated the dlrshp replaced the sensors on the vehicle.
C stated now the sensor is not doing anything at all.
C stated the dlr referred C to the owners manual.
C stated the sensor is not going off when C gets close to other vehicles.

ARBS offered a DTS.

C stated C would like DTS.
C stated the first time the concern occurred the veh braked hard.
C stated C was not close to any other vehs at that time.
C stated now it is not working as it should.

ARBS advised c that ARBS wanted to make sure ARBS has all the correct information.
ARBS stated so the veh braked the first time and the light flashed the second time.

C verified that information.
C stated the veh braked so hard that C slid in Cs seat.

ARBS understood.
ARBS advised c that ARBS will share this information with the DTS and see when DTS can come out.

ARBS asked where the veh is currently.

C stated the veh is currently with C.
C stated C did request a buy back.
C asked about the status with the buy back.

ARBS advised C that ARBS did have a chance to review the case and NNA is not in the position to assist with a buyback.

C understood.
Call ended mutually.

Created By: Diamond Milan (2/15/2018 8:25 AM)
ARBS noting that ARBS is taking over case for further case handling.

Created By: Diamond Milan (2/15/2018 8:21 AM)
ARBS noting the following veh summary:

In Service date: 8/23/2017
State: TX
Retail State: TX
Days Down: 25
Last Reported mileage: 4,773

3 service visit for veh braking on its own
1. Unable to duplicate
2. Replaced distance sensors
3. Unable to duplicate

No Open Campaigns
No warranty Cases
NO Additional CA Cases:
No Tech Line Cases
No VSC's

Created By: Diamond Milan (2/15/2018 8:19 AM)
ARBS noting the following veh history:

12/28/2017 @ 4,051 miles... RO Number[redacted] 2 days down
Concern
1. CUSTOMER STATES VEHICLE STOPS ON ITS OWN
Action
1. PULLED DTCS NO CODES PRESENT WENT FOR A TEST DRIVE VEHICLE WILL NOT REACT NO REPAIRS NEEDED COULD NOT DUPLICATE CONCERN

1/11/2018 @ 4,505 miles... RO Number[redacted] 13 days down
Concern
1. CUSTOMER STATES DRIVER ASSIST ERROR DISPLAYS IN INSTRUMENT C LUSTER. STATES ON PREVIOUS RO THAT VEHICLE WILL APPLY BRAKES ON ITS OWN.
Action
1. PULLED DTCS AND GOT CODE C1A16 INSPECTED THE DISTANCE SENSOR FOR DAMAGE OK FOUND THE DISTANCE SENSOR INTERNALLY FAILING REPLACE THE DISTANCE SENSOR AND RECALIBRATE TEST DROVE THE VEHICLE AND ITS WORKING PROPERLY CHECKED FOR ANY DTCS AND NO CODES RETURN THE VEHICLE BACK TO THE CUSTOMER

1/31/2018 @ 4,773 miles... RO Number[redacted] 10 days down
Concern
1. CUSTOMER STATES EMERGENCY BRAKING SYSTEM IS NOT WORKING - HA S BEEN VERY CLOSE TO A VEHICLE AND IT DOES NOT ENGAGE BUT AT OTHER TIMES IT WILL BEEP AND STOP ON ITS OWN WHEN FURTHER A WAY FROM OTHER VEHICLES
Action
1. TEST DRIVE VEHICLE, UNABLE TO DUPLICATE CONCERN. HAS NO DTC'S IN ANY SYSTEM AT THIS TIME. RETURN VEHICLE TO SERVICE AND PROVIDE CUSTOMER WITH COPY OF SYSTEM LIMITATIONS FROM OWNER'S MANUAL.

Created By: Ashlan Wilson (2/14/2018 1:28 PM)
RCAS-AW placed an outbound call to C at [redacted] (BEST)
RCAS-AW ADVISED "This call may be recorded for quality and training purposes."
RCAS stated C's case is still under review for RHR, and RCAS will follow up with C on 1/19th.

C-stated okay.
C stated C does not understand the process.

RCAS explained RHR to C.

C-stated does RCAS make the decision.

RCAS stated no, the ARBS department reviews case and makes decision.

C restated what happen with VEH.
C-stated the DLR keeps stating there is nothing wrong with the VEH.

RCAS stated ARBS is able to see all the information.

C-stated what happen if NNA repurchases or replaces the VEH.

RCAS stated RCAS does not have that information.
RCAS stated C would receive a call from the ARBS department.

C-stated okay.
C-stated if C gets a call from ARBS does that mean NNA is going to repurchase or replace the VEH.

RCAS stated RCAS does not know.

C-stated okay.

RCAS thanked C for time.
Call ended mutually.

Created By: Ashlan Wilson (2/14/2018 11:29 AM)
RCAS-AW attached documents SM-bob gore sent in.

Created By: Ashlan Wilson (2/14/2018 11:28 AM)
RCAS-AW received email from SM-Bob Gore stating

reference attachment for repair order requested, This might be the VEH Neal Barnes will have to come drive with customer for safety reasons, as repair orders reflect unable to duplicate concerns.

Created By: Nicki Barror (2/13/2018 9:58 AM)
DRTS received the RHR. The RHR was assigned to ARBS Diamond Milan for review.

Created By: Ashlan Wilson (2/13/2018 9:49 AM)
******DATA NET********

DLR does not have portal.

Created By: Ashlan Wilson (2/13/2018 9:45 AM)
RCAS-AW emailed SM-Bob asking SM to verify RO's[redacted] and[redacted]

Created By: Ashlan Wilson (2/13/2018 9:35 AM) | Last Modified By: Ashlan Wilson (2/13/2018 9:35 AM)
RCAS-AW placed call to BAYTOWN NISSAN @[redacted]
RCAS asked for SM-Bob and was sent to VMX.

Created By: Berkley Banyai (2/9/2018 4:10 PM)
RCAS-BB placed an outbound call to C at [redacted] (BEST)

RCAS-BB ADVISED "This call may be recorded for quality and training purposes."
RCAS-BB VERIFIED C's name, home, make and model of the vehicle.
RCAS-BB VERIFIED MILEAGE: 58,018
RCAS-BB VERIFIED servicing dealer/retailer: BAYTOWN 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 brake concern with the vehicle.

C stated that the vehicle has been to the DLR three times.

RCAS-BB explained that the SA-Angie confirmed that the concern could not be duplicated and the vehicle is operating as designed.

C stated that the vehicle applied the brakes without the C prompting the vehicle to.
C stated that the vehicle brakes when a vehicle was coming at the C.
C stated that no codes are appearing on the vehicle.
C stated that the warning lights came on
C stated that the camera was replaced due to a scratched lens.

RCAS-BB inquired if the light is currently on in the vehicle.

C stated no.

RCAS-BB explained that the RCAS-BB is not able to advise until the DLR is able to diagnose the vehicle.

C inquired about what if C gets in a collision.

RCAS-B explained that RCAS is not able to advise on hypothetical matters.

C inquired how C file lemon law.

RCAS-BB offered the RHR.
RCAS-BB explained the RHR.

C stated that C was not given a referral refund of $100 from the DLR.

RCAS-BB explained that would be between the DLR and the C.

C requested RHR.

RCAS-BB asked the following RHR questions:

Why do you want to return the veh to NNA?
C stated that C does not feel the vehicle is safe or operating as manufactured.
Where is the veh currently?
C stated with the C.
Where was the veh purchased?
BAYTOWN 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.
BAYTOWN NISSAN

RCAS-BB explained that the RHR takes a minimum of ten business days.
RCAS-BB inquired if the C had any additional questions or concerns.

C stated no.

RCAS-BB informed the C that RCAS-AW will follow up on 2/14/18.
RCAS-BB provided the case number and contact information for RCAS-AW.
RCAS-BB thanked the C.

C thanked the RCAS-BB.

Call ended mutually.

Created By: Berkley Banyai (2/9/2018 3:44 PM)
RCAS-BB placed an outbound call to BAYTOWN NISSAN at 2814217442
SA-Angie spoke to RCAS-BB.

RCAS-BB inquired about the C.

SA confirmed that the C was in for a third time for the concern on 1/11/18.
SA stated that the C claimed that the vehicle beeps on its own when away from other vehicles.
SA stated that the concern could not be duplicated and the vehicle is operating as designed.

Call ended mutually.

Created By: Betty Tilahun (2/8/2018 6:54 PM) | Last Modified By: Betty Tilahun (2/8/2018 6:54 PM)
CRR-BT forwarding case to RCAS for brake concern

Created By: Betty Tilahun (2/8/2018 6:53 PM)
CRR-BT VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number
CRR-BT VERIFIED VEH Information including: VIN # & Current Mileage
CRR-BT CHECKED for open recalls/campaigns and found: none
CRR-BT CHECKED for previous UNRELATED Case(s) and found: [redacted] and [redacted]
[redacted] CHECKED previous RELATED Case(s) and found: none
CRR-BT NOTED concern is: Brake concern

CRR-BT received inbound call from C

C stated that C traded in C's VEH on August 23rd and got a 2017 Rogue
C stated on December the brake assist will assist hard that it would slide
C stated that C took the VEH to BAYTOWN NISSAN and C was informed there is nothing wrong with the VEH
C stated that C spoke with SA Angie
C stated that on January C was driving home something came on the dashboard about the brake assist
C stated that C immediately took the VEH to DLRSH
C stated that the DLRSH had the VEH for two weeks
C stated that the lens on the front camera had a scratch
C stated that the DLRSH had to order a new camera
C stated that C was contacted by DLRSH that the VEH was ready to be picked up
C stated that three days later the brake sensor was not working
C stated that C took the VEH back to the DLRSH and it was there a whole week
C stated that the DLRSH informed C that there is nothing wrong with the VEH
C stated that C does not feel safe in the VEH because the brake is not working properly

C verified the account

CRR-BT created a case for C

CRR-BT informed C that the concern has been documented

C understood and appreciated the assistance

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

C declined

CRR-BT informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day regarding C's concern 1/9/2018/

C understood

CRR-BT provided C with agent ID 7319225 and case numbe[redacted]404
[redacted] noting C's best contact number is[redacted]

Call ended mutually

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
	[redacted]	BRAKES	BACKUP COLLISION INTERVENTION (BCI)	UNABLE DIAGNOSE/DUPLICATE	28	4/25/2018	WT	AD	325000	OA

Forms

Forms Help

No records to display

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [23] | Case Categorizations [1] | Forms [1]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	Alex 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	4/4/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	2/12/2018 7:33 AM
Social Media Involvement		Date/Time Closed	4/4/2018 2:33 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	3	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	6,000	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	2/12/2018
IIR Date		RHR Completed	
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	5N1AT2MT2H[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	29517	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	OAK RIDGE NISSAN	Data Net	
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	13	Dealer Instructions	
Shared With		Requested Dealer Action	

Bluetooth

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

Related Items

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

Contact Name [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date
LS Response Time

Home Phone
Work Phone
Mobile Phone
Email
Alternate Email

Verbatims

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

DTS Inspection

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

Notes to Agent:

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

System Information

Subject: CUSTOMER:[redacted] VIN: 5N1AT2MT2H[redacted]
Created By: Barbara Adamson, 2/12/2018 7:33 AM
Last Modified By: NNAETL, 12/10/2018 11:00 PM
Case Record Type: CA Closed Case
Days Closed: 790
Action Code: NT8F
What action was taken?: 8F Provided Vehicle Information

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

Agent Comments

Agent Comments
Agent Next Step

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
4/4/2018 2:33 PM	Alex Kang	Changed **Status** from Open to **Closed**.
		Closed.
3/21/2018 1:03 PM	Alex Kang	Changed **Subject** from CUSTOMER:[redacted] PHONE:[redacted] VIN: 5N1AT2MT2H[redacted] to **CUSTOMER:**[redacted] **VIN: 5N1AT2MT2H**[redacted].
		Changed **Follow Up Date** from 3/28/2018 to **4/4/2018**.
3/20/2018 12:46 PM	Alex Kang	Changed **Follow Up Date** from 3/20/2018 to **3/28/2018**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public Comment

Created By: Alex Kang (4/4/2018 3:59 PM)
*** [Added after the case is closed.] ***
Fedex:

[redacted]

Created By: Alex Kang (4/4/2018 2:31 PM)
ARBS closing case as no manufacturer defects were found.

Created By: Alex Kang (4/4/2018 2:31 PM)
ARBS made outbound call to C a[redacted]

ARBS stated ARBS has received information back from the engineering department and it was stated that the vehicle has no codes or anything else regarding this concern is having.
ARBS stated as of right now, there will be an update coming out for this system and the DLRSHP will be notified first when it comes out.

C stated it hasn't happened in a while.
C stated the light did come on and it blinked.
C stated C was taking it to the DLRSHP then but the DLRSHP said it was because of the snow.
C stated that is understandable.

ARBS stated this could effect the system.

C stated C will continue to work with the DLRSHP.

C thanked ARBS.

ARBS thanked C for C's time.

Call ended mutually.

Created By: Alex Kang (4/4/2018 10:49 AM)
ARBS reviewed case with SR. Planner- Fekado Debeb.

SR-FD stated please let the customer know that we were unable to retrieve data, but the update is coming soon. You may provide them a rental if they feel uncomfortable driving with the system off.

Created By: Alex Kang (4/3/2018 10:04 AM)
ARBS received email from Wendy Rhinehart stating:

Hi Alex. This matter was reviewed and it is noted that the dealership replaced the ICC sensor and cleared the codes prior to the inspection. As such, the vehicle was no longer in the same condition it was when the alleged incident occurred. As such, PL recommends that there is not anything else to do for this claim from our perspective. I do recommend that you discuss this one with Fekado on how to handle.

Please contact me if you have any questions or need additional information.

Thank you,
Wendy

Created By: Alex Kang (3/20/2018 12:46 PM)
ARBS made outbound call to C at[redacted]
C stated C wanted to make sure that the appointment is still set for tomorrow.
ARBS stated yes.
ARBS stated the DLRSHP was notified about the appointment.
C stated ok
C stated [redacted] alternative number.
ARBS thanked C.
Call ended mutually.

Created By: Corleen Phillips-Campbell (3/20/2018 12:24 PM)
Case Summary
C is requsteing a call back today

Created By: Corleen Phillips-Campbell (3/20/2018 12:23 PM)
CRR-CP OPENED & VERIFIED Account information including: C's name, home phone number & best contact number
CRR- CP VERIFIED VEH Information including: VIN #, Current Mileage
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: 1
CRR- CP NOTED concern is: C requesting a Call Back
CRR- CP received inbound call from C

C stated that C is waiting on a call back from NNA
C stated that C was transfered to Oak Ridge Nissan
C stated that the speacialist/mechanic told C that they could not fix C VEH

CRR-CP checked C information and found out that C already have a case with same issues case #[redacted]

C understood

CRR-CP asked C if there was anything else C needed C said no

C declined

C best call back number[redacted]

CRR- CP closing case

Call ended mutually

Created By: Steve Jeffrey (3/20/2018 11:38 AM)
CRR-SJ VERIFIED Account Info including: C's name, home & phone# & best contact#
CRR-SJ NOTED concern is: Call back

C stated C was looking to find out if the technician is still coming to look at the VEH
C stated C wanted to speak to ARBS-AK

CRR-SJ informed C that ARBS an e-mail requesting a call back
CRR-SJ asked if C needed further assistance

C declined

Best Contact #:[redacted]

Call ended mutually

Created By: Alex Kang (3/2/2018 1:45 PM) | Last Modified By: Alex Kang (3/2/2018 1:45 PM)
ARBS made outbound call at[redacted]
ARBS left VXM providing case number, best contact information and requesting call back.

Created By: Alex Kang (2/27/2018 3:31 PM)
ARBS received VXM requesting call back.

Created By: Alex Kang (2/27/2018 12:48 PM)
ARBS made outbound call at[redacted]
ARBS left VXM providing case number, best contact information and requesting call back.

Created By: Alex Kang (2/27/2018 12:33 PM)
ARBS made outbound call to Oak Ridge Nissan.

ARBS spoke with SM-Ken

SM-Ken stated C is trying to get a lemon law.
SM-Ken stated the vehicle was brought in yesterday and C stated it wouldn't start.
SM-Ken stated DLRSHP tested the battery and it passed.
SM-Ken stated swapped out the battery with the vehicle.
SM-Ken stated DLRSHP did it as a one time good will for the battery.
SM-Ken stated only problem is the FEB.
SM-Ken stated it was a different problem from the FEB.
SM-Ken stated C jumped start the vehicle and drove the vehicle into the DLRSHP.
SM-Ken stated couldn't get the battery warranty because it didn't have any fault in it.
SM-Ken stated it had the cruise control issue, but ICC Distance control unit was replaced before and that was on the January 19th at 6801 miles.

ARBS thanked SM-Ken.

Call ended mutually.

Created By: Andy McMaster (2/26/2018 4:22 PM)
////////////////CASE SUMMARY////////////////

C requestig follow up as VEH has new concern

CRR-AM advised that ARBS will contact C by EOD 02/27/18

Best Contact
[redacted]

Created By: Andy McMaster (2/26/2018 4:21 PM)
CRR-AM <VERIFIED > Account information including: C's name, home address, phone number & best contact number
CRR-AM VERIFIED VEH Information including: VIN #, Current Mileage,
CRR-AM CHECKED for open recalls/campaigns and found: 0
CRR-AM CHECKED for previous UNRELATED Case(s) and found:0
CRR-AM CHECKED previous RELATED Case(s) and found: 0
CRR-AM NOTED concern is: Requesting follow up

CRR-AM received inbound call from C

C stated VEH was not able to start
C stated when VEH was turned on the indicators showed up on Dashboard
C stated VEH was towed to DLR
C stated DLR replaced battery with new one
C stated DLR diagnosed that the issue is electrical with VEH
C stated C wanted to send ARBS-Alex an update regarding the case for immediate follow up
C stated C believes VEH is a "lemon"

CRR-AM advised that email will be sent to ARBS-Alex regarding new concern
CRR-AM changed the follow up date from 03/20/18 to 02/27/18
CRR-AM stated follow up date will be by EOD 02/27/18

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

CRR-AM provided C with agent ID and case number.
C understood

**********Call ended mutually**********

Created By: Alex Kang (2/20/2018 8:48 AM)
ARBS made outbound call to C at[redacted]

ARBS stated DTS appointment has been set on March 21 at 10 AM at the DLRSHP.
ARBS asked if this was a good time for C.

C stated yes.

ARBS stated ARBS will get this confirmed and ARBS will give ARBS a call on the 20th for a remainder.

C thanked ARBS.

ARBS thanked C for C's time.

Clal ended mutually.

Created By: Alex Kang (2/15/2018 9:37 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 first time, C was driving down the road and there was nothing in front of C and C was going around 50mph and it would beep at C and the brakes would apply itself.
C stated There wasn't anything around C.
C stated C's wife tapped the brake.
C stated next day, it did it again.
C stated C called the DLRSHP and brought it to the Nissan in Oakridge.
C stated the DLRSHP checked it out and the sensor in front of the vehicle must be bad.
C stated DLRSHP ordered the part for a new sensor.
C stated C took the vehicle back to the DLRSHP and installed the new sensor.
C stated C picked it up and tried it again and on Friday it did it again.
C stated C called the DLRSHP and brought it back out and DLRSHP will have to keep it and there were codes.
C stated there was a malfunction light came on the dash.
C stated C received a loaner at that time and the DLRSHP kept the vehicle for 4 days.
C stated DLRSHP would contact NNA.
C stated C wouldn't take the vehicle back and the DLRSHP kept it for 4 days.
C stated the DLRSHP couldn't fix it and can't find the problem.
C stated DLRSHP drove the vehicle for 70 miles and it was not duplicated.
C stated C was informed by the DLRSHP to call NCA.

ARBS asked about the road conditions.

C stated it was a dry day.
C stated nothing was in front of C.

ARBS asked if the road is flat or incline at all.

C stated every time it happens it's on a flat piece of the road.

ARBS asked if there was any sun light at all hitting the sensor or possibly in front of C.

C stated no it was all overcast.

ARBS stated ARBS is going to be sending out an inspector from Nissan to come to the DLRSHP to inspect this vehicle.
ARBS stated it will typically take 2-4 weeks for this to happen.
ARBS stated ARBS will get back in touch with C once the inspector give ARBS an inspection date.

C stated C needs a rental or loaner vehicle.

ARBS stated C would need to speak to the DLRSHP as it would be the DLRSHP discretion to provide a rental or loaner vehicle.

C stated C just wants this fixed.
ARBS stated ARBS will contact C back once abrs gets an inspection date and ARBS will call the DLRSHP as well and see if the SM can accommodate C with a rental or loaner but there is no guarantee.

C stated ok.
ARBS provided direct number.

ARBS thanked C for C's time.

Call ended mutually.

Created By: Matthew Yu (2/14/2018 8:06 AM)
case summary
CRR-MY will send RCAS-AK an email to update RCAS on the urgency of C's situation

Created By: Matthew Yu (2/14/2018 8:06 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's brake concern as noted by SCRR-BA has occurred again yesterday and C is now getting nervous about C's VEH

CRR-MY called RCAS-AK but got VMX

CRR-MY relayed this to C and informed C that RCAS-AK will get back to C on 2/15/2018

CRR-MY states that C will send RCAS-AK an email to update RCAS on the situation and informed C that RCAS-AK is scheduled to call C back

C thanked CRR-MY for the assistance

Created By: Alex Kang (2/12/2018 11:56 AM)
**********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********

Created By: Barbara Adamson (2/12/2018 7:50 AM)
SCRR-BA revising Case notes
SCRR-BA advised C that C can expect call next business day or in two business days if IIR is accepted

C agreed as C is always available to take call

Created By: Barbara Adamson (2/12/2018 7:47 AM)
[CASE SUMMARY]
SCRR-BA noting C reports Forward Emergency Brake is applied without object in front, while VEH is being driven
SCRR-BA created IIR and RHR

Created By: Barbara Adamson (2/12/2018 7:46 AM)
SCRR-BA VERIFIED VEH Info including: VIN, mileage, name, address, tel, email
SCRR-BA CHECKED for open recalls/campaigns and found: __0___
SCRR-BA CHECKED for previous UNRELATED Case(s) __0___
SCRR-BA CHECKED previous RELATED Case(s) _1__[redacted]
VEHICLE CONCERN: Forward Emergency Braking Light

C states C purchased new 2017 Rogue Aug 2017 at NISSAN OF COOKEVILLE
C states forward braking system concern
C states C has taken VEH to DLRSHP / OAK RIDGE NISSAN 3 times and has been told concern cannot be fixed
C states VEH will just stop on it's own with no objects in front
C states malfunction light keeps coming on
C states DLRHSP has been communicating with Nissan and still is unable to repair
C states C feels VEH is unsafe to drive
C states DLRSHP advised C that to take the VEH a waiver would have to be signed so C is confused
C states C picked up VEH from DLRSHP on Sat Feb 10, drove VEH on Sat/Sun and nothing happened
C states wife has VEH and has driven it today to work Feb 12
C states some time during drive to work the warning light came on
C states C feels VEH is unsafe

C does not know mileage as Mrs. Phillips drives this VEH mainly, but is guessing 6,000 miles

C's contact at DLRSHP is SA-Daryl, who provided contact info for NNA CA to C

SCRR-BA advised C to expect callback from RCAS before end of next business day, Tues, Feb 13
BEST CALLBACK #[redacted] Mrs. Phillips' Cell #

C declined further assistance

SCRR-BA provided name, ID and and 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]	INTERIOR ELECTRICAL	FORWARD EMERGENCY BRAKING (FEB)	POOR OR IMPROPER OPERATION	26	4/4/2018	YX	AV	320500	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Barbara Adamson, 2/12/2018 7:44 AM	2/12/2018

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [56] | Case Categorizations [1] | Forms [1]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[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	4/27/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	2/12/2018 2:37 PM
Social Media Involvement		Date/Time Closed	4/27/2018 2:32 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Consumer Affairs Voluntary Settlement due to 1 repairs and 50 days down for the FEB malfunction.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	ACME NISSAN
# 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		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	JN1BJ1CR6HW[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	ACME NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	
Shared With		Requested Dealer Action	

Bluetooth

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

Related Items

Approved Check Requests	$5,000.00	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	
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: JN1BJ1CR6HW[redacted]	Root Cause	
Created By	Daniela Ahtchiev, 2/12/2018 2:37 PM	Root Cause Code	SCMV
Last Modified By	NNAETL, 12/10/2018 11:00 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	767		
Action Code	NT9D		
What action was taken?	9D Customer Reimbursement - Settlement		

Agent Comments

Agent Comments	IIR completed for C.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
4/27/2018 2:32 PM	Luis Rodriguez	Changed **Status** from Open to **Closed**.
		Closed.
4/26/2018 7:06 AM	Chad Alsup	Changed **Description**.
4/25/2018 1:35 PM	Luis Rodriguez	Changed **Follow Up Date** from 4/25/2018 to 4/27/2018.
4/24/2018 4:25 PM	Luis Rodriguez	Changed **Description**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Rebecca Martin (4/27/2018 2:31 PM) [redacted]
	Created By: Luis Rodriguez (4/27/2018 2:31 PM) ARBS created a new FedEx Shipping Label. Tracking No. [redacted]
	[redacted] Chad Alsup **(4/26/2018 7:06 AM)** Consumer Affairs Voluntary Cash Settlement due to 1 repairs and 50 days down for the FEB malfunction.
	Created By: Luis Rodriguez (4/24/2018 4:25 PM) IIR- FEB- EST
	Created By: Luis Rodriguez (4/24/2018 4:24 PM) ARBS submitted check request payable to the customer in the amount of $5,000 ARBS notes FedEx Shipping Label was created and attached to the case. Tracking No. [redacted] –
	Created By: Luis Rodriguez (4/24/2018 4:07 PM) ARBS received the signed settlement agreement and vehicle registration. Documents attached to case. –
	Created By: Luis Rodriguez (4/24/2018 8:51 AM) ARBS received inbound call from the customer stating the customer received the repurchase agreement and after discussing with his wife, they have decided to take the cash settlement. Customer stated the agreement has already been signed and notarized and asked if the customer should mail it and ARBS stated the customer may send it to ARBS via email or fax. Customer stated will send it today. ARBS thanked the customer and the call ended mutually. –
	Created By: Luis Rodriguez (4/20/2018 3:32 PM) ARBS emailed the repurchase agreement to the customer. Good day Mr. [redacted] Attached find the Vehicle Repurchase Agreement Offer Letter. Please review the document and let me know if you have any questions. Following the New York Lemon Law guidelines, Nissan does not reimburse you the sales tax you paid up-front when the lease was signed. I am also attaching the form you will need to send to the New York State Department of Taxation and Finance to recoup the sales tax. Regards, Luis Rodriguez Arbitration Specialist I –

ARBS contacted the customer at [redacted] and received customer's voicemail. ARBS not able to leave voicemail, voicemail was full.

–

ARBS sent the following email to the customer:

Good day Mr.[redacted]

I tried to reach you to let you know the agreement had been emailed but I got your voicemail and couldn't leave a message because your voicemail is full.

Please let me know if you have any questions.

Regards,

Luis Rodriguez | Arbitration Specialist I

–

Created By: Luis Rodriguez (4/20/2018 3:14 PM)
ARBS notes the following repurchase amount figures (lease):

(+) Down Payment including 1st payment $1,250.00
(+) Additional 4 Payments $1,188.88
(=) Total Amounts Paid $2,438.88

(-) Sales Tax $882.22

Refund Amount to Customer $1,556.66

–

2017 Rogue Sport SL AWD _ JN1BJ1CR6HW[redacted]
MSRP: $32,085

No Usage - Mileage is not over 12,000

Lease Buyout/Payoff $26,178.74 Good Through 04/24/2018

–

Created By: Luis Rodriguez (4/20/2018 3:02 PM)
ARBS notes the following payoff information received from NMAC:

SR#: 1[redacted]
Customer:[redacted]
1. Account#[redacted]
2. 30 day payoff $ 26178.74 good thru 4/24/2018
3. # of scheduled payments received 5
4. Scheduled Payment amount 297.22
5. Most Recent payment received 4/2/2018 FOR $297.22
6. Is account current? YES
7. Eligible for SOC? YES

–

Created By: Luis Rodriguez (4/17/2018 11:11 AM)
ARBS sent email to NMAC requesting payoff information.

–

Created By: Luis Rodriguez (4/17/2018 11:08 AM)
ARBS received inbound call from customer. ARBS informed the customer the fix ARBS had discussed with the customer in the past has been pushed back and there is no update on it or ETA on the release date. ARBS stated that besides the cash settlement ($5,000) ARBS offered, a vehicle repurchase can be offered at this time (ARBS explained the repurchase process to the customer).

Customer stated customer would like to see the repurchase figures before making a decision on whether taking the settlement or the vehicle repurchase offer.

ARBS stated the payoff information will be requested to NMAC and once it's received, ARBS will be drafting the repurchase agreement offer letter and will send it to the customer.

Customer understood and thanked ARBS for the update.

The call ended mutually.

–

Created By: Luis Rodriguez (4/16/2018 1:42 PM)
ARBS contacted the customer at[redacted] and left a voice message asking the customer to please return the call.

–

Created By: Luis Rodriguez (4/16/2018 1:42 PM)
ARBS reviewed case with DRT Mgr-BG.

Date to release fix has been pushed back and there is no ETA on it at this time.

It was agreed a vehicle repurchase could be offered to the customer.

–

Created By: Luis Rodriguez (4/9/2018 9:57 AM)
ARBS sent the following email to the customer:

Good morning Mr.[redacted]

Attached find the Settlement Agreement and Release that will need to be signed and notarized. Please send the signed agreement either by fax to[redacted] or email along with a copy of the vehicle registration.

Any questions you might have please let me know.

Regards,

Luis Rodriguez | Arbitration Specialist I

–

Created By: Luis Rodriguez (4/9/2018 9:53 AM)
ARBS contacted the customer at[redacted] and talked to the customer. ARBS stated that as of this morning there is no update on the fix that is supposed to be released by mid of the month but from the latest information ARBS received, the date has not been changed.

Customer stated that it has been an inconvenience turning the feature off every time the vehicle needs to be driven. Customer stated that because of his job, he needs to turn the feature around 9 times a day.

ARBS apologized and understands it is an inconvenience turning the feature off every time the vehicle needs to be driven until the feature comes out. ARBS stated ARBS received the email with the request to increase the settlement to $5,000. ARBS stated ARBS is willing to settle for that amount and the settlement agreement and release will be emailed to the customer. ARBS asked to sign the document and to also get it notarized.

Customer stated he will do so after reading the fine print on it. Customer asked how will he be receiving the funds and ARBS stated that once the document is received, ARBS will be requesting the customer's check and will then FedEx the check to him. ARBS stated that because of the amount that is being sent, Nissan requires a signature upon delivery. Customer stated the check can be sent to his home address.

ARBS stated the agreement will be emailed shortly and to send it back at his earliest convenience along with a copy of the vehicle registration.

Customer thanked ARBS and the call ended mutually.

–

Created By: Luis Rodriguez (4/9/2018 9:41 AM)
ARBS received the following email from the customer (attached to case):

Hi Luis,

Thank you for your time on Thursday. After much more consideration and speaking with my wife, we cannot accept your offer because we are very concerned that the forward emergency braking feature cannot remain turned off or be disabled internally until there is a solution to this technical safety defect. Upon learning the fact that I have to manually shut this feature off every single time I start my car, your offer is not acceptable.

I am extremely displeased at the current customer service resolution attempts. Would me having to disable this feature every single time I start the car meet the minimum safety requirements according to NHTSA? I have spent an unacceptable amount of time on the phone, trips to the dealer, and I have lost time at work since I use my car for sales, trying to rectify this issue without a resolution. I feel your compensation is unacceptable for

the fact that, in the event, that during my busy day I forget to manually turn off the forward emergency braking feature just once, I will be endangering the life of myself, my passengers and anyone else on the road. $3850 is not enough to live with this on my conscience, and would not be enough for you either. I spoke to my wife, who also uses the car, and she now refuses to use it. We have lost confidence in this feature and in Nissan Corp. We would love for you to earn back that trust in your company and vehicle. Considering that we are in the process of starting a family, we chose this SUV for its safety features.

At this time, I am requesting a trade for a car that I can feel safe to drive. Although not my first choice, I am willing to accept $5000 to compensate me for the nuisance of having to turn this off every single time the car is to be started. Apparently you do not have a fix for this and it could be months or even longer before I can drive my car and feel safe! Did I mention that I am currently in sales and drive to multiple stops everyday? As you can see, I pay for additional mileage (15,000 mi./year, not the standard 10,500 or 12,000) and spend most of my day in the car and this is a serious risk.

I would also request, should you decide to compensate me in a monetary value, you leave this case open.

If we cannot come to an agreement, I will hold Nissan responsible should anything happen to my family or me as a result of this safety defect.

I look forward to speaking with you soon regarding this matter.

Kindest regards,
[redacted]

–

Created By: Luis Rodriguez (3/29/2018 3:30 PM)
ARBS contacted the customer at [redacted] and talked to the customer. ARBS stated to the customer the feature can be turned off but the customer will have to turn off every time the vehicle is started. ARBS stated the feature will not stay off.

Customer stated he does not like this answer because if he forgets to turn the feature off and something happens, Nissan will be responsible for anything that might happen.

ARBS stated the settlement that was offered ($2,850) can be increased an extra $1,000 (a total of $3,850).

Customer stated customer will be sharing all this information with his attorney but asked ARBS to review the case with management and contact the customer back again.

ARBS stated ARBS will be contacting the customer on Monday 04/02.

Customer thanked ARBS and the call ended mutually.

–

Customer was informed that if attorney services are retained, the customer's attorney will need to send a letter of representation.

–

Created By: Luis Rodriguez (3/29/2018 9:07 AM)
ARBS received inbound call from customer stating the customer was thinking about the settlement offer ARBS mentioned yesterday and has a couple of questions.

Customer wanted to know if the customer takes the settlement, if Nissan will still complete repairs once the fix is available. ARBS stated yes. No warranties are voided or cancelled and when the fix is made available, the customer will be taken care of. Customer understood.

Customer also asked if the customer turns the feature off, if this will have any negative repercussions on future repairs or the settlement and ARBS stated no. The customer can turn the feature off. Customer wanted to know if the FEB feature will be completely off -customer wants to make sure the vehicle won't be applying the brakes by itself. ARBS stated ARBS will be checking on this since ARBS does not have an answer and will be getting back to the customer with the information.

Customer also wanted to know if the settlement amount can be increased.

ARBS stated the customer will be contacted today to provide an update on both inquiries.

Customer thanked ARBS for all the time ARBS has taken to talk to the customer and the patience ARBS has had explaining everything to detail.

ARBS appreciated the customer's time as well and his patience.

The call ended mutually.

–

Created By: Luis Rodriguez (3/28/2018 2:36 PM)
ARBS notes the following vehicle history repair:

02/06/18 ~ Mileage 4,348 ~ RO[redacted] ~ Days down 50 (as of 03/28/2018)
Concerns
1. Customer states that the end auto braking system stopped the vehicle with no objects in front of them. Activated on its own.
2. Customer states the red/yellow emergency brake lamp appears intermittently
Actions taken
1. No duplication
2. No duplication

****

ARBS notes the following Summary of service history:

State: New Jersey
In-service date: 11/25/2017
Purchased: Retail ___ Lease _X_ Pre-Owned ___ CPO ___
Additional CA cases: None
Tech Line cases:[redacted] _ Undesired FEB/FCW operation
VSC: None
DTS Inspection: Nicholas Flamini _ 03/22/2018 _ FEB inoperable _ No duplication

Repairs/visits made during the first 2 years / 24,000 miles (from the in-service date):

1 visit for FEB malfunction:
-- No duplication (by dealer and DTS)

Total days down: 50 (as of 03/28/2018)

–

Created By: Luis Rodriguez (3/28/2018 2:29 PM)
ARBS sent the following email to the customer:

Good day Mr.[redacted]

Thank you so much for taking the time to discuss your case this afternoon.

As discussed over our phone conversation, Nissan is not in a position to offer a vehicle replacement or repurchase at this time. Nissan offered a cash settlement in the amount of $2,850 (reimbursement of the Premium Package) that you respectfully declined.

As mentioned over our phone conversation Nissan is working on a fix for this concern. We have been provided with a tentative release bulletin date of mid-April. I will inform you if this bulletin is made available sooner than expected.

I will not be closing your case and will be working on it diligently and will also keep you updated with any new information that I receive.

I will be following with you next week with any information that I might have.

Regards,

Luis Rodriguez | Arbitration Specialist I

–

Created By: Luis Rodriguez (3/28/2018 2:16 PM)
ARBS contacted the ACME Nissan dealer at[redacted] and talked to the SM-Tom Bradley and informed of the denial that was given to the customer. The SM was informed the customer was asked to return the loaner/rental and pick up his vehicle.

SM thanked ARBS for the follow up and the call ended mutually.

–

Created By: Luis Rodriguez (3/28/2018 2:15 PM)
ARBS contacted the customer at[redacted] and talked to Mr.[redacted]

ARBS stated that based on the information that has been received, Nissan is not in a position to offer a vehicle replacement at this time. ARBS went over some of the details shared by the DTS and that the concern was not duplicated (by the Nissan dealer nor the DTS).

ARBS informed the customer Nissan is working on a fix for the concern and there's an ETA of mid-April. ARBS made sure the customer understood this date is not definite.

ARBS attempted to settle the case with the customer offering a settlement in the amount of $2,850 (SL Premium Package) but the customer declined the offer. Customer stated the customer is not looking for money and wants a reliable vehicle.

Customer stated that under NJ LL Nissan should be replacing the vehicle and customer has been very patient trying to work with Nissan. Customer stated he does not want to go that route but the customer is being obligated to do so.

ARBS stated ARBS is not closing the customer's case and will keep working with the customer and will keep him informed on any updates.

Customer appreciated ARBS' follow up and asked for an email with the denial, the offer that was made and the customer declined and that Nissan is working on a fix. ARBS stated an email will be sent to the customer.

Customer stated customer does want to open a LL claim because it will be more expensive on Nissan to pay for the fees the claim will incur, including the towing fee and the rental the customer will be getting since the customer does not feel safe driving this vehicle. Customer asked ARBS if Nissan can approve a rental and ARBS declined the request.

Customer stated customer will be waiting on ARBS' email and ARBS' follow up next week. Customer appreciated ARBS follow up and to keep him updated.

ARBS thanked the customer for his time and the call ended mutually.

–

Created By: Luis Rodriguez (3/28/2018 12:39 PM)
ARBS received the following email from the customer (video has been attached to the case):

Hi Luis
Please let me know if you can see and open the video. Any questions please let me know. To confirm it was about 8:45am, sunny, didn't have the sensor on prior to feb stopping my car abruptly , and there want any oncoming traffic. Luckily no one behind me as well so no injuries or accident occurred.

Thanks
Dan

–

Created By: Luis Rodriguez (3/28/2018 12:28 PM)
ARBS contacted DTS-NF to discuss vehcile inspection. DTS stated the following:

DTS is still in the process of finishing up the report. Might be sending it by COB today.
DTS unable to duplicate the concern.
Vehicle was driven to the same location where the customer is alleging the concern happens but DTS was not able to duplicate.
No codes in the system were found.
Suspicions about the ADAS control unit is that no mileage was recorded but this is not an
Customer is refusing to pick the vehicle up
Not fully convinced the concern has happened due to there's no evidence in the control unit showing the situation has happened.

ARBS thanked the DTS for sharing the information and the call ended mutually.

–

Created By: Symone Watson (3/26/2018 2:28 PM)
DRTS-SW contacted dealership and spoke with Tom and was informed the repair order is still open and they are awaiting a decision

Created By: Luis Rodriguez (3/23/2018 5:08 PM)
ARBS contacted the customer at [redacted] and talked to the customer. ARBS informed the customer the dealership has agreed to keep the customer on the rental until there is a resolution on the customer's request.

Customer appreciated the follow up and ARBS' willingness to look into the customer's request.

ARBS reiterated the customer will be contacted by Monday or Tuesday.

Customer thanked ARBS and the call ended mutually.

–

Created By: Luis Rodriguez (3/23/2018 5:06 PM)
ARBS contacted the ACME Nissan dealer at [redacted] and talked to the SM-Tom Bradley regarding the customer's vehicle concerns.

SM confirmed the vehicle has been at the Nissan dealer since 02/06/2018. SM also confirmed the concern has not been duplicated by the dealership and no repairs have been made. SM stated the DTS-NF inspected the vehicle yesterday and the DTS was not able to duplicate the concern either.

ARBS asked if the customer was provided with a rental or loaner and SM stated a rental vehicle has been provided. ARBS asked if the dealership is asking the customer to return the rental and SM stated yes. ARBS informed the SM of the customer's request for a vehicle replacement and that ARBS will be reviewing the quest.

SM stated the customer loves the brand and wants to get into another Nissan vehicle. SM stated the customer can keep the rental vehicle until a decision is made on the replacement request.

ARBS thanked the SM and the call ended mutually.

–

Created By: Luis Rodriguez (3/23/2018 3:31 PM)
ARBS sent the following email to the customer:

Good day Mr. [redacted]

It was a pleasure to speak with you this afternoon. Please feel free to contact me [redacted] or via email with any questions you might have.

I will be contacting you today regarding the loaner vehicle.

Regards,

Luis Rodriguez
Arbitration Specialist I

–

Created By: Luis Rodriguez (3/23/2018 3:25 PM)
ARBS contacted the customer at [redacted] and talked to the customer regarding the letter the customer sent to NNA informing of the vehicle concerns with the FEB system. Customer confirmed the vehicle has been taken to the Nissan dealership for the concern after the lights came on (braking warning lights) and the vehicle has stopped in the middle of the road for no apparent reason.

Customer mentioned the customer got rear-ended last year and him and wife got hurt and customer does not feel safe driving a vehicle that has a problem. Customer stated the customer is not feeling safe having his wife driving the vehicle either. Customer stated he did not want to come this far but Nissan does not have a repair for this concern. Customer stated that if Nissan would replace a part and get the vehicle repaired, he would keep the vehicle as he loves it.

ARBS understood the customer's concerns and asked the customer what is it that the customer wants Nissan to do for the customer. Mr. [redacted] stated he would like to have the vehicle replaced for another one. ARBS stated the customer's request will be reviewed and ARBS will be contacting the customer back on Monday (03/26) or Tuesday (03/27) with an update or Nissan's position on his request for a vehicle replacement.

ARBS asked the customer if the customer has been provided with a loaner/rental vehicle by the Nissan dealer and customer confirmed one has been provided but the dealership is asking him to return the vehicle.

ARBS stated ARBS will be contacting the dealership regarding the loaner/rental and will contact the customer back today regarding this matter.

Customer thanked ARBS for the follow up and the call ended mutually.

–

Created By: Luis Rodriguez (3/22/2018 4:49 PM)
ARBS in the process of the reviewing customer's request for vehicle repurchase.
ARBS waiting on DTS inspection report to be uploaded to SF.
RHR will need to be updated.
Days down will also need to be verified with the Nissan dealer.

–

Created By: Symone Watson (3/21/2018 9:50 AM)
DRTS-SW contacted dealership and was informed they are closed due to storm and bad weather

Created By: Alex Kang (3/21/2018 8:57 AM)
ARBS made outbound call to ACME NISSAN

ARBS left VXM regarding inspection date change for SM-Tom Bradley.

Created By: Alex Kang (3/21/2018 8:54 AM)
ARBS made outbound call to C at[redacted]

ARBS stated ARBS has received an email regarding that DTS would not be able to come out to the DLRSHP today, but has rescheduled to come out tomorrow to inspect the vehicle.

C stated that is fine.

C stated would the inspector need to speak with C?

ARBS stated if the inspector needs to get in contact with C, the inspector is able to pull the number from either the DLRSHP or the case.

C stated ok.

C stated C would like to explain the situation to the inspector if need be.

ARBS stated if the inspector needs to speak to C then the inspector will contact C.

C stated ok that is fine.

C thanked ARBS.

ARBS thanked C for C's time.

Call ended mutually.

Created By: Alex Kang (3/21/2018 8:51 AM) | Last Modified By: Alex Kang (3/21/2018 8:51 AM)
ARBS received email from DTS-Nicholas Flamini.

Good morning Alex,
Due to an inclement weather system that is covering this area, travel has been identified as potentially hazardous. I would like to reschedule this IIR vehicle inspection for tomorrow afternoon 3/22, 2:00pm at Acme Nissan. Could you please notify all the stakeholders of this change and let me know if you have any questions or concerns.
Regards,

Created By: Alex Kang (3/20/2018 9:22 AM)
ARBS received inbound call from C at[redacted].

ARBS stated the inspection is set for tomorrow.

C stated just in case if there is inclement weather is there a back up plan.

ARBS stated as of right now no.
ARBS stated if there is any changes ARBS will be notified by the inspector which ARBS will tell C.

C stated ok.
C stated what about the resolution afterwards.

ARBS stated it will take about 2 weeks.

C stated ok.

C thanked ARBS.

ARBS thanked C for C's time.

Call ended mutually.

Created By: Alex Kang (3/2/2018 9:36 AM)
ARBS made outbound call to Acme Nissan.

ARBS left VXM requesting call back from SM-Tom Bradley

Created By: Alex Kang (3/2/2018 9:34 AM)
ARBS received email from C stating:

Hi Alex,
I just spoke to the dealership as they want their loaner back. They were going to release the vehicle to me, however I feel that it is a safety issue. I can't afford the chance that you do not reimburse me rental car fees until everything is completed by the inspection. Is this how you would like me to proceed on driving the car until inspection can occur? Just to be clear the vehicle stopped to a complete halt suddenly almost as if the e-brake was pulled. It was mentioned by the dealership if the car slowed down, but I confirmed it didn't slow down but came to a complete abrupt stop after the FEB audible alerts went off. Luckily no one was behind me as I could have possibly been rear ended by a random stop.

Please confirm you want me to drive this vehicle as I will not assume any responsibility if anything happens due to this issue.

Please let me know right away as the dealership is requesting their car to be back today.

Created By: Alex Kang (2/27/2018 3:25 PM)
ARBS received inbound call from C at[redacted]
ARBS asked if C would be able to make the vehicle available on 3/21 for inspection.
C stated yes
ARBS stated ARBS was also contacted regarding the inspector and was informed that the inspector will like to conduct a phone interview and it will take minimum of 30 minutes.
ARBS asked for best contact number
C stated[redacted] and alternative[redacted]
ARBS asked what time would be best for C
C stated probably 3:30 EST probably the best.
ARBS stated ARBS will get this confirmed to the inspector regarding the confirmation of appointment and the phone interview.
C stated C has two questions.
C stated the DLRSHP was looking for the loaner back.
C stated C is driving around a base model rogue sport.
C stated C does drive all over.
C stated C doesn't have navigation in the vehicle.
C stated C doesn't feel like C shouldn't be paying any lease payments.
C stated C did speak to NMAC and C would need to speak to ARBS.

ARBS stated ARBS can not offer any kind of a loaner or rental.

C stated this isn't C's fault.
C stated does C have to pay for a rental or loaner when it's a safety concern?

ARBS stated it is C's discretion if C wants to obtain a loaner or rental.
ARBS stated the DLRSHP did provide one to C under the DLRSHP discretion.

C stated C has done C's job.
C stated C has pictures and videos of the concern.
C stated C shouldn't have to pay for a rental or loaner vehicle.
C stated something should be set up.
C stated C is in sales and has to drive every where.
C stated C doesn't have to pay for the rental.

ARBS apologize and stated ARBS can not offer any rental or loaners.

C stated someone else needs to escalate the issue.
C stated this is a service issue.
C stated people are having this FEB concern.
C stated C doesn't understand how Nissan can just say, it's C's responsibility to get the rental and loaner vehicle.

ARBS stated it would take 2-4 weeks for the inspector to come out to look at the vehicle.
ARBS stated again this process would take 6-8 weeks to complete the entire investigation.

C stated why doesn't Nissan corporate do something.
C stated if it stopped in the middle of the road and C doesn't feel safe in the vehicle.
C stated C doesn't know if C would get a reimbursement.

C stated it's not a week of rental cost, it'll be 3 weeks to a month.
C stated that is a lot of money.
C stated C already spoken to the insurance company.
C stated the dealership wants the loaner back and wants NCA to give C a loaner.
C stated C doesn't have a vehicle to drive and in the hopes that Nissan would reimburse C.
C stated C wants to speak to a supervisor.

ARBS stated there wouldn't be anyone else C can speak too.

C stated C needs a vehicle.
C stated C doesn't want to speak to a lawyer.
C stated C just wants the vehicle to be fixed.
C stated C just wants the Nissan to work correctly.
C stated the inspector isn't going to come out until a month.

ARBS apologized and stated the inspector does want to complete a phone interview with C.
ARBS stated ARBS doesn't know what questions will be asked.
ARBS stated at this time, Nissan is trying to investigate if there is a manufacturer defect or not.
ARBS stated if Nissan assumes liability then Nissan can reimburse C for the rental cost, but at this time there is no way of knowing until the investigation has been completed.

C stated C wants an email stating that the engineer is coming out to the DLRSHP on the 31st of March.

ARBS stated ARBS can send C an email regarding the Inspector will come to the DLRSHP.

C stated yes C wants everything documented now.

ARBS stated ok.
C thanked ARBS.
ARBS thanked C for C's time.

Call ended mutually.

Created By: Alex Kang (2/27/2018 2:59 PM)
ARBS received a VXM requesting call back.

Created By: Alex Kang (2/27/2018 9:26 AM)
ARBS made outbound call to C at [redacted]
ARBS could not leave VXM due to full VXM.

Created By: Ameer Hamza (2/26/2018 12:53 PM)
******Case summary******
C contacted CRR-AH inquire about holding off payments on VEH because C is not driving the VEH at the moment.

******Statement of decision******
CRR-AH. e-mailed ARBS.

Created By: Ameer Hamza (2/26/2018 12:52 PM)
CRR-AH <VERIFIED> Account Info including: C's name, email address, home, & Phone#
CRR-AH VERIFIED Veh Info including: VIN#, Current Mileage
CRR-AH CHECKED for open recalls/campaigns and found: None
CRR-AH CHECKED for previous UNRELATED Case(s) and found: None
CRR-AH CHECKED previous RELATED Case(s) and found: 1[redacted]
CRR-AH NOTED concern is: Case update/ NMAC payments

C stated an engineer is coming down to take a look at VEH
C stated DLRSHP wanted the rental VEH back
C stated DLRSHP said if C wants to extend the rental then it will be through NNA-CA
C stated C also wants to hold the payments because the VEH has been in DLRSHP since 02/06/2018
C stated it's not fair for C to pay for the VEH that C is not driving around at the moment
C stated C is not sure about the loaner because it's between DLRSHP and NNA-CA
C stated DLRSHP was nice enough to give C a loaner
C stated C contacted NMAC already and was referred back to NNA-CA

CRR-AH reviewed the case
CRR-AH informed C an e-mail will be send to ARBS to update them

C understood and appreciated

CRR-AH inquired if C needs any more assistance from CRR-AH

C denied

CRR-AH provided C with Agent ID and case#[redacted]
CRR-AH branded call

Best contact#[redacted]
Call ended mutually

Created By: Alex Kang (2/23/2018 9:51 AM)
ARBS received inbound call from SM-Tom Bradley from Acme Nissan.

SM stated C is in the rental vehicle and kind of holding it hostage.
SM stated did receive information from DTS and recommend to open an infield report and there is no FEB DTC's.
SM stated it is recommended to return the vehicle.
SM stated doesn't mind holding the vehicle if it's in a couple of days, but the vehicle does need to go back to the C.
SM stated Tom_bradley@acmenissan.com

ARBS stated ARBS did inform the customer that Rentals or loaner vehicles are not approved from Nissan.
ARBS stated if the DLRSHP needs the rental vehicle back then SM would need to contact the C.

ARBS stated ARBS will email SM once ARBS receives an inspection date from DTS.

SM thanked ARBS.

ARBS thanked SM.

Call ended mutually.

Created By: Alex Kang (2/23/2018 8:41 AM)
ARBS received inbound call from 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 C got the vehicle right after end of november.
C stated after getting the vehicle the FEB light came on the dash.
C stated it was blinking and called ACME Nissan for a diagnosis.
C stated that was a week after having the vehicle.
C stated C knows it comes on when it's obstruction in the camera.
C stated there was no snow.
C stated it was usually light or dark outside when incidents happened.
C stated the DLRSHP said it was working fine and took the vehicle back.
C stated C wanted it to be recorded and documented at the DLRSHP level.
C stated there were 4 times when the sensor came on.
C stated one light came on for a malfunction light came.
C stated on 2/6/18 the vehicle engage the FEB and stopped the vehicle dead in the road.
C stated 12/4 at 6:30 am that the FEB light came on the blinking on the dash board.
C stated there wasn't anything in the road.
C stated 12/27 had FEB light go off and had a warning in the middle of the screen with FEB light saying malfunction screen and brought up the check engine light as well.
C stated C turned it off and turn it back on and it came back on.
C stated this night there was no precipitation.
C stated 1/27 light was blinking and it was early in the morning.
C stated the sensor has come on when it was snowing before and that is fine.

ARBS asked if how the roads were during the time of the incident.

C stated it was a slight decline.
C stated nothing substantial.
ARBS stated ARBS is going to get in contact with an inspector to come out and look at the vehicle.
ARBS stated this will take about 2-4 weeks.
ARBS stated the whole investigation will take 6-8 weeks.
ARBS stated but as of right now the first step will be to send out an inspector from Nissan to look at the vehicle.
ARBS stated ARBS will get back in contact with C once ARBS receives an inspection date.
C stated there has to be some kind of work around or put lease chargers on hold since the vehicle is at the shop.
C stated C would like an upgrade for the rental.
C stated how would C get this resolved?

ARBS stated C would need to speak to NMAC regarding this.
ARBS stated ARBS doesn't have any authorization for anything finance related.
ARBS stated IIR department does not give out rentals or loaner vehicles.
ARBS stated that is the DLRSHP discretion.
ARBS stated since the DLRSHP has offered a rental C would have address this with the DLRSHP.

C stated C will.
C thanked ARBS.

ARBS thanked C for C's time.

Call ended mutually.

Created By: Alex Kang (2/22/2018 4:04 PM)
ARBS made outbound call at[redacted]
ARBS left VXM providing case number, best contact information and requesting call back.

Created By: Alex Kang (2/21/2018 8:39 AM)
ARBS made outbound call to C at[redacted]

ARBS asked if this was a good time to speak about the case.

C stated not really.

ARBS provided direct number.

C stated C will try to give ARBS a call around C's lunch time.

Call ended mutually.

Created By: Alex Kang (2/19/2018 9:50 AM)
ARBS made outbound call to C at[redacted]

ARBS could not leave VXM due to Mailbox being full.

Created By: Alex Kang (2/14/2018 3:46 PM)
**********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********

[redacted] **Created By: Samantha Dixon (2/14/2018 11:24 AM)**
C has concerns with FEB

✓ **Created By: Kyra Walton (2/14/2018 11:09 AM)**
RCAS-KW sent C an email with contact number and case number as reference.

Created By: Kyra Walton (2/14/2018 11:08 AM)
RCAS-KW placed outbound call to C on [redacted] (best contact)
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 the FEB system.

C understood and stated that is correct.

RCAS-KW understood and apologized to C for having concern.
✓ RCAS-KW informed C that RCAS-KW did speak to SM-Tom that stated DLR still has VEH and that DLR is looking into C's concern.
RCAS-KW advised C that RCAS-KW will submit IIR for C and that C will receive contact within the next 3 business days on the next steps.
RCAS-KW asked C IIR questions.

C understood and explained what happened during incident.
C stated C noticed the FEB light was on and blinking.
C stated before the incident, C's FEB light has come on 4-5 times and C has recordings and pictures showing this.
C stated all the times that C has seen the light it is never raining outside of any type of precipitation.
C stated C just wants the VEH to be safe for C and C's family.

RCAS-KW understood and apologized again to C for concern.
RCAS-KW advised C that C will receive next steps within 3 business days on what to do.
RCAS-KW asked C did C have any further questions.

C declined.
Call Ended Mutually.

Created By: Kyra Walton (2/13/2018 12:53 PM)
✓ RCAS-KW placed outbound call to C on [redacted]
RCAS-KW left VMX for C in regards to case with contact number and work hours.
RCAS-KW setting follow up for C on 2/14/18.

Created By: Kyra Walton (2/13/2018 12:48 PM)
RCAS-KW placed outbound call to Acme Nissan.
RCAS-KW spoke to SM-Tom.

✓ SM stated that C is claiming to have driven VEH and while driving the VEH just stopped in the middle of the road.
SM stated that DLR does have car and SM does have head technician working on the VEH.
SM stated the DLR has not been able to pull any codes with the FEB.
SM stated C is complaining about the FEB being the cause for concern.
SM stated the DLR put about 100 miles on C's VEH trying to duplicate C's concern and nothing has happened with the FEB during those times of test driving.

Created By: Daniela Ahtchiev (2/12/2018 2:42 PM)
*** CASE SUMMARY***
C contacted Nissan CA requesting assistance with braking assist sensor unable to diagnose
CRR-DA sending case to RCAS for further review

Created By: Daniela Ahtchiev (2/12/2018 2:42 PM)
CRR-DA VERIFIED Account Info including: C's name, home & email 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: DANIEL
CRR-DA NOTED concern is: forward emergency brake sensor/unable to diagnose

CRR-DA noting VEH ownership is already updated
CRR-DA updating email as per C request

C advised taht C went to DLRSHP last week for diagnosis because C's emergency brake sensor is not functioning properly
C advised that last wednesday, without any warning the forward emergency braking engaged and the VEh stopped in the middle of the road
C advised DLRSHP was unable to diagnose VEH concern as this is intermittent

C advised C is seeking assistance getting VEH concern resolved

CRR-DA advised C's concern will be reviewed by RCAS
CRR-DA advised RCAS will follow up by COB 2/13/18
CRR-DA provided case#, agent ID by email as per C request and offered further assistance

C declined

CRR-DA thanked C for calling NNA CA

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	2/12/2018	WT	AD	328000	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Kyra Walton, 2/14/2018 10:56 AM	2/14/2018

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [67] | Case Categorizations [1] | Forms [1]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Courtney Smith
Contact Email	[redacted]	Type	CA
[redacted]	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	4/16/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	2/14/2018 12:40 PM
Social Media Involvement		Date/Time Closed	5/14/2018 11:18 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Franklin	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	2		

Description

Consumer Affairs Voluntary repurchase due to 1 visit with 79 days out of service due to car braking on its own and malfunction of lights on dash.

CASE SUMMARY:

76 days down as of 4/26/2018
State: NY
In service date: 1/15/18
Miles: 776

1 visit car will brake on it's own light on dash that looks like 2 cars exploding kept beeping can this feature be turned off

1 visit rain storm a message came up that said front sensor not working due to obstruction of front sensor

No Vehicle Campaign(s)
No Warranty Case(s)
No Additional case(s) found
1 Tech Line Case(s) found
[redacted] - C/s car will brake on its own with no one in front of her and light on dash looks like two cars exploding, kept beeping
No Vehicle Service Contract(s)
1 DTS Service found
Kevin MacKay

2/9/18 @ 776 miles [redacted] 76 days down as of 4/26/2018
Concern:
1. car will brake on its own with no one in front of her and light on dash that looks like 2 cars exploding kept beeping can this feature be turned off
2. the other day in the rain storm a message came up that said front sensor not working due to obstruction of front sensor
Action:
1. unknown

Call Script

Who contacted us?	In-Field Comment	Vehicle Maintained Location	ATLANTIC NISSAN SUPERSTORE
# Vehicles Owned	1	Previous Repair Date	1/17/2018
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	776	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	2/16/2018
IIR Date		RHR Completed	2/23/2018
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN8AT2MVXJW[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22418	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	ATLANTIC NISSAN SUPERSTORE	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	2/28/2018
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	$34,769.35	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]	[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: JN8AT2MVXJW[redacted]	Root Cause	
Created By	Amanda Yett, 2/14/2018 12:40 PM	Root Cause Code	SCSH
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	750		
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
5/14/2018 11:18 AM	Courtney Smith	Changed **Status** from Open to **Closed**.
		Closed.
5/14/2018 11:16 AM	Courtney Smith	Changed **Description**.
4/25/2018 7:57 AM	Courtney Smith	Changed **Description**.
4/17/2018 9:29 AM	Courtney Smith	Changed **Reopen Date** from 3/1/2018 10:04 AM to **4/17/2018 9:29 AM**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Courtney Smith (5/14/2018 11:16 AM) ARBS closing case
	Created By: Courtney Smith (5/14/2018 11:16 AM) Consumer Affairs Voluntary repurchase due to 1 visit with 79 days out of service due to car braking on its own and malfunction of lights on dash.
	Created By: Courtney Smith (5/4/2018 7:25 AM) ARBS sent email corrsp to C confirming surrender date for May 10, and advising C that ARBS corrsp with C is completed but ARBS instructed C that if C has any questions or concerns to call.
	Created By: Courtney Smith (4/26/2018 2:05 PM) ARBS sent email corrsp to C providing update From: Smith(3), Courtney (EXTERNAL) Sent: Thursday, April 26, 2018 2:05 PM To: [redacted] Subject: RE: [redacted] Repurchase Hello Ms. [redacted]

I received the checks today. Our 3rd party vendor Morley will receive the checks tomorrow. Next step: you will receive a phone call from a Morley agent within the next 7-10 business from tomorrow's date arranging a date/time to surrender your vehicle.

I will also make a note to my file to follow-up with you during that time.

If for any reason you have a question or concern, please do not hesitate to contact me.

Created By: Courtney Smith (4/26/2018 2:01 PM)
ARBS-CTS sent the following check via Morley FedEx Shipment [redacted] on 04/26/2018:

-check in the amount of $32,161.44 payable to Nissan Motor Acceptance Corporation
-check in the amount of $2,607.91 payable to [redacted]

Success:
The case is successfully created with Morley with Case Number as: [redacted]

Created By: Courtney Smith (4/25/2018 10:02 AM)
ARBS notes the following NMAC payoff information:

SR# 1[redacted]
Account#: [redacted]
Customer: [redacted]
Payoff amount is $ 32161.44 good thru 5/23/2018
Payments received 4
Payment amount $400.89
Recent payment received on 4/23/2018 in the amount of $400.89

Payment History is attached.

Created By: Courtney Smith (4/25/2018 9:02 AM)
ARBS requested checks payable to: Customer in the amount of $2,607.91 and Lienholder-Nissan Motor Acceptance Corporation in the amount of $32,161.44

Created By: Courtney Smith (4/25/2018 8:46 AM)
ARBS notes the following updated information re: C's payoff:

ARBS contacted NMAC to verify C's current payment and to obtain C's current payoff amount good through May 24, 2018.

C's prior payoff amount was $32,546.79 - good through 4/23/18
C made a payment of $400.89 on 4/23/2018

C's current payoff amount is $32,161.44 - good through 5/24/2018

Created By: Courtney Smith (4/25/2018 7:57 AM)
IIR- FEB- EST

Created By: Courtney Smith (4/25/2018 7:52 AM)
ARBS CTS notes the following RHR Summary:

76 days down as of 4/26/2018
State: NY
In service date: 1/15/18
Miles: 776

1 visit car will brake on it's own light on dash that looks like 2 cars exploding kept beeping can this feature be turned off

1 visit rain storm a message came up that said front sensor not working due to obstruction of front sensor

No Vehicle Campaign(s)
No Warranty Case(s)
No Additional case(s) found
1 Tech Line Case(s) found
[redacted] - C/s car will brake on its own with no one in front of her and light on dash looks like two cars exploding, kept beeping
No Vehicle Service Contract(s)
1 DTS Service found
Kevin MacKay

2/9/18 @ 776 miles [redacted] 76 days down as of 4/26/2018
Concern:
1. car will brake on its own with no one in front of her and light on dash that looks like 2 cars exploding kept beeping can this feature be turned off
2. the other day in the rain storm a message came up that said front sensor not working due to obstruction of front sensor
Action:
1. unknown

Created By: Courtney Smith (4/25/2018 7:38 AM)
ARBS received signed agreement and photos from C - ARBS attached to file.

Created By: Courtney Smith (4/23/2018 10:54 AM)
ARBS sent email corrsp to C with updated Repurchase Letter to reflect C's most recent car payment.

Hello Ms. [redacted]

Thanks for speaking with me today. As we discussed, you have requested Nissan to buyback your vehicle.

I am providing you with an updated amount which will include your most recent car payment that is scheduled to be deducted from your account today.

(+)Down Payments: $2,650.00
(+)Additional Payments: $1,202.67
Total Amounts Paid by Customer: $3,852.67
Less Sales Tax: $1,244.76
Total Refund to Customer: $2,607.91

I will obtain a copy of your most recent payment history to reflect this updated information. This will take a couple of days to show on your account. Once I obtain this information and a copy of your signed agreement, I will move forward with arranging your surrender date with our 3rd party vendor, Morley. Please keep in mind, this process can take up to 4 weeks from the date I receive your signed agreement.

Also, you can either email the images of your vehicle to my attention or you can send them to my cell phone at [redacted]

We will hate to see you leave and we are willing to offer you a VPP which would offers you a savings towards another Nissan or Infiniti at employee price. If you are interested, please let me know and I will get this requested for you.

If you have any additional questions, please do not hesitate to contact me. Have a wonderful day!

Created By: Courtney Smith (4/23/2018 10:37 AM)
ARBS received telephone call from [redacted] with questions concerning Repurchase Offer letter previously submitted.

C states that she is planning at accept the buyback option
C states she has made a total of 4 payments
C questioned the figures for the down payment and additional payments
C states that her first month payment was included in her down payment
C states that a payment will draft from her on April 23

ARBS acknowledged C's option for a buyback
ARBS informed C that the 1st monthly payment is included in the down payment
ARBS informed C that the "additional payments" are for C's two payments made
ARBS informed C that ARBS will send an updated Repurchase Letter showing C's most recent payment

ARBS informed C that we are lacking images
C states that she will speak with DLR/SD and request they send images to C
ARBS acknowledged and stated an updated Repurchase Letter with C's most recent payment will be included
C acknowledged

call ended mutually

Created By: Courtney Smith (4/20/2018 4:08 PM)
ARBS sent email corrsp to C re: repurchase offer letter with the following options:

1. Replacement

2. Settlement ($3500)

3. Repurchase listed as follows:
(+) Down Payment $2,650.00
(+) Additional Payments $801.78
Total Amounts Paid by Customer $3,451.78
(-) Less Sales Tax $1,244.76
Total Refund to Customer $2,207.02

Created By: Courtney Smith (4/18/2018 4:03 PM)
ARBS placed outbound call to C advising that ARBS will submit detailed offer to C by Friday, April 20.

C states that is fine and C states it is okay to get the information to C by Monday, if necessary.

ARBS thanked C for allowing ARBS additional day to submit detailed offer.

C states, no problem.

Call ended mutually

Created By: Courtney Smith (4/18/2018 10:11 AM)
ARBS received Payoff Information from NMAC - Payoff information as follows:

SR# 1[redacted]
Account#: [redacted]
Customer: [redacted]
Payoff amount is $ 32546.79 good thru 4/23/2018
Payments received 3
Payment amount $400.89
Recent payment received on 3/23/2018 in the amount of $400.89

Copy of Contract, Payment History and Title are attached.

Created By: Courtney Smith (4/18/2018 8:27 AM)
ARBS sent email corrsp to C acknowledging receipt of vehicle registration and sales contract.
From: Smith(3), Courtney (EXTERNAL)
Sent: Wednesday, April 18, 2018 8:25 AM
To: [redacted]
Subject: RE: [redacted] - NNA Case [redacted]

Good Morning,

Thank you for providing a copy of your vehicle registration and sales contract. I will get a detailed offer out to you by tomorrow.

In the meantime, if you have any questions, please do not hesitate to contact me.

Created By: Courtney Smith (4/18/2018 8:16 AM)
ARBS received email corrsp from C providing veh registration and Bill of Sale.

Created By: Courtney Smith (4/17/2018 1:35 PM)
ARBS CTS sent email corrsp to C advising Nissan is in a position to offer C a Repurchase or Replacement and asked for C to submit necessary documentation in order to make a detailed offer.

Created By: Courtney Smith (4/17/2018 1:20 PM)
ARBS placed outbound call to [redacted]
ARBS verified C's name, address, phone number and email address
ARBS informed C that ARBS will take over the handling of the C's case
ARBS informed C that NNA has re-reviewed C's case and is NNA is now in a position to offer C a Repurchase/Replacement or Settlement pursuant to NY State Laws

C states she is furious because she was told on yesterday NNA was not able to offer C anything
C states "why are you being so nice but the other guy are was not?"

ARBS informed C that the other agent was following proper protocols to assist C but NNA was recently informed that the updated software to resolve C's concern has been delayed therefore; NNA would like to extend the offer to Repurchase/Replace C's veh
C attempted to debate the issue with ARBS but ARBS re-explained to C that after additional review of C's case and updated information concerning the delay of updated software, NNA is in a position to offer C a Repurchase/Replacement

ARBS apologized to C for any inconvenience this may have caused and stated NNA will move forward with Repurchase/Replacement

C states "are you calling me because my attorney contacted you?"
ARBS asked C "Do you have an attorney?"
C states that she contacted her attorney on yesterday after she was told NNA would not get her out the veh
ARBS explained to C that ARBS is not in a position to speak with C if she is represented by an attorney
C then states "well, my attorney is my brother"
ARBS re-iterated to C that if she is represented by an atty ARBS could no longer speak with C
C states she does not have legal representation at this time
C states she sent her brother (who is her personal attorney), a text message on yesterday but she has not heard back from him as of yet
ARBS acknowledged and stated that as long as you are not represented, ARBS can speak with you
C agreed and confirmed she is not represented by an attorney

ARBS informed C that ARBS will send C a email requesting documentation and upon receipt of the requested documentation, NNA will send C a formal letter with the options for C
C asked if ARBS could just provide the information now
ARBS explained to C that NNA's protocol is for the C to submit the requested documentation in order for ARBS to review payment history details to eliminate in errors and/or discrepancies
C acknowledged

C asked if ARBS have notified DLR
ARBS states no but ARBS will reach out to DLR

ARBS informed C that an email will be sent requesting documentation no later than tomorrow
C acknowledged

ARBS provided C with ARBS contact information and instructed C to contact ARBS directly with any future questions or concerns
C agreed

Call ended mutually

Created By: Courtney Smith (4/17/2018 11:14 AM)
ARBS CTS notes the following, ARBS taking ownership of case per instructions by Manager, Stacy Gary.

Created By: Courtney Smith (4/17/2018 9:30 AM)
ARBS CTS reopened case and will take ownership of same and reach out to C to discuss.

Created By: Alex Kang (4/16/2018 1:38 PM)
*** [Added after the case is closed.] ***
ARBS received a VXM from the GSM from ATLANTIC NISSAN SUPERSTORE.

ARBS made outbound call to ATLANTIC NISSAN SUPERSTORE

ARBS spoke with GSM-Brehanna.

GSM-Brehanna stated the customer contact GSM about this concern and was crying hysterically and wanted to know what the situation was.

ARBS stated Nissan had sent out an inspector to inspect the vehicle and take the information to the engineering department for further review.
ARBS stated it has come back to ARBS regarding the findings that there were nothing wrong found on the system.
ARBS stated the customer wanted Nissan to repurchase this vehicle and it came back as Nissan is not in a position to offer any kind of repurchase or replacement of the vehicle.
ARBS stated ARBS did inform the customer that the customer can stay in the rental vehicle until an update is available.

GSM-Brehanna stated well GSM-brehanna is with the customer on this one and can see why the customer is crying about htis.
GSM-Brehanna stated GSM doesn't agree that the fact that Nissan is allowing this customer to stay in a rental vehicle while the vehicle is waiting for an update.
GSM-Brehanna stated that the customer wasn't happy the fact that ABRS said to keep the call professional.
GSM-Brehanna stated the vehicle stopped on C and C is afraid of the vehicle.

GSM-Brehanna stated obviously there is something wrong with the system and the manufacturer isn't doing anything.

ARBS stated it is the customer's discretion on how C would like to proceed.
ARBS stated Nissan, as a goodwill gesture, is keeping the customer in the rental vehicle free of charge.
ARBS stated there is no guarantee or information what hte update will entail.
ARBS stated ARBS is only going off of the information that was provided to ARBS.
ARBS stated There is limitation on an autonomous system and it is stated on page 5-127 in the owners manual.

ARBS was cut off by GSM.

GSM-Brehanna stated there is something obviously wrong with the system if Nissan wants to keep the customer in the rental vehicle and Nissan should assist C.
GSM-Brehanna stated wanted to get all the information on what had happened and reached out to the rep as well to see what can be done to assist the customer.
GSM-Brehanna stated will find out a way to help the customer.

GSM-Brehanna ended call.

Created By: Alex Kang (4/16/2018 10:11 AM)
*** [Added after the case is closed.] ***
ARBS made outbound call to [redacted]
ARBS stated ARBS inspector had inspected the vehicle and tested the systems regarding the Automatic Emergency Braking system.
ARBS stated there were no codes or problems found with the system.
ARBS stated the vehicle is operating as designed.

C stated C hasn't had the vehicle for two months.
C stated the initial inspection showed something.
C stated C was waiting for two months and found out there was nothing wrong with the vehicle.

ARBS stated C can stay in the rental vehicle until an update is available.

C stated Nissan is just stalling.
C stated this isn't right.
C stated there is still a problem with the vehicle.
C stated C isn't going to take it back.

ARBS stated Nissan is covering the rental vehicle as a good will gesture towards C.
ARBS stated if C would like the vehicle back then C can get the vehicle.
ARBS stated as of right now, there was nothing wrong with the system.

C stated in the state of New York C has a state lemon law.
C stated what does ARBS think about that.

ARBS stated Nissan has already completed the review on C's behalf and Nissan is not in a position to offer a repurchase or replacement for the vehicle.

C stated this is not a goodwill gesture.
C stated C is paying for a vehicle and the insurance on the vehicle and C doesn't even have the vehicle.

ARBS stated C did sign a legal binding contract.

C stated so did Nissan.
C stated C didn't get a safe vehicle.
C started to use profanity.

ARBS warned C if the call is not kept professional ARBS will terminate the call.

C stated C is going to the news about this.

ARBS stated that is C's discretion.

C stated C knows it is C's discretion.

C ended call.

Created By: Alex Kang (4/16/2018 9:59 AM)
*** [Added after the case is closed.] ***
ARBS received VXM from C requesting call back.

Created By: Alex Kang (4/16/2018 9:56 AM)
ARBS closing case as no manufacturer defects were found when the system was tested.

Created By: Alex Kang (4/16/2018 9:52 AM)
Fedex:

[redacted]

Created By: Alex Kang (4/16/2018 9:50 AM)
ARBS made outbound call at[redacted]
ARBS left VXM providing case number, best contact information and requesting call back once C receives the letter regarding Nissan's findings.

Created By: Alex Kang (4/13/2018 2:42 PM)
ARBS received email from Wendy Rhinehart stating:

Hi Alex. This matter was reviewed and there were no defects found with the vehicle. The vehicle's FEB system was tested and inspected and found to be fully functional with no problems. The DTS was unable to replciate the customer's concern. There is no evidence of a manufacturing or product defect that caused or contributed to this incident. Our recommendation is to deny assistance in this matter. Please send me a copy of your determination letter for my file.

Created By: Robert Peterson (4/11/2018 10:59 AM)
ARBS-RP notes, while on call with SM-Romeo M. regarding a different case, SM-RM mentioned this Veh, that Veh is still @ DLR and C is still unhappy.
ARBS-RP advised will pass the note along to the handling agent.
ARBS-RP exiting case.

Created By: Alex Kang (4/9/2018 7:37 AM)
ARBS notating DTS-Kevin Mackay has uploaded inspection to FTP site.

Created By: Jacqueline McLaughlin (3/28/2018 10:44 AM)
NIS1813995 DRTS-JM rec'd Settlement from BBB on 3/27/18, daterd same. NNA agrees to inspect 2018 Rogue. Warrantable non-conformities verified during inspection will be repaired under direction of DTS.

Created By: Luis Rodriguez (3/26/2018 9:40 AM)
ARBS sent MRF response to the BBB (email to Maury Umanzor and document uploaded to the BBB website).

Created By: Symone Watson (3/15/2018 8:20 AM)
DRTS-SW spoke with rosa and was informed the repair order is still open at this time and not complete to send over

Created By: Megan Lupp (3/14/2018 8:05 AM)
NIS1813995. DRTS-ML rec'd Add'l Docs from BBB on 03/14/18, dated 03/13/18.

Created By: Megan Lupp (3/14/2018 7:59 AM)
NIS1813995. DRTS-ML also rec'd MRF from BBB on 03/14/18, dated 03/13/18. C further states C has lost faith that car can be fixed. As of today it's over 30 days dealership has C's car, they don't know to fix it and Nissan isn't going to investigate til April 5th. C is paying for a car C doesn't have.

Created By: Megan Lupp (3/14/2018 7:46 AM)
NIS1813995. DRTS-ML rec'd CCF from BBB on 03/14/18, dated 03/13/18. C wants out of lease, car has a major safety problem that they do not know how to fix it, due to new feature (emergency breaking) indicator light blinking and car stop by itself in middle of moving/driving.

Created By: Alex Kang (3/9/2018 10:05 AM)
ARBS placed call to [redacted]
ARBS stated ARBS is calling to inform C of appointment date for inspection to take place.
ABRS stated the inspection date is set for April 5th at 1PM at the current vehicle location.

C asked how many weeks from now is the date?

ARBS stated about 4 weeks.

C stated that is not acceptable!
C stated C is paying for a vehicle that C cannot use!

C stated C is so frustrated!

ARBS stated ARBS did explain to C before proceeding with the inspection that the process would take about 2-4 weeks before an inspection can be completed.
ARBS stated C has the option to decline Nissan's assistance if C does not like the timeline.

C stated C has no option because C was told no for a buyback!

ARBS stated the decision for a buyback was based on state lemon law guidelines.

C stated C has no other choice!
C stated C will proceed with inspection!

ABRS stated okay and thanked C.

Call ended.

Created By: Alex Kang (3/6/2018 10:07 AM)
ARBS made outbound call to [redacted]

ARBS stated ARBS sees that C would to move forward with the investigation.
ARBS asked where the vehicle is.

C stated it's been at the Nissan DLRSHP for 3 weeks now.

ARBS stated ARBS will get in touch with ARBS inspector to see when the inspector will be able to come out to look at the vehicle.

C stated C was told the inspector will be coming out this week.

ARBS stated ARBS has no indications regarding that would be happening.
ARBS stated again arbs would need to speak to the inspector.

C stated this process is taking too long.
C stated C doesn't have a vehicle and is paying for the vehicle C can't even drive.
C stated C wants this expedited.

ARBS stated there is no way to expedite this process.
ARBS stated ARBS did try to complete the investigation on the 21st of February but C declined.

C stated C thought C could get out of the vehicle.

ARBS stated well there wouldn't be any guarantee that would have happened.
ARBS stated ARBS explained the process regarding the RHR.

C stated this is a bunch of waste of time.
C stated go ahead and do the investigation.

C ended call.

Created By: Amanda Yett (3/1/2018 10:04 AM)
*** [Added after the case is closed.] ***
RCAS-AY placed outbound call to C @[redacted]
RCAS-AY ADVISED "This call may be recorded for quality and training purposes."

RCAS-AY advised understand that C has further concerns.
RCAS-AY advised C did decline IIR investigation and DTS inspection on 2/21.

C stated that C declined previously and was told it would take 6-8 weeks.
C stated that C was led to believe that if C did not complete IIR process, RCAS-AY would buy C's veh back.
C stated that C would like to continue IIR process.
C stated that 6-8 weeks is too long.
C stated that C will not take a veh back that is unsafe.
✓ C stated that C would like to proceed with inspection.
C stated that C is paying for a veh that C is not driving.
C stated that C made veh payment and C is not happy.

RCAS-AY apologized for any misunderstanding.
RCAS-AY advised will forward case to correct team.
RCAS-AY advised wil ask that case be expedited.

C understood.
C declined further assistance.

RCAS-AY thanked C for C's time.

Call ended mutually.

Created By: Amanda Yett (3/1/2018 10:01 AM)
✓ *** [Added after the case is closed.] ***
RCSA-AY received email from TL-Grady Douglas and FOM-Victor Rosario.
TL-GD requested that RCAS-AY reach out to C and ask if C wants to proceed with IIR at this time.

Created By: Amanda Yett (2/28/2018 8:21 AM)
RCAS-AY is closing Case as no further assistance can be offered at this time.

CASE SUMMARY
C contacted Nissan CA requesting assistance with FEB concern.
✓ C declined IIR investigation.
C requested repurchase.
ARBS reviewed case.
RCAS-AY advised C that NNA is not in the position to repurchase/replace C's veh.

STATEMENT OF DECISION
RCAS-AY advised C that NNA is not in the position to repurchase/replace C's veh.

✓ **Created By: Amanda Yett (2/28/2018 8:16 AM)**
RCAS-AY sent correspondence request with repurchase denial letter.

✓ **Created By: Amanda Yett (2/28/2018 8:15 AM)**
RCAS-AY sent letter of representation email to C.

✓ **Created By: Amanda Yett (2/28/2018 8:15 AM)**
RCAS-AY placed outbound call to C @[redacted]
RCAS-AY ADVISED "This call may be recorded for quality and training purposes."

RCAS-AY advised NNA is not in the position to repurchase/replace C's veh.
RCAS-AY advised C will receive a letter with decision containing info to contact BBB.
RCAS-AY advised NNA will continue to honor all applicable terms and warranties.

C asked how C is supposed to drive a veh when it is not safe.
C asked why NNA is not going to let C out of this.
C asked why DLR will nto let C out of the veh.

RCAS-AY apologized.

C stated that C will get an attorney.

RCAS-AY advised will send email with info on where to send in letter of representation.

C stated that C is very unhappy.
C stated that C will make as many complaints as possible.
C stated that C does not want to drive veh that is unsafe.
C stated the this is NY state and everyone gets an attorney.

RCAS-AY apologized and advised this will be documented.

C stated that NNA knows there is a major problem and there is a known problem with this veh.

RCAS-AY apologized and reiterated decision.

C stated that C will contact GM of DLR.
C stated that C will be making complaints.

RCAS-AY advised this will be documented.

C stated that NNA has failed C.
C stated that NNA is not standing behind C's product.
C stated that C is in a lease for 3 more years.
C stated that C will get an attorney.
C stated that veh does not stop when it is supposed to.

RCAS-AY reiterated decision.
RCAS-AY thanked C for Cs time.

Call ended mutually.

Created By: Anisha Baldon (2/26/2018 4:12 PM)
ARBS notes:

ARBS notes based on a good faith review, NNA is not in a position to offer a repurchase/replacement of this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.

ARBS does not have recommendation at this time. C is in a loaner vehicle.

Created By: Anisha Baldon (2/26/2018 4:11 PM)
ARBS review case with SR Planner Marsha M. do not offer repurchase at this time.

Created By: Anisha Baldon (2/26/2018 4:10 PM)
ARBS notes:

In service date: 1/15/18
State: NY
NMAC lease
No campaigns
No warranty case
1 tech line case: Car will brake on it's own with no one in front of her and light on dash that looks like two cars exploding kept beeping. No recommended repair. Under engineering review
No additional CA case
No DTS invovlement
Days down: OPEN

****

1 visit car will brake on it's own light on dash that looks like 2 cars exploding kept beeping can this feature be turned off
a. OPEN

1 visit rain storm a message came up that said front sensor not working due to obstruction of front sensor
a. OPEN

Created By: Anisha Baldon (2/26/2018 9:53 AM)
ARBS notes:

2/9/18 @ 776 miles -- RO[redacted] -- OPEN
Concern:
1. car will brake on its own with no one in front of her and light on dash that looks like 2 cars exploding kept beeping can this feature be turned off
2. the other day in the rain storm a message came up that siad front sensor not working due to obstruction of front sensor
Action:
1.

Created By: Anisha Baldon (2/26/2018 9:33 AM)
ARBS notes:

Codes:
C1A16-97
C1A17-49
C1A18-54
C1B01-54

Created By: Anisha Baldon (2/26/2018 9:05 AM)
ARBS called Dlr spoke with SM Romero

ARBS has it been duplicated
SM stated no was told to put C in a rental and NNA knows this is a problem.
ARBS ask if anyone in service has actually duplicated the problem.
SM stated the dealer opened a case with Techline
SM stated the mechanic drove and did not feel anything.
SM stated the tech pulled codes and got with tech line and FOM.
SM stated FOM informed Dlr to put C in a rental and tech line stated do not make any repairs.
ARBS ask for a copy of the document that informed of the codes pulled.
SM agreed.
call ended mutually.

Created By: Nicki Barror (2/23/2018 10:31 AM)
DRTS received the RHR. The RHR was assigned to ARBS Anisha Baldon for review.

Created By: Amanda Yett (2/23/2018 9:12 AM)
RCAS-AY placed outbound call to DLR.
RCAS-AY spoke with SM-Romeo Mejia.
RCAS-AY provided last 6 of VIN.
RCAS-AY advised that SM-RM had contacted FOM-Victor Rosario who had requested that RCAS-AY create a case for this C.
RCAS-AY asked how many times has the customer's vehicle been to the dealer/retailer for repairs?
SM-RM advised 1x.
RCAS-AY asked what repairs were performed?
SM-RM advised No repairs, put in rental
RCAS-AY asked are there currently any OPEN ROs?
SM-RM advised yes, opened on 2/9
RCAS-AY asked is the vehicle currently at the dealership?
SM-RM advised yes
RCAS-AY asked how long veh has been kept at DLR.
SM-RM advised put in rental on 2/9 and C is still in rental
RCAS-AY asked has tech line been involved
SM-RM advised yes, told DLR it was under engineering review, no recommended repairs.
RCAS-AY asked if DTS has been involved.
SM-RM advised no.

Created By: Anisha Baldon (2/23/2018 9:03 AM) | Last Modified By: Anisha Baldon (2/23/2018 9:03 AM)
ARBS rejecting RHR due to no detail conversation with service department regarding vehicle concerns. Missing Dlr RHR questions as well.

Created By: Amanda Yett (2/23/2018 7:59 AM)
RCAS-AY placed outbound call to C @[redacted]
RCAS-AY ADVISED "This call may be recorded for quality and training purposes."

RCAS-AY advised it is RCAS-AY's understand that C has declined further review of IIR and C would like repurchase.

C confirmed.

RCAS-AY advised review is underway and can take up to 10 business days.

C stated that C is in a loaner veh.

C stated that physically C is unable to put C's grandchildren in car seat in the loaner veh.
C asked what will happen either way.

RCAS-AY advised if RHR is declined, there are no recommended repairs for veh at this time.
RCAS-AY advised RCAS-AY cannot speak on repurchase process because it is handled by a different department.

C stated that C is going to be stuck with unsafe veh.

RCAS-AY advised NNA is reviewing.

C asked when C will hear back.

RCAS-AY advised process was started on 2/16 so C should have a decision by 3/2.

C stated that DLR has C's veh.
C stated that C is not happy with loaner.
C stated that C does not want veh.
C stated that C will make as many complaints as C can.
C stated that NNA cannot disregard C's safety like this.

RCAS-AY advised this has all been documented.

C stated that this is an unsafe veh and C is very dissatisfied.
C stated that NNA quickly takes C's money and then does not stand behind veh.
C stated that C wants to move on and get life back to normal.
C stated that C investigated all the departments that C can complain to.
C stated that C does not want veh.

RCAS-AY apologized and advised RCSA-AY will document this and follow up with C every 3 business days until decision has been reached.

C understood.

RCAS-AY advised follow up on 3/28.

C declined further assistance.

RCAS-AY thanked C for C's time.

Call ended mutually.

✓ **Created By: Amanda Yett (2/23/2018 7:47 AM)**
RCAS-AY received VMX from C requesting callback.

Created By: Nicki Barror (2/22/2018 3:28 PM)
DRTS received the RHR. The RHR was assigned to ARBS Anisha Baldon for review.

Created By: Alex Kang (2/21/2018 9:07 AM)
ARBS transferring case back to RCAS to complete RHR as C declined assistance from IIR to complete the IIR inspection.

Created By: Alex Kang (2/21/2018 9:07 AM)
ARBS made outbound call to [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 C was making a left hand turn and it just stopped.
C stated there was no beeping noise or nothing in the dash.
C stated before it would just blink and go off.
C stated when this incident happened nothing happened.
C stated nothing was in front of C.
C stated it was a flat road.
C stated it was a clear day and nothing in front of C.

ARBS stated ARBS is going to schedule for an inspector to come out to look at the vehicle.
ARBS stated ARBS will give C a call back once ARBS obtains a date from the inspector.

C stated how long would this take.

ARBS stated 2-4 weeks.
ARBS stated it will take around 6-8 weeks to complete the entire investigation.

C stated no
C stated C doesn't want this.
C stated C wants Nissan to buy back the vehicle and give C the money C spent.

ARBS asked if C does not want to complete the investigation.

C stated no
C stated C wants the money back.

ARBS stated if C doesn't want to go through the investigation then ARBS will transfer the case back to the RCAS agent C spoke with regarding the RHR review.

C stated C didn't understand what the RCAS agent meant about a repurchase or replacement.

ARBS explained RHR process.

C stated is there any way to expedite this.
C stated C's daughter is giving birth and C needs a car.

ARBS stated everything has a policy and procedure.
ARBS stated this is Nissan's procedure.
ARBS stated C will get a call back from RCAS agent within 2-3 business days.

C stated no C wants a call tomorrow and this expedited.

ARBS stated ARBS doesn't know RCAS agents schedule and this is the process.

C stated C did C's own interview and found two people with the exact same problem that C has.
C stated there is a problem with the vehicle.
C stated C is not accepting this vehicle.
C stated there is a numerous problem with this feature and it is a safety feature.
C stated there will be a recall.

ARBS stated ok everything has been documented into C's case.

C stated what is RCAS number.

ARBS provided direct number.

C stated C is going to call RCAS.

ARBS stated ok.

C thanked ARBS.
ARBS thanked C for C's time.
Call ended mutually.

Created By: Alex Kang (2/16/2018 3:56 PM)
**********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********

Created By: Samantha Dixon (2/16/2018 3:53 PM)
FOM-Victor Rosario requested that in-field case be created due to FEB concerns.
C requested repurchase.

Created By: Amanda Yett (2/16/2018 3:43 PM)
FOM-Victor Rosario requested that in-field case be created due to FEB concerns.

Created By: Amanda Yett (2/16/2018 3:42 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: [redacted]

C stated that veh brakes with no warning.

RCAS-AY started IIR.

C stated that C picked up veh in January.
C stated that when C went to DLR it had 700 miles on it.
C stated that C called DLR because there was a warning light, looked like two cars crashing and exploding.
C stated that it occurred on a Sunday morning.
C stated that indicator light will come on intermittently and blink.
C stated that C tried to drive up to a veh and thought the FEB system would stop the veh, but it did not.
C stated that when it occurred, C was trying to make a left hand turn.

RCAS-AY advised this is all being documented.

C stated that this has destroyed C's faith in the veh.
C stated that sometimes C's daughter drives veh but it has not occurred with her.
C stated that there were no indicator lights on dash when veh braked.

RCAS-AY understood.

C stated that C would also like it recorded that the day this occurred, C called to schedule an appointment.
C stated that C is a realtor so every person that C met that has a Rogue, C asked them if they have any problems.
C stated that someone C works with has a Rogue who has had this problem.
C stated that there is another women who has a 2017 Rogue has had this problem.
C stated that C does not want a veh that C wants.

RCAS-AY asked how C would like NNA to be involved.

C stated that C would like C's deposit back and to trade the veh in.

RCAS-AY advised of RHR process.

✓ C stated that there were no repairs.
C stated that C knows about lemon laws.
C stated that C does not want to have a veh that C has to go back and forth to DLR.

RCAS-AY advised not an expert on state lemon laws.
RCAS-AY asked if C wants veh repurchase/replacement.

C stated that C wants a repurchase, not a replacement.

Why do you want to return the veh to NNA?
FEB concerns

Where is the veh currently?
At DLR

Where was the veh purchased?
Atlantic Nissan Superstore

Was it purchased new or used?
New lease

If used, when was the veh purchased?
N/A

Where is the veh serviced?
Atlantic Nissan Superstore

Has the veh been taken to multiple Nissan/Infinity dealers?
None

C stated that C will not make monthly payment.

RCAS-AY advised this has all been documented.
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 the best number to reach you?"

C confirmed.
C declined further assistance.

RCAS-AY thanked C for C's time.

Call ended mutually.

Created By: Amanda Yett (2/16/2018 8:44 AM)
RCAS-AY placed outbound call to C @[redacted]
✓ C stated C only had three minutes.
C requested callback after 3 PM EST.
RCAS-AY agreed.

Created By: Amanda Yett (2/15/2018 9:13 AM)
✓ RCAS-AY placed outbound call to C @[redacted]
RCAS-AY left VMX with case number and direct line.
RCAS-AY requested callback.

Created By: Amanda Yett (2/15/2018 9:11 AM)
✓ RCAS-AY notes email received from SM-Romeo Mejia advised CUSTOMER STATES CAR WILL BRAKE ON ITS OWN WITH NO ONE IN FRONT OF HER AND LIGHT ON DASH THAT LOOKS LIKE 2 CARS EXPLODING KEPT BEEPING.

SM-RM inquired as to if FEB feature can be turned off.

✓ Created By: Amanda Yett (2/14/2018 12:42 PM)
RCAS-AY created in-field case due to FEB concerns.

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	2/28/2018	YX	AD	328000	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Amanda Yett, 2/16/2018 3:42 PM	2/16/2018

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [53] | Case Categorizations [1] | Forms [1]

Case Detail

Reopen Case | Clone Closed Case

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	6/8/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	2/16/2018 9:06 AM
Social Media Involvement		Date/Time Closed	7/1/2018 9:11 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	2		
Description	Consumer Affairs Voluntary settlement due to 2 repairs and 88 days out of service for vehicle brakes without warning.		

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	10,000	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	2/22/2018
IIR Date		RHR Completed	4/26/2018
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

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

Dealer Detail

Case Servicing Dealer	NISSAN 112 SALES CORP	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
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	$4,500.00	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: 5N1AT2MV3H[redacted]	Root Cause	
Created By	Keenan Magnuson, 2/16/2018 9:06 AM	Root Cause Code	SCMV
Last Modified By	NNAETL, 12/11/2018 9:24 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	702		
Action Code	NL9D		
What action was taken?	9D Customer Reimbursement - Settlement		

Agent Comments

Agent Comments	#RHR. CASE UNDER REVIEW
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
7/1/2018 9:11 PM	Trisha Zamarron	Changed **Status** from Open to **Closed**.
		Closed.
6/26/2018 7:50 AM	Angie McVey	Changed **Description**.
6/25/2018 3:07 PM	Trisha Zamarron	Changed **Reopen Date** from 2/19/2018 12:59 PM to **6/25/2018 3:07 PM**.
		Changed **Status** from Closed to **Open**.

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Case Comments

New

Case Comments Help

Public	Comment
	Created By: Paige Gilliam (6/27/2018 2:34 PM) Check sent-FedEx tracking number as notated by DRT agent.
	Created By: Angie McVey (6/26/2018 7:50 AM) C contacted NNA about FEB concerns, veh repurchase/replacement.
	Created By: Trisha Zamarron (6/25/2018 3:06 PM) *** [Added after the case is closed.] *** ARBS-TZ submitted check request for $4,500.00 and attached FedEx label with tracking number: [redacted]
	Created By: Trisha Zamarron (6/12/2018 3:02 PM) ARBS-TZ requested check for $4,500.00 w/FedEx tracking # [redacted]
	Created By: Trisha Zamarron (6/5/2018 4:43 PM) ARBS-TZ will go with an additional 2 car payments and increase the settlement to $4500.00
	Created By: Trisha Zamarron (6/5/2018 4:35 PM) ARBS-TZ notes ASM-Kevin Hirapersaud called back stating the C would like $5,000.00. ASM-Kevin Hirapersaud stated he has left the office and was calling from his car. ARBS can call Kevin back in the morning. ARBS-TZ stated ARBS will get back to Kevin tomorrow.
	Created By: Trisha Zamarron (6/5/2018 4:18 PM) ARBS-TZ sent C the settlement letter for $3800.00.
	Created By: Trisha Zamarron (6/5/2018 4:18 PM) ARBS-TZ notes ASM-Kevin Hirapersaud called stating the C is at the dealership and she is wanting to know if she can get the cash settlement. ASM-Kevin H stated the C is at the dealership and has the repurchase letter in hand.
[redacted]	ARBS-TZ is willing to settle with a cash settlement for $3800.00. ASM-Kevin Hirapersaud stated the C stated she will take the cash settlement. ARBS-TZ stated a settlement letter will require a notarized signature.
	Created By: Trisha Zamarron (5/24/2018 4:24 PM) ARBS-TZ updated ASM-Kevin Hirapersaud, that the repurchase letter was sent to the C.
	Created By: Trisha Zamarron (5/24/2018 4:06 PM) ARBS-TZ provided the C with the following repurchase calculations: Down Payment $1,125.33 4@379.92 $1,519.68 7@380.00 $2,660.00 Total Amounts Paid $5,305.01 Less Prior Credit $306.70 Less Sales Tax $1,179.54 Total Deductions $1,486.24

Total Refund $3,818.77

Created By: Trisha Zamarron (5/24/2018 3:51 PM)
ARBS-TZ received the following payoff and attached title, lease contract and payment history:
Hi Trisha:

Below is the payment/payoff information that you requested.

SR# 1[redacted]
Account#[redacted]
Customer[redacted]
Payoff amount is $ 29422.16 good thru 5/31/2018
Payments received 12
Payment amount $379.92
Recent payment received on 4/26/2018 in the amount of $380.00

Copy of Contract, Payment History and Title are attached.

[redacted] **Created By: Trisha Zamarron (5/16/2018 4:04 PM)**
ARBS=TZ left msg with C that ARBS has the necessary documents and will be presenting the repurchase offer as soon as ARBS can. ARBS-TZ apologized for the delay.

Created By: Trisha Zamarron (5/7/2018 11:23 AM)
ARBS-TZ notes requested pictures of the vehicle's exterior and interior and a picture of the registration from SA Kevin.

Created By: Trisha Zamarron (5/7/2018 11:22 AM)
ARBS-TZ notes requested the payment history, payoff, lease contract, title from NMAC.

Created By: Trisha Zamarron (5/7/2018 11:21 AM)
ARBS-TZ called C.
ARBS apologized for not getting in contact with the C sooner. It was ARBS negligence.

C stated no worries.

ARBS-TZ stated NNA is offering to repurchase/replace vehicle under the NY LL
ARBS-TZ verified the vehicle was still at the dealership.
ARBS-TZ asked the C the vehicle was still there, the DTS inspection did find a mechanical concern with the vehicle.

C stated:
He refuses to put his 2 young kids in the vehicle.
The vehicle is not safe.
C would like all his money back.

ARBS-TZ stated if C would like to keep the vehicle there is a cash settlement.

C stated he will not put his children in the car.
C inquired on a repurchase.

ARBS-TZ notes provided the C the process of a repurchase.

Created By: Trisha Zamarron (4/27/2018 9:11 AM)
ARBS-TZ notes taking the case over due to vehicle has been at DLR since February 16th.

Created By: Trisha Zamarron (4/27/2018 9:07 AM)
ARBS-TZ reviewed the following repair history:

08/07/17 @ 1,982 miles[redacted] 1
Concerns:
1. rattling noise when hitting bumps
Actions:
1. applied felt type to door panel as per bulletin

08/24/17 @ 1,985 miles[redacted] 1
Concerns:
1. repair rear bumper and replace reflector
Actions:
1. kobi auto body repaired and painted rear bumper, repair and paint rear texture. replaced reflector (rt)

10/24/17 @ 3,421 miles[redacted] 2
Concerns:
1. c/s veh needed to be jump started
Actions:
1. tested battery and no good, replaced battery

12/07/17 @ 4,010 miles[redacted] 1
Concerns:
1. customer states no power interm
2. customer states head lamp is out.
3. customer states when driving past train tracks the entire vehicle stated to brake to a stop and warning lights flashed on dash board. this happened 3 times and every single time vehicle was going across a train station-track
Actions:
1. replaced brake light switch.
2. replaced right front marker bulb
3. See Line 1

01/13/18 @ 4,105 miles[redacted] 4
Concerns:
1. cust states humming noise when acc
Actions:
1. veh pulled from shop before diag

02/16/18 @ 10,145 miles[redacted] open
Concerns:
1. when driving veh stopped on its own multiple times, randomly, c fees unsafe states children in car and does not feel safe driving

==========
ARBS-TZ notes the following for review:

State: NY
In Service Date 5/31/2017
NMAC lease

CA[redacted] inquiry on VSC

0 Techline cases

DTS Kevin MacKay inspection 3/16/18/no problems found with the vehicle.

has a VSC

Created By: Nicki Barror (4/26/2018 7:58 AM)
DRTS received the RHR. The RHR was assigned to ARBS Trisha Zamarron for review.

✓ **Created By: Amanda Yett (4/25/2018 11:16 AM)**
RCAS-AY received ROs and attached ROs to case.

✓ **Created By: Amanda Yett (4/25/2018 10:50 AM)**
RCAS-AY placed outbound call to DLR.
RCAS-AY spoke with ASM-Kevin Hirapersaud.
RCAS-AY asked how many times has the customer's vehicle been to the dealer/retailer for repairs?
ASM-KH advised 3x.
ASM-KH advised veh has been at DLR since February 16th for FEB concerns.
ASM-KH advised tech has driven veh and been able to duplicate it, codes are coming up.
ASM-KH advised veh came in in December 7th for same issue, put brake light switch in but it did not correct issue.

ASM-KM advised veh was in in October for battery.
RCAS-AY asked what repairs were performed? No repairs for this visit, previous repair for brake lamp switch.
RCAS-AY asked if there are currently any OPEN ROs? Yes, RO 107601
RCAS-AY requested copy of RO
RCAS-AY confirmed that veh is currently at the dealership?
RCAS-AY asked how many days has the vehicle been kept out of service at your dealer for repairs? Since February 16th
RCAS-AY asked if TECH LINE been involved? no
RCAS-AY asked has a Dealer Technical Specialist (DTS) been involved? DTS-Kevin confirmed concern.

Created By: Amanda Yett (4/24/2018 1:53 PM)
IIR - FEB - EST

Created By: Amanda Yett (4/24/2018 1:52 PM)
RCAS-AY placed outbound call to Customer at [redacted] on 4/24/18 at 1:46 PM.
RCAS-AY ADVISED "This call may be recorded for quality and training purposes."

RCAS-AY recapped case.
RCAS-AY advised RCAS-AY understands that C has requested repurchase due to FEB concerns.

C understood.

RCAS-AY advised RHR process can take 10 business days.
RCAS-AY advised RCAS-AY will follow up with C every 3 business days.
RCAS-AY advised review is based on state lemon laws and repair history.
RCAS-AY advised it is not guaranteed that Nissan will be able to repurchase the veh.

C understood.

Why do you want to return the veh to NNA?
C stated the veh is unsafe to drive

Where is the veh currently?
At DLR-Nissan 112

Where was the veh purchased?
✓ Garden City Nissan

Was it purchased new or used?
New

If used, when was the veh purchased?
N/A

Where is the veh serviced?
Nissan 112

Has the veh been taken to multiple Nissan/Infinity dealers?
Garden City Nissan
Massapequa Nissan

RCAS-AY thanked C.
RCAS-AY advised follow up no later than 4/27.
RCAS-AY advised will send email with case number and contact info.

C declined further assistance.

RCAS-AY thanked C for C's time.

Call ended mutually.

Created By: Alex Kang (4/24/2018 7:36 AM)
ARBS transferred case to RCAS for RHR review.

Created By: Alex Kang (4/24/2018 7:35 AM)
ARBS received email from Wendy Rhinehart stating:

Hi Alex. This matter was reviewed and there were no problems 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: Alex Kang (4/23/2018 4:36 PM)
ARBS made outbound call to C at [redacted]

ARBS stated ARBS was informed that the engineering department is still reviewing C case.

C stated that is fine.
C stated can C just request for a buy back on the vehicle.

ARBS stated ARBS will send the case over to the appropriate department for a repurchase or replacement review on C's behalf.

C asked if C qualified.

ARBS stated ARBS doesn't know as it will have to deal with C's state guidelines which ARBS has no information on.

C stated ok.

ARBS stated C will be contacted within 3 business days for this process to get started.

C thanked ARBS.

Call ended mutually.

Created By: Alex Kang (4/23/2018 4:34 PM)
ARBS-AK reviewed case with SR. Planner- Fekado Debeb and was informed if C requested for a buy back go ahead and send it over for review by RCAS.

Created By: Alex Kang (4/23/2018 4:30 PM)
ARBS received email from SR. Planner-Fekado Debeb stating to update C as C is calling into the DLRSHP for an update.

Created By: Alex Kang (4/19/2018 12:34 PM)
ARBS made outbound call to C at [redacted]

ARBS stated ARBS sees that C has contacted Nissan regarding up an update.
ARBS stated as of right now, there is no new update regarding C's case.
ARBs stated ARBS has been speaking with the engineer department regarding C's case.
ARBS stated ARBS was informed that C's case is being reviewed still with the engineering department.
ARBS stated as of right now there is no further information until ARBS hears otherwise.

C stated C is paying for a vehicle that C can't even drive

ARBS stated unfortunately, C did sign a legal binding contract with the lien holder.
ARBS stated C would have to still to pay for the car note.

C stated what there is no assistance from Nissan.

ARBS stated Nissan has provided C with a rental vehicle while the investigation is taken place.

C stated it is a base model and C is paying for a platinum model.
C stated C wants to speak to a supervisor.

ARBS stated ARBS is C's highest point of contact.
ARBS stated again Nissan is reviewing C's concerns.

C stated C is going to the BBB and hire an attorney.
C stated C wants ARBS name and ID number.

ARBS provided name and id number.
ARBS stated if C retains an attorney, then the attorney will need to send in a letter of representation to Nissan.

C stated ok

call ended mutually.

Created By: Alex Kang (4/19/2018 11:07 AM)
ARBS received email from WR stating that PL is still reviewing

Created By: Alex Kang (4/19/2018 11:06 AM)
ARBS emailed WR requesting PL resolution.

Created By: Taylor Willock (4/16/2018 1:40 PM)
SCRR-TW took over call
SCRR-TW introduced SCRR-TWs self
SCRR-TW asked C how SCRR-TW can assist

C Stated C's VEH has been at the DLRSHP for over 2 months
C Stated C called on Saturday 04/14/2018 and was advised C would receive a call back Today 04/16/2018
C Stated C would just like a status on C's case

SCRR-TW explained that C's case is being handled and reviewed by a higher authority department by an incident investigation specialist
SCRR-TW Advised C that C's case does have a follow-up date set for 04/19/2018 which would be Thursday for the specialist in which is handling C's case to follow-up with C

C Stated someone came out and inspected C's VEH in which C is paying for and unable to drive
C Stated C has not had C's VEH for two months

SCRR-TW advised C that SCRR-TW understands C's frustration but cases such as C's do require further review and do take time
SCRR-TW Advised C that moving forward there is a follow-up date set for 04/19/2018 for C to receive follow-up in regards to the case

C Asked SCRR-TW if C should continue driving the loaner VEH or if C's VEH is safe to drive

SCRR-TW Advised C that SCRR-TW would be unable to speak to C's inquiries as SCRR-TW is just seeing the case for the first time today and is not familiar with the case or the VEH as SCRR-TW is not a Nissan Technician
SCRR-TW Advised C that C would need to speak with C's case specialist in regards to C's inquiries

C asked if SCRR-TW can document SCRR-TWs cellphone number

SCRR-TW stated of course
SCRR-TW asked for C's best contact number

C Stated C's best contact cellphone number is [redacted]

SCRR-TW Advised C that C's best contact will be documented and an email will be sent to the specialist handing C's case in regards to follow-up

C understood

SCRR-TW provided C with Name, Agent ID and case number for reference

Call ended mutually
Customer Best contact: [redacted]

Created By: Adam Van Panhuis (4/16/2018 1:34 PM)
CRR-AV VERIFIED Account information including: C's name, home & e-mail address,
phone number & best contact number
CRR-AV CHECKED for previous UNRELATED Case(s) and found: 1
CRR-AV CHECKED previous RELATED Case(s) and found: 0
CRR-AV NOTED concern is: callback

CRR-AV received inbound call from C

C stated C was to receive a call from a specialist today

CRR-Av inquired about problems C called about

C stated C's VEH is having breaking problems

CRR-AV advised C case is still being looked into
CRR-AV advised C email will be sent & case updated

C stated C would like to talk to a supervisor

CRR-AV advised C case is being handled by someone higher than CA

C stated C would still like to talk to a supervisor

CRR-Av requested SCRR-TW for escalation

Created By: Alex Kang (4/16/2018 10:15 AM)
ARBS received email from Wendy Rhinehart stating:

I have asked the engineer for an update. Will provide you with our recommendation as soon as all analysis is complete. Thank you for your email.

Created By: Alex Kang (4/16/2018 8:41 AM)
ARBS emailed Larry Okuneff and Wendy Rhinehart regarding PL resolution.

Created By: Mubah Butt (4/14/2018 1:37 PM)
C provided best contact # [redacted]

Created By: Mubah Butt (4/14/2018 1:35 PM)
CRR-MB < VERIFIED> Account Info including: C's name, home & email address, phone# & best contact#
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: 1
CRR-MB CHECKED previous RELATED Case(s) and found: 0

CRR-Mb received a call from C concerning checking status on case.

C stated that c is calling to check status on case.
C stated that c VEH has been in DLRSHP for 2 months and C is driving a Rental VEH.
C stated that C is paying on VEH but have not received a call back form NNA Corp or DLRSHP.
C stated that C was advised that case has been sent to ARBS.
C stated that C requested for buyback.

CRR-Mb reviewed case notes and advised C that CRR-MB will send email to ABRS to inform that C called today to check status.
CRR-Mb provided C follow up date for Monday.

C understood.

CRR-MB provided ID #.

Call ended mutually.

Created By: Alex Kang (4/6/2018 9:51 AM)
ARBS emailed Larry Okuneff and Wendy Rhinehart regarding PL resolution.

Created By: Alex Kang (4/6/2018 9:49 AM)
ARBS notating DTS has uploaded inspection to FTP on 3/23/18

Created By: Alex Kang (3/22/2018 3:04 PM)
ARBS emailed DTS-Kevin MacKay to see if report will be uploaded to FTP

Created By: Alex Kang (3/15/2018 11:17 AM)
ARBS made outbound call to C at[redacted]

ARBS stated ARBS just reminding C of the DTS inspection.

C thanked ARBS.

ARBS thanked C for C's time.

Call ended mutually.

Created By: Alex Kang (3/2/2018 1:31 PM)
ARBS made outbound call to C at[redacted]
ARBS stated the inspector will be at the DLRSHP on 3/16/18 at 12 pm EST.

C stated that is fine.

ARBS stated ARBS will give C a follow up call.

C thanked ARBS.

ARBS thanked C for C's time.

Call ended mutually.

Created By: Alex Kang (2/27/2018 10:54 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 it happened on the express way.
C stated it clear day.
C stated no one in front of C.
C stated Flat road.
C stated happened around 8am.
[redacted] C stated Sun was in front of C.
C stated the DLRHSP did contact a field rep and is supposed to come out in March some time.
ARBS stated ARBS will get back in contact with C regarding this situation.
ARBS stated ARBS will need to speak to the field rep regarding this and see what time the field rep is scheduled to come to the DLRSHP for inspection.
ARBS stated the whole process regarding the investigation will take 6-8 weeks to complete.
ARBS stated as of right now step one would be to inspect the vehicle.
ARBS stated once ARBS gets more information, ARBS will contact C back.

C thanked ARBS.
ARBS thanked C for C's time.

Call ended mutually.

[redacted] Created By: Alex Kang (2/22/2018 3:36 PM)
**********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********

[redacted] Created By: DeHenry Kidd (2/22/2018 12:23 PM)
C contacted NNA about FEB concerns and repurchase.

Created By: Amanda Yett (2/22/2018 9:31 AM)
C contacted NNA about FEB concerns.

Created By: Amanda Yett (2/22/2018 9:30 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:[redacted]
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 concerns

C stated that veh starts braking on its own.

RCAS-AY began IIR.
RCAS-AY notes C's wife is primary driver of veh.

C stated that it happens frequently with C's wife and with C 2x.
C was unable to provide odometer reading or location of incident.

RCAS-AY tried to probe further but was unsuccessful.

C stated that C does not want veh anymore.
C stated that it happens frequently with C's wife.

RCAS-AY explained RHR process.

✓ Why do you want to return the veh to NNA?
C stated because veh is unsafe to be driven

Where is the veh currently?
At Nissan 112

Where was the veh purchased?
Leased at Garden City Nissan

Was it purchased new or used?
New lease

If used, when was the veh purchased?
n/a

Where is the veh serviced?
Nissan 112

Has the veh been taken to multiple Nissan/Infinity dealers?
Massapequa Nissan

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 the best number to reach you?"

C confirmed.

RCAS-AY thanked C for C's time.

Call ended mutually.

✓

Created By: Amanda Yett (2/20/2018 9:22 AM)
RCAS-AY placed outbound call to C @[redacted]
RCAS-AY left VMX with case number and direct line.
RCAS-AY requested callback.

✓ Created By: Amanda Yett (2/19/2018 3:23 PM)
RCAS-AY notes unable to datanet.

✓ Created By: Amanda Yett (2/19/2018 3:21 PM)
RCAS-AY sent email to FOM-Victor Rosario requesting loaner assistance.

Created By: Amanda Yett (2/19/2018 3:18 PM)
RCAS-AY placed outbound call to DLR.
RCAS-AY spoke with SM-Mo Khan.
✓ SM-MK advised C is requesting a loaner veh and DLR is trying to get a Rogue for C.
SM-Mk advised C's concern has happened multiple times.
SM-MK asked if NNA can authorize loaner veh.
RCAS-AY advised will call FOM and see what can be done.

Created By: Ashley Thompson (2/19/2018 1:03 PM)
CRR-AT VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-AT VERIFIED Veh Info including: VIN#, Current Mileage
CRR-AT CHECKED for open recalls/campaigns and found: 0
CRR-AT CHECKED for previous UNRELATED Case(s) and found: 0
CRR-AT CHECKED previous RELATED Case(s) and found: 0
CRR-AT NOTED concern is: VEH buyback due to VEH stopping concerns.

CRR-AT Received an inbound call from C.

C stated C is calling because the VEH is at the DLR.
C stated C doesn't feel safe with Cs wife and kids in the VEH.
C stated C would like to get out of the VEH because C does not feel safe.
C stated C has had multiple concerns with the VEH stopping while driving.

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

C declined.

CRR-AT informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 2/20/2018 regarding C's concern.

C understood.

CRR-AT provided C with agent ID 7319235 and case number[redacted]
CRR-AT noting C's best contact number is[redacted]

Call ended mutually

Created By: Keenan Magnuson (2/16/2018 9:16 AM)
****** [CASE SUMMARY] ******

CRR-KM closing case as no further assistance can be provided at this time

Created By: Keenan Magnuson (2/16/2018 9:16 AM)
SCRR-KM VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number
SCRR-KM VERIFIED VEH Information including: VIN #, Current Mileage
SCRR-KM CHECKED for open recalls/campaigns and found: 0
SCRR-KM CHECKED for previous UNRELATED Case(s) and found: 0
SCRR-KM CHECKED previous RELATED Case(s) and found: 0
SCRR-KM NOTED concern is: issues with breaks

SCRR-KM received inbound call from C

C stated C's VEH has been experiencing issues with the breaks

C stated that VEH has been breaking unexpectedly while VEH is being driven

C stated that they had VEH in to DLR a month prior for this issue, did not resolve concern

C stated they were nearly in an accident as a result of this 2/16/18

C inquiring how they ought to proceed

SCRR-KM informed C that if they are looking to have VEH repaired, would need to bring VEH in to DLR for diagnosis

SCRR-KM informed C that if they are still having issues after that time, are welcome to contact NNA back for further assistance

SCRR-KM asked C if there was anything else SCRR-KM could assist with.

C declined.

SCRR-KM provided C with agent ID 7319264 and case number[redacted]

C understood

SCRR-KM closing 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]	BRAKES	GEN. BRAKE COMPONENT(S)	MULTIPLE REPAIR ATTEMPTS	03	2/16/2018	YE	AD	121500	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Amanda Yett, 2/22/2018 9:27 AM	2/22/2018

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Case [redacted]

Show Feed

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

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Dakota McGregor
Contact Email	[redacted]	Type	CA
[redacted]	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	4/2/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	2/20/2018 8:58 AM
Social Media Involvement		Date/Time Closed	3/30/2018 8:32 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status	Opted-in	Executive Actions To Resolve	
Case Reopen Count	1		
Description	IIR- FEB- CST		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	MCDAVID NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	13,257	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	3/1/2018
IIR Date		RHR Completed	3/5/2018
IIR	[redacted]	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	1
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22517	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	MCDAVID NISSAN	Data Net	✓
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	2/21/2018
Responsible District	07	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	review

Bluetooth

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

Related Items

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

Contact Name [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date		Home Phone	[redacted] BC
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	Leonardo Montero, 2/20/2018 8:58 AM	Root Cause Code	SCMV
Last Modified By	NNAETL, 12/11/2018 10:55 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	795		
Action Code	NL9T		
What action was taken?	9T Closed - Arbitration		

Agent Comments

Agent Comments	try this number first 7138177952 waiting on IRR team waiting on DTS 3/13/2018 1:00PM
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
3/30/2018 8:32 AM	Michelle Simpson	Changed **Status** from Open to **Closed**.
		Closed.
3/29/2018 3:33 PM	Dakota McGregor	Changed **Follow Up Date** from 3/29/2018 to **4/2/2018**.
3/28/2018 6:50 PM	Dakota McGregor	Changed **Follow Up Date** from 4/2/2018 to **3/29/2018**.
3/19/2018 8:24 AM	Dakota McGregor	Changed **Follow Up Date** from 3/22/2018 to **4/2/2018**.

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Case Comments

New

Case Comments Help

Public	Comment
	Created By: Michelle Simpson (3/30/2018 8:29 AM) Due to Receipt of an Attorney Letter of Representation this case will be closed. New Case number is 30447119. ****DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS CLIENT. IF CLIENT SHOULD CALL, PLEASE REFER CLIENT TO THEIR ATTORNEY.**** File Closed.
	Created By: Trisha Zamarron (3/29/2018 3:25 PM) 02/28/18 @ 13353 miles[redacted] Concerns: Customer states that FEB is malfunctioning and will automatically brake with no vehicles in front of C Actions: no defect found 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: Dakota McGregor (3/29/2018 3:12 PM)** ARBS sent Resolution letter to C via FEDEX ARBS notes FEDEX Tracking Label#7718 7376 5852 ARBS attached letter and label to case
✓	**Created By: Dakota McGregor (3/29/2018 3:05 PM)** ARBS placed outbound to DLR ARBS spoke to SA Homer in charge of Cs case ARBS verified that DLR has not diagnosed or looked for concern for veh will not shut off DLR informed that C is still in rental/loaner DLR verified some info, and ARBS sent updated info to ARBS-TZ for further review
✓	**Created By: Dakota McGregor (3/29/2018 2:27 PM)** ARBS reviewed case with ARBS TZ ARBS TZ needs more info in order to complete review
[redacted]	**Created By: Dakota McGregor (3/29/2018 2:18 PM)** ARBS placed outbound to c[redacted] ARBS verified C had time to speak to ARBS ARBS informed that after a thorough review, Nissan found no defects with the veh ARBS informed that an update is slated for a tentative release in the next 2-3 weeks ARBS informed that update may address Cs concerns with the veh ARBS inquired if C would mind waiting on update in rental/loaner C states no, C states C will wait C inquired about other concerns on the veh C states that Cs veh will not turn off sometimes

C states that advanced technology will just not work or be active
C states that C of course also has concerns with the FEB system
ARBS informed that for the first two concerns , C may have to work with regional department
C mentioned repurchase
C states that RCAS was looking into for C
ARBS inquired if C had received a decision for repurchase
C states no
C states C never received a decision for repurchase request
ARBS informed that would check into this for C then ARBS would get back to C in several business days or another department may contact C back
C understood and agreed
ARBS thanked C
c thanked ARBS
Call ended mutually

Created By: Dakota McGregor (3/28/2018 6:51 PM)
✓ ARBS notes received e-mail from PL-WR informing that there were no defects found with the veh

ARBS attached e-mail to case

Created By: Dakota McGregor (3/21/2018 2:42 PM)
ARBS placed outbound to C[redacted]
ARBS verified C had time to speak to ARBS
ARBS informed that was made aware that C had some concerns with RCTA picking up a pedestrian
C states yes
ARBS explained system maintenance and operation of RCTA per owner's manual page 5-47

"RCTA systems is located near the rear bumper.
Always keep the area near the radar sensors
clean.
The radar sensors may be blocked by temporary
ambient conditions such as splashing water, mist
or fog.
The blocked condition may also be caused by
objects such as ice, frost or dirt obstructing the
radar sensors.
Check for and remove objects obstructing the
area around the radar sensors.
Do not attach stickers (including transparent material),
install accessories or apply additional
paint near the radar sensors."
per owner's manual p. 5-49
"The RCTA system can help alert the driver of an
approaching vehicle when the driver is backing
✓ out of a parking space.
When the shift position is in R (Reverse) and the
vehicle speed is less than approximately 5 mph
(8 km/h), the RCTA system is operational.
If the radar detects an approaching vehicle from
either side"

and owner's manual p.52

"The radar
sensors cannot detect every object such
as:
– Pedestrians"

ARBS also explained that is a driver's aid feature only and is to assist the driver
C states C understands this
ARBS also explained that system as mentioned does have limitations
C understood
C states C still feels like the RCTA and all systems in the veh do not operate correctly all the time
ARBS informed that would have this on file
ARBS informed that Nissan is still reviewing Cs other cocnerns
C understood
ARBS thanked C
c thanked ARBS
Call ended mutually

Created By: Dakota McGregor (3/21/2018 2:37 PM)
✓ ARBS notes that PL-WR informed ARBS that C provided another allegation of the RCTA not picking up pedestrians to DTS

PL requested ARBS explain RCTA system further to C

Created By: Dakota McGregor (3/19/2018 9:33 AM)
ARBS received inbound from C
ARBS inquired how ARBS could assist C
C states that C is checking on update from case
ARBS informed that will be 2-4 weeks from inspection date
C states that C requested an RHR and has never heard the resolution
✓ C states C still wants veh repurchased
ARBS inquired when C would like repurchase review completed
C states after inspection results are available
ARBS understood and agreed
ARBS thanked C
C thanked ARBS
call ended mutually

✓ Created By: Dakota McGregor (3/19/2018 8:19 AM)
ARBS notes per DTS-RM that IIR has been uploaded to FTP

✓ Created By: Dakota McGregor (3/12/2018 10:34 AM)
ARBS sent e-mail to SRPLNR FD informing of DTS-RM's request for callback

Created By: Dakota McGregor (3/9/2018 3:50 PM)
ARBS received inbound from DTS-RM
✓ ARBS confirmed inspection date with DTS-RM
DTS requested callback from SRPLNR FD on 03/12/18 at or after 3PM
ARBS understood and informed would notify SRPLNR

✓ Created By: Dakota McGregor (3/9/2018 3:49 PM)
ARBS received inbound from C
ARBS verified C had time to speak to ARBS
ARBS verified and completed probe

Regarding Cs previous concerns:
C states that a week after purchase of the veh in May, C had gone to the DLR in July because the warning light for the FEB would stay continuously illuminated
C states that has a video of the concern
C was instructed by Nissan DLR to just turn the veh off
C states that service department personnel have changed, so rep is no longer with department that informed C of this

C states that incident has happened twice
C states C was the only person in the veh and was driving the veh
C states there was no accident or injury
C states that brakes automatically braked
C states that the road was completely clear
C states that Cs first time occurred at cherry brook and burke rd and Pasadena then occurred near burke rd
C states that the side warning lights were red and beeped multiple times then went back to normal
C states that there were no vehicles to the side of Cs veh when this occurred
C states that there was no road construction
C states that there were no overhead obstructions including signs overpasses intersection lights
C states that there were no railroad tracks in the area
C states that veh had just over 13 000 miles when this occurred

C states that foot was still on the accelerator, and the veh began to accelerate
C states that C did not pull over
C states that has been to DLR 2X for incident without any repair to resolve concerns

ARBS informed that would like to inspect the veh
ARBS explained inspection process and offered to C
ARBS informed that would be 2-4 weeks after inspection before resolution would be available
C understood
ARBS informed that inspection date would be on 03/15 at 10AM
C understood and agreed
C inquired if C needs to be in attendance
ARBS informed C that C needs to bring video of incident to show DTS, but may not be required for entire several hour inspection
C understood and agreed
C states C is in a rental/loaner veh from DLR
ARBS informed that rental/loaner would be continued to be provided until review is completed
C understood
ARBS offered further assistance
C declined
Call ended mutually

Created By: Dakota McGregor (3/9/2018 10:46 AM)
[redacted] aRBS placed outbound to C
✓ ARBS spoke to [redacted]
[redacted] informed that is a bad time, and C would call ARBS back at 2PM
ARBS provided best contact info
Call ended mutally

Created By: Dakota McGregor (3/9/2018 10:40 AM)
✓ ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE
****

Created By: Dakota McGregor (3/9/2018 10:35 AM)
ARBS placed outbound to DTS-RM
ARBS inquired if DTS could perform IIR on 03/13/18 at 1PM
DTS informed would check then would let ARBS know
✓ ARBS informed if not please provide alternative dates
ARBS reviewed case with DTS

ARBS received callback from DTS-RM
DTS informed that can conduct the IIR on 03/15/18 at 10AM

Created By: Samantha Dixon (3/8/2018 3:21 PM)
emergency braking system has caused VEH to stop multiple times: under engineering review

Created By: Zachary Adams (3/8/2018 2:06 PM)
RCAS-Zachary Adams PLACED outbound call to C's spouse [redacted]

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

RCAS confirmed and booked DTS appointment for C 03/13/2018 at 1:00PM.

✓ RCAS stated would like to take a few minutes and ask C a few questions.

RCAS asked IRR questions
RCAS stated Thank you for the information. A Nissan representative will call you within 3 business days after the representative receives the case. Please allow for a minimum of 30 minutes during that call so the representative may best understand the whole situation. Is [redacted] the best number to reach you?

C stated yes.

Call ended mutually.

Created By: Zachary Adams (3/8/2018 10:16 AM)
✓ RCAS-Zachary Adams placed outbound call to MCDAVID NISSAN@8082147296 and asked to speak with SD-Steve Pixley.
RCAS stated will send DTS next and DLR to be on look out.
Call ended mutually.

Created By: Trisha Zamarron (3/7/2018 10:26 AM)
ARBS-TZ provided TL LH a FYI that ARBS would be requesting an IIR be started from RCAS ZA.

Created By: Trisha Zamarron (3/7/2018 10:25 AM)
ARBS-TZ requests RCAS ZA start IIR process sop 2.13

Created By: Trisha Zamarron (3/7/2018 9:35 AM)
ARBS-TZ reviewed the codes and the concerns with Sr. Planner FD.

Sr. Planner FD did confirm the codes are under investigation with a possible update by the end of March.
Sr. Planner FD recommends IIR be conducted, DTS would be recommended to meet with C to provide information on the system.

Created By: Trisha Zamarron (3/7/2018 8:03 AM)
ARBS-TZ reviewed the following repair history:

1/31/2018 @ 12,863 miles RO#[redacted] 14 days down
Concerns:
1. c/s front crash sensor appears to be acting up. crash sensor light stays illuminated. vehicle has randomly stopped while customer is driving
Actions:
1. cleaned lane camera sensor and connector, cleaned left side radar and connector. test drove vehicle. cleared past codes (u1500, cla16-97, clb55-97).

02/15/2018 @ 13,353 miles[redacted] open

==========
ARBS-TZ notes the following for review:
State: TX
In Service Date 5/13/2017
Retail Sale
0 previous CA cases
1 techline[redacted]
0 DTS inspection

has a VSC

techline notes:
past codes u1500, cla16-97, clb55-97
vehicle slowed down and stopped on by itself once after she made a left turn. she restarted vehicle and it works normal then. no trouble code found -no current nor past code codes. vehicle drives normal.

Created By: Zachary Adams (3/6/2018 1:14 PM) | Last Modified By: Zachary Adams (3/6/2018 1:14 PM)
RCAS-Zachary Adams PLACED outbound call to C's spouse[redacted]

✓ RCAS ADVISED "This call may be recorded for quality and training purposes."
RCAS explained RHR still under review and next follow up 03/09/2018.
C stated ok and please call 7138177952 on Friday as C will not be available at the[redacted] on that day.
Call ended mutually.

✓ **Created By: Zachary Adams (3/6/2018 1:10 PM)**
RCAS-Zachary Adams placed outbound call to Mcdavid Nissan@8082147296 and left VMX for SD-Steve Pixley with request for call back.

Created By: Zachary Adams (3/5/2018 9:35 AM)
RCAS-Zachary Adams placed outbound call to DTS-Rafael Mariduena@[redacted]
✓ DTS- Rafael Mariduena stated cannot conduct any repairs if under engineering review.
DTS agreed with RCAS that DTS inspection would not add much value and if C had to wait for inspection and still no repair released could further frustrated customer.
RCAS requested DTS communicate with SD-Steve Pixley and confirm no DTS inspection and what DTS might advised SD to say to customer on this particular case.
Call ended mutually.

✓ **Created By: Zachary Adams (3/5/2018 9:34 AM)**
please disregard previous note.

✓

Created By: Zachary Adams (3/5/2018 9:33 AM)
RCAS-Zachary Adams placed outbound call to Rafael Mariduena@[redacted] and asked to speak with SM-Shawn Hamilton.
DTS- Rafael Mariduena stated cannot conduct any repairs if under engineering review.
DTS agreed with RCAS that DTS inspection would not add much value and if C had to wait for inspection and still no repair released could further frustrated customer.
RCAS requested DTS communicate with SD-Steve Pixley and confirm no DTS inspection and what DTS might advised SD to say to customer on this particular case.
Call ended mutually.

Created By: Nicki Barror (3/5/2018 9:27 AM)
DRTS received the RHR. The RHR was assigned to ARBS Trisha Zamarron for review.

✓ Created By: Zachary Adams (3/5/2018 9:18 AM)
RCAS notes reviewed case with CATS-Jeff Wyatt.

Created By: Zachary Adams (3/5/2018 9:16 AM)
RCAS placed outbound call to Mcdavid Nissan @[redacted] and spoke with SD-Steve Pixley.

RCAS asked the following questions and received the following answers:

•How many times has the customer's vehicle been to the dealer/retailer for repairs? 2.
•What repairs were performed? SD stated DLR cleaned ADAS control unit 2 and connector lane camera sensor and connector.
•Are there currently any OPEN ROs? SD stated current RO[redacted] was opened on 02/15/2018 with 13,353 miles.
•Is the vehicle currently at the dealership? Yes.
•How many days has the vehicle been kept out of service at your dealer for repairs? 32.
•Has the on-site CA Technical Specialist (CATS) been involved? RCAS confirmed Yes.
✓ •Has TECH LINE been involved? Yes.
•Has a Dealer Technical Specialist (DTS) been involved? No, RCAS requested both SD and RCAS call DTS today to get opinion from DTS if DTS request would add any value to this specific "under engineering review" case.

RCAS asked why RO[redacted] was open 5 days or longer.
SD stated lots of test driving for customer satisfaction by DLR but never able to duplicate and Techline case opened and cleaned sensors and connectors.

RCAS asked why RO[redacted] was open 5 days or longer.
SD test drove again extensively for 58 miles but unable to duplicate still and C currently in rental VEH.

RCAS requested email of 2 RO's discussed.

Call ended mutually.

Created By: Zachary Adams (3/5/2018 8:49 AM)
✓ RCAS notes emailed back and copied FOM-Nancy Davis and TL-Lesley Howard:
Concern under engineering review. C referred to work with DLR until repair released. RCAS conducting RHR. Alternate transportation at choice of DLR. DTS would not add value as concern under review.

Created By: Zachary Adams (3/5/2018 8:47 AM)
RCAS notes email from SD-Steve Pixley: what should dealer do about alternate transportation since concern is safety concern.

Created By: Zachary Adams (3/1/2018 1:13 PM)
RCAS-Zachary Adams PLACED outbound call to C's spouse[redacted]

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

C stated does not feel safe in VEH.

RCAS asked if C was seeking RHR and explained review not guarantee of repurchase or replacement but review.
RCAS explained repair history of VEH was part of criteria taken in to consideration of review.
RCAS explained RHR was about a 10 business day review process.
C stated yes that was what C was seeking.

Why do you want to return the vehicle to Nissan North America?
C stated: because C does not feel safe.
Where is the vehicle currently?
C stated: Mcdavid Nissan.
Are you currently in a rental vehicle?
C stated: Yes.
✓ Where was the vehicle purchased?
C stated: Robbins Nissan.
Was the vehicle purchased new or used?
C stated: New
If used, when was the vehicle purchased?
C stated: N/A
Where is the vehicle serviced?
C stated: Mcdavid Nissan.
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers.
C stated: No.

Are you aware of any aftermarket upgrades that have been made to your VEH like a car alarm or remote start system:
C stated: no.

Do you connect, pair or plug anything into your VEH like a phone charger, mobile device, etc. and have noticed any connection with the VEH concern and the device.
C stated: Phone Charger through 12 volt.

RCAS set follow up 03/06/2018
Call ended mutually.

✓ Created By: Zachary Adams (3/1/2018 11:59 AM)
RCAS notes VMX from C[redacted] requesting call back at same number.

Created By: Zachary Adams (3/1/2018 9:54 AM)
*** [Added after the case is closed.] ***
RCAS notes inbound call from SA-Homer Rigas.

SA stated C brought VEH in after almost getting in collision and crash sensors never went off.
✓ SA stated C stated VEH ran red light in front of C and crash sensor indicator never went off and C almost t-boned.

SA stated C stated feels unsafe so DLR has C in 24 hour rental.

SA stated will advise C to call back in to RCAS.

Call ended mutually.

Created By: Zachary Adams (2/22/2018 1:10 PM)
*** [Added after the case is closed.] ***
RCAS-Zachary Adams PLACED outbound call to C's spouse[redacted]

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

RCAS explained already spoke with C's spouse.

RCAS apologized for concern.
RCAS explained had communicated with DLR and concern is currently under engineering review.
✓ C stated Nissan responsible with VEH causes accident or injury in future?
RCAS apologized for concern and advised could not speak hypothetically.

RCAS encouraged C to work with DLR until repair released.

RCAS asked if C had further questions.
C stated no.

C used profanity.

Call ended mutually.

✓

Created By: Zachary Adams (2/22/2018 1:00 PM)
*** [Added after the case is closed.] ***
RCAS notes VMX from C's spouse [redacted] on 2/22/2018 12:51 PM apologizing for missing RCAS call and requesting call back at same number.

Created By: Zachary Adams (2/22/2018 10:22 AM)
RCAS is closing Case as no further assistance can be offered at this time.

CASE SUMMARY
✓ C contacted Nissan CA requesting assistance with product critic: emergency brake assist caused VEH to stop multiple times.

STATEMENT OF DECISION
RCAS advised C the Case has been thoroughly reviewed and C's concern would be documented and C to work with DLR service for repair to be released in future.

RCAS reviewed Case with SA-Homer Rigas.

Created By: Zachary Adams (2/22/2018 10:17 AM)
RCAS-Zachary Adams PLACED outbound call to C @[redacted] and confirmed as best contact number.
RCAS verified C's name.
RCAS VERIFIED now was a good time to discuss C's case with Nissan.
C stated yes.

RCAS asked would you like to be opted in to texting and that fees and data rates may apply.
C stated yes.
RCAS asked what number C would like on file for texting.
C stated [redacted]

RCAS stated wanted to take a minute at the beginning of the call to introduce RCAS self, explain RCAS role within Nissan, and purpose for contacting C today.

RCAS stated: RCAS is a Regional Consumer Affairs Specialist for Nissan.
RCAS stated: RCAS will be C's primary point of contact.
RCAS stated: RCAS purpose is to serve C by assisting with concern to the best of RCAS ability.

C stated ok.

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

RCAS asked could you please state your home & email address for security purposes.
RCAS notes C verified home & email address.

RCAS asked year and model of VEH: C stated 2017 Rogue
RCAS VERIFIED VEH Info including: Current Mileage: 13,257
RCAS VERIFIED if VEH was purchased preowned and asked initial mileage: new
RCAS CHECKED for open recalls/campaigns and found: 0
✓ RCAS CHECKED for previous UNRELATED Case(s) and found: 0
RCAS CHECKED previous RELATED Case(s) and found: [redacted]

RCAS asked C to elaborate on C's concern and what C was seeking from NNA.
C stated VEH will randomly start with the assisted emergency braking feature sometimes.
RCAS Apologized and empathized with C.

RCAS asked name of DLR.
C stated MCDAVID NISSAN.

RCAS asked how long concern had been occurring.
C stated since February, 2018.

RCAS asked what C was seeking from Nissan.
C stated VEH repaired.

RCAS apologized for concern.
RCAS explained had communicated with DLR and concern is currently under engineering review.
C stated Nissan responsible with VEH causes accident or injury in future?
RCAS apologized for concern and advised could not speak hypothetically.

RCAS encouraged C to work with DLR until repair released.

RCAS asked if C had further questions.
C stated no.

RCAS offered C with Case #[redacted] and RCAS-ZA's direct line: [redacted]
C stated spouse already had from VMX.
RCAS stated if C has any need for further assistance not to hesitate in calling RCAS.

C stated ok.
Call ended mutually.

✓ Created By: Zachary Adams (2/22/2018 10:03 AM)
RCAS placed outbound call to C @[redacted] and notes unable to leave VMX due to: continuous ringing.

✓ Created By: Zachary Adams (2/22/2018 10:01 AM)
RCAS placed outbound call to C[redacted] and left VMX with case number, direct line and request for call back.

✓ Created By: Zachary Adams (2/22/2018 9:58 AM)
RCAS notes VMX from C[redacted] @[redacted] requesting call back @[redacted]

Created By: Ellie Watkinson (2/21/2018 4:39 PM)
****** [CASE SUMMARY] ******
C called in to request assistance from NNA case follow-up
CRR-EW emailed RCAS agent
CRR-EW exciting case

Created By: Ellie Watkinson (2/21/2018 4:39 PM)
CRR-EW VERIFIED Account information including: C's name, home & e-mail address,
phone number & best contact number
CRR-EWVERIFIED VEH Information including: VIN #, Current Mileage,
CRR-EWCHECKED for open recalls/campaigns and found: none
CRR-EWCHECKED for previous UNRELATED Case(s) and found: none
CRR-EWCHECKED previous RELATED Case(s) and found: none
CRR-EWNOTED concern is: case follow-up

CRR-EW received inbound call from C

C stated C is calling in for information for the case follow-up

CRR-EW informed C that RCAS agent attempted to contact C and left VMX
CRR-EW offered to try to transfer C to RCAS agent

C agreed

CRR-EW contacted RCAS agent and got VMX
CRR-EW informed C that RCAS agent is unavailable and informed C that an email requesting a follow-up will be sent
CRR-EW informed C that there is a follow-up booked for 2.22.2018

C understood

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

C declined.

CRR-EW thanked C for calling NNA

call ended mutually

✓ **Created By: Zachary Adams (2/21/2018 4:26 PM)**
RCAS placed outbound call to C[redacted] and left VMX with case number, direct line and request for call back.

Created By: Zachary Adams (2/21/2018 4:23 PM)
RCAS-Zachary Adams PLACED outbound call to MCDAVID NISSAN[redacted] and spoke with SA-Homer Rigas.
SA stated impact was flashing.
✓ SA sated C was making a turn and warning light went red and stopped VEH.
SA stated there were past codes on VEH so DLR Tech followed proper procedure of cleaning and resetting sensors.
SA stated C brought back a few days later and Techline case started: concern under engineering review.
Call ended mutually.

✓ **Created By: Zachary Adams (2/21/2018 8:03 AM)**
RCAS notes datanet.

Created By: Leonardo Montero (2/20/2018 9:11 AM)
****** [CASE SUMMARY] ******
[redacted] C contacted CA with: VEH damaged with Crash radar system

CRR-LM sending case to RCAS because DLR is unable to diagnosed VEH

Created By: Leonardo Montero (2/20/2018 9:09 AM)
CRR-LM VERIFIED Account information including: C's name, home & e-mail address,
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: 1[redacted]
CRR-LM NOTED concern is: VEH damaged with Crash radar system

CRR-LM received inbound call from C.
CRR-LM noting that C is Cs wife

C stated that VEH radar system stopped VEH suddenly
C stated that warning light of sensor crash flashes or got on
C stated that went to service DLR MCDAVID NISSAN, Houston TX on 02/02/2018
C stated that talked to SA Omar
C stated that DLR clean and reset the system and sent C home
C stated that VEH stopped again with the same issue
[redacted] C stated that went over again on 02/13/2018 to DLR but DLR cannot fixed the problem
C stated that LR create a case #[redacted] on Tech line
C stated that DLR suggest C to call NNACA to file a case
C stated that do not feel safe in VEH
C stated that has kids and VEH stop randomly
C stated that want Nissan to make VEH don't stop
C stated that someone can get killed with this issue

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 02/21/2018 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]

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	2/22/2018	YX	AD	328000	OA
	[redacted]	NISSAN PRODUCT INQUIRIES	ROGUE	CRITICISM	QF	2/22/2018	ZH	AZ	270500	OF

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Zachary Adams, 3/8/2018 2:08 PM	3/8/2018

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Case [redacted]

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Case History [5+] | Case Comments [16] | Case Categorizations [1] | Forms [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted]ancy Gomez
Contact Email	[redacted]	Type	C
[redacted]	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	3/2/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	2/20/2018 12:20 PM
Social Media Involvement		Date/Time Closed	3/1/2018 1:24 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Hamilton	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description			

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	3,100	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	0	RHR Started	2/22/2018
IIR Date		RHR Completed	2/23/2018
IIR		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN8AT2MT1HW[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	BILL SEIDLE'S NISSAN	Data Net	
Case Servicing Dealer Region	Southeast 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	$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: JN8AT2MT1H[redacted]	Root Cause	
Created By	Nancy Gomez, 2/20/2018 12:20 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/11/2018 10:56 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	824		
Action Code	NT6A		
What action was taken?	6A Vehicle Performs Normally		

Agent Comments

Agent Comments	RHR - Hacer la denial
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
3/1/2018 1:24 PM	Nancy Gomez	Changed **Status** from Open to **Closed**.
		Closed.
2/28/2018 1:24 PM	Nancy Gomez	Changed **Follow Up** Date from 2/28/2018 to **3/2/2018**.
2/27/2018 11:06 AM	Nancy Gomez	Changed **Follow Up** Date from 2/27/2018 to **2/28/2018**.
2/23/2018 3:36 PM	Nicki Barror	Changed **DRT Support Status** from Pending to **DRT Assigned**.

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Case Comments

New

Case Comments Help

Public	Comment
	Created By: Nancy Gomez (3/1/2018 1:23 PM) **********CASE SUMMARY********** C contacted Nissan CA requesting a buyback or replacement for C's VEH **********STATEMENT OF DECISION********** SPARCAS-NG -advised C the Case has been thoroughly reviewed and Nissan is not in the position to offer assistance at this time, as NNA is not in a position to repurchase the vehicle at this time, NNA will continue to honor the terms and conditions of all applicable warranties. SPARCAS-NG is closing Case, as no further assistance can be offered at this time
	Created By: Nancy Gomez (3/1/2018 1:22 PM) SPARCAS-NG received confirmation that the denial letter was sent
	Created By: Nancy Gomez (3/1/2018 9:19 AM) SPARCAS-NG submitted the denial letter manually
	Created By: Nancy Gomez (2/28/2018 1:24 PM) SPARCAS-NG submitted the denial letter correspondence request
	Created By: Nancy Gomez (2/28/2018 12:08 PM) SPARCAS-NG sent the email with the website advised by Tech dept.
	Created By: Nancy Gomez (2/28/2018 11:45 AM) SPARCAS-NG made an outbound call to C. [redacted] SPARCAS-NG asked C if the info keeps the same C confirmed SPARCAS-NG stated that call may be recorded for training and quality purposes SPARCAS-NG informed C that otes 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 SPARCAS-NG explained C that if is not satisfied with the resolution can contact the BBB SPARCAS-NG informed C that will send the letter with this notification C stated that is a defect manufacture and the VEH has not being repaired because comes with that defect C stated that the VEH could not be repaired and C is paying for something that is not working properly because has a manufacture defect. C stated that was advised disconecting a part on the VEH each time that goes into the ramp. SPARCAS-NG explained C that technical hub recommended a video and C didn't want to get the video. C stated that c wanted the video SPARCAs-NG explained that will send the letter to C Call ended mutually
	Created By: Nancy Gomez (2/27/2018 11:06 AM) SPARCAS-NG made an outbound call to C, Ivan Diaz at 754-2525546

SPARCAS-NG left a VMX stating that would like to talk about C's case
SPARCAS-NG provided phone number

Created By: Trisha Zamarron (2/26/2018 11:43 AM)
ARBS-TZ notes no duplication of concern, no recommended repair.

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: Trisha Zamarron (2/26/2018 11:42 AM)
ARBS-TZ reviewed the following repair history:

07/14/17 @ 10 miles [redacted] PDI

02/19/18 @ 3,750 miles [redacted] 2 days
Concerns:
1. Brakes activate sometimes getting into the parking garage that is in a building
Actions:
1. No problem found

==========
ARBS-TZ notes the following for review:
State: FL
In Service Date 11/30/2017
NMAC lease

0 previous cases
0 techline cases
0 DTS inspection

has a basic maintenance

2 days out of servcie

Created By: Nicki Barror (2/23/2018 3:35 PM)
DRTS received the RHR. The RHR was assigned to ARBS Trisha Zamarron for review.

Created By: Nancy Gomez (2/23/2018 3:12 PM)
SPARCAS-NG is submitting the RHR for review
SPARCAS-NG is noting that the VEH is not at DLR and the VEH doesn't have any open RO confirmed by SA-Deborah at DLR

Created By: Nancy Gomez (2/23/2018 1:51 PM)
SPARCAS-NG made an outbound call to DLR and talked with SA-Leticia
SPARCAS-NG asked if the VEH is at DLR

Leticia confirmed that VEH is at DLR
SPARCAS-NG asked for the open RO
leticia went to look for an available SA and after few minutes informed that the SA are busy but leticia is going to help, put on hold SPARCAS-NG
Leticia asked for the fax number and offered sending the RO

SA-Deborah was on the phone and confirmed that is any RO on that VEH
SA-DE explained that the VEH was picked up on Feb 20

SPARCAS-NG thanked for the info
Call ended mutually

Created By: Nancy Gomez (2/22/2018 5:08 PM)
SPARCAS-NG made an outbound call to C, Ivan Diaz
SPARCAS-NG informed that call may be recorded for training and quality purposes
SPARCAS-NG informed that the TEch hub explained that the forward Emergency Braking System is detecting the small ramp that the vehicle is traveling up, because it thinks it is a vehicle ahead.
SPARCAS-NG explained that NNA would recommend to turn the Forward Emergency Braking System off before attempting to travel up this ramp.
NNA would not recommend having the feature disconnected by the DLR.

C stated that feels upset because C has to disconnect the sensors 2 times a day
C stated that is paying $600 per this VEH for having a this disconfort
C stated that goes 2 times to C's house on the day and can't be possible that C's VEH is having that concern
C stated that would like a replacement of C's VEH

SPARCAS-NG apologized for C's experience
SPARCAS-NG did the following questions:

• Why do you want to return the vehicle to Nissan North America?. C stated that the VEH is having a concern that is causing a stress because C can have an accident and other VEH can hit behind C's VEH. C stated that doesn't want to be deactivating EBS because has to go to C's home 2 times per day. C stated that bought a VEH with a special characteristic and doesn't want to be deactivating this part. C stated that the VEH is having this concern after 8 days that C bought the VEH.
• Where is the vehicle currently? Home
• Are you currently in a rental vehicle? No
• Where was the vehicle purchased? Bill's Seidless Nissan
• Was the vehicle purchased new or used? New
• Where is the vehicle serviced? Bill's Seidless Nissan

SPARCAS-NG explained that will work on C's case and it is going to take 10 BD
SPARCAS-NG informed C that the decision is based on VEH's number of repairs, days down and State's laws
SPARCAS-NG offered C a follow up call in 3 BD

C understood and thanked
SPARCAS-NG provided C's case, agent name and phone number
SPARCAS-NG branded the call

Created By: Nancy Gomez (2/22/2018 4:55 PM)
SPARCsa-NG received an email from Tech Hub explaining :

It sounds as if the Forward Emergency Braking System is detecting the small ramp that the vehicle is traveling up, because it thinks it is a vehicle ahead.
Currently, Nissan would recommend to turn the Forward Emergency Braking System off before attempting to travel up this ramp.
NNA would not recommend having the feature disconnected by the DLR.
This on line video that can be shared with the customer shows how the driver can disable the feature when desired.
https://www.nissanquickguide.com/#/guide/2017/rogue/all-topics/topic/3593

Also, if C is able to travel more slowly up this ramp, such as below 3 MPH, the feature should not operate

Created By: Nancy Gomez (2/21/2018 1:05 PM)
SPARCAS-NG sent an email to Tech Hub asking about C's concern

Created By: Nancy Gomez (2/20/2018 12:33 PM)
SPARCAS-NG received an IC from C, Ivan Diaz
SPARCAS-NG- verified C's name, home & email address, phone#
SPARCAS-NG- Checked for open recalls/campaigns and found: 0
SPARCAS-NG- Checked for previous UNRELATED Case(s) and found: 0
SPARCAS-NG- Checked previous RELATED Case(s) and found: 0
Best contact number [redacted]
Mileage 3500

C stated that has a lease from 2 months ago
C stated that the VEH is having a concern whit the brakes sensor
C stated that took the VEH to DLR
C stated that when C is going up in a ramp that C has at home the VEH brakes suddenly
C stated that this morning picked up the VEH and DLR didn't find nothing
C stated that after C left the DLR, the SA contacted C back and informed that NNA ia having a concern with that kind of VEH's and this person offered to deactive the sensor for the brakes while NNA provides a solution for this concern.
C stated that this person offered deactivating the sensor for the automatic brakes
C stated that DLR explained that this kind or VEH is having a recall for repair and while NNA finds the solution the DLR can deactivate this sensor
C stated that bought a VEH with this specific characteristic and doesn't want that as a solution

SPARCAS-NG apologized for C's experience
SPARCAS-NG offered working on C's case an offered a call back in 3 BD

SPARCAS-NG explained that will send an email to SM and other to Tech dept to get info in regards C's concern.

C understood & agreed
SPARCAS-NG- provided C with case#, name, agent ID & fax # if necessary
SPARCAS-NG- branded the call
Call ended mutually

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
	[redacted]	BRAKES	GEN. BRAKE COMPONENT (S)	POOR OR IMPROPER OPERATION	03	2/23/2018	YX	AD	121500	OA

Forms

Forms Help

No records to display

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Case [redacted]

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Case History [5+] | Case Comments [7] | Case Categorizations [1] | Forms [1]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	Janelle Cantrall
Contact Email	[redacted]	Type	CA
[redacted]	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	5/1/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	2/21/2018 8:55 AM
Social Media Involvement	✓	Date/Time Closed	5/10/2018 7:21 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 2 repair attempts and 78 days down for Forward Emergency Braking inoperable.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	Smithtown Nissan
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	Smithtown Nissan
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	370	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	4/17/2018
IIR Date		RHR Completed	4/17/2018
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

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

Dealer Detail

Case Servicing Dealer	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	$34,997.93	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: JN8AT2MV9J[redacted]	Root Cause	
Created By	Amaka Okafor, 2/21/2018 8:55 AM	Root Cause Code	SCSV
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	754		
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
5/10/2018 7:21 AM	Janelle Cantrall	Changed **Status** from Open to **Closed**.
		Closed.
5/1/2018 9:47 AM	Janelle Cantrall	Changed **Follow Up Date** from 4/27/2018 to **5/1/2018**.
		Changed **Description**.
4/24/2018 8:28 AM	Samantha Dixon	Changed **Case Owner** from Samantha Dixon to **Janelle Cantrall**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Janelle Cantrall (5/10/2018 7:21 AM) Arbs closing Case
	**********SUMMARY********** REPURCHASE RE: 2 repair attempts and 78 days down for Forward Emergency Braking inoperable. STATE - NY NMAC LEASE 2018 Nissan Rogue CASE Origination: RHR
	Created By: Janelle Cantrall (5/7/2018 7:06 AM) Surrender Scheduled for 5.10.18 9AM (Thursday)
	Created By: Janelle Cantrall (5/2/2018 2:09 PM) Sent Checks to Morley M# 282013 FEDEX ~[redacted]
	Created By: Janelle Cantrall (5/1/2018 4:05 PM) Check Request approved
	Created By: Janelle Cantrall (5/1/2018 10:05 AM) Submitted Check Request for Consumer Affairs Voluntary Repurchase due to 2 repair attempts and 78 days down for Forward Emergency Braking inoperable. C ~ $320.51 NMAC LEASE ~ $34,677.42 good thru 5/23/2018 TOTAL ~ $34,997.93 2018 Nissan Rogue STATE - NY NO usage/ miles under 12K Arbs asked to take case over from IIR - Sam D. for buyback by SR. DRT. Planner - SG Dealer Nor DTS duplicated Concerns for FEB, but is an issue under investigation arbs Approved by Sr. Planner SG to waive PRIOR Lease Balance $1,073.00 (FOR Early Term. Of Prior Lease for VIN ~ 5N1AR2MM9FC[redacted])
	Created By: Janelle Cantrall (5/1/2018 9:47 AM) IIR - FEB - EST
	Created By: Janelle Cantrall (5/1/2018 9:41 AM) Rec'd Signed Revised Repurchase Agreement from C VIA FAX

arbs placed call to C CELL[redacted] confirming with C that arbs rec'd the Signed agreement and C will rec'd a call from a MORLEY Agent around A WEEK from now to schedule the Surrender.

C thanks arbs for the CALL

Created By: Janelle Cantrall (4/30/2018 3:10 PM)
Con't Conversation with C
c/s C did not remember
arbs apologized again and stated to C that Since NNA is paying off C lease, the taxes are figured in with the payoff, and that is why the Deduction for the NY taxes are on the repurchase agreement.
C then asked how much longer does c have to wait to get rid of the car and have C payoff made?
arbs advised As soon as C sends arbs the signed repurchase agreement C will have about 2 weeks left
arbs explained IN DETAIL the Morley surrender process
C understood and said C will send the signed rep. agreement tomorrow after C wife looks at the rep. agreement tonight.
arbs thanked C and the call ended mutually.

Created By: Janelle Cantrall (4/30/2018 3:07 PM)
Rec'd VXM from C asking arbs to call C back on C CELL[redacted]
arbs returned C call
arbs spoke with C
C asked arbs why is C only getting back 320.51?
Arbs Expl. the calculations
c/s C was getting back more before the revision
arbs stated No. the first rep. Agreement C would have to pay and now Since Arbs has Waived the Lease termination fee C will get a refund of $320.51
C stated C is confused
Arbs expl. the Math
C stated why does C have to apply of Taxes?
arbs stated per NY LL the mfg. does not refund the taxes and arbs sent C the NY Tax Form where C can retain the refund
C became upset and stated C is so tired of Nissan Screwing c over
arbs apologized to C and advised C that arbs has been trying to help C
C asked arbs to let C finish speaking and not to talk over c
arbs apologized
C said C was lied to by the dealer and now arbs isn't giving C the $ back C is due
arbs tried explaining to C the FIRST Rep. Agreement showing C would owe at surrnder and the revised Rep. Agreement shows C would get a refund
c stated it is how arbs worded it
Arbs advised C that the first Rep. Agreement says in 2 places that C would OWE at surrender and Arbs wasn't trying to be deceitful
C stated arbs should have used RED numbers so C would have understood better

C/s Black Numbers means positive and red numbers means negatieve
Arbs said ok sorry that C did not undertand but arbs does not have any other Way to provided any additionbal informaotion
arbs reminded C that in the first Convernsation arbs had with C arbs explained the NY taxes
C/S

Created By: Janelle Cantrall (4/30/2018 2:12 PM)
Sent C Revised Repurchase Agreement:

April 30, 2018

[redacted]
Centereach, NY[redacted]

RE: 2018 Nissan Rogue / JN8AT2MV9JW[redacted]

Dear Mr. &[redacted]

Thank you for allowing Nissan the opportunity to review this matter. Based on the repair history of your vehicle, Nissan would like to voluntarily repurchase the above referenced vehicle under the terms of the New York Lemon Law.

Based on the information above and the documents we have received, the refund calculations are as follows:

(+)Cash Down: $636.94
(+)Payments (3X$479.44): $1,438.32
Total Purchase Price: $2,075.26
Less Mileage Usage Fee: (N/A) -$0.00
Less NY Taxes: -$1,754.75
Total Deductions: $1,754.75
Due to Mr. &[redacted] $320.51

We anticipate completing the repurchase within 2 to 4 weeks from the time of your acceptance. An agent from Morley VSPC, our third-party vendor, will contact you to schedule the vehicle surrender. Once the vehicle has been successfully surrendered, Morley VSPC will provide your check in the amount of $320.51 and pay off the lienholder.

It is also important to note Morley VSPC will be instructed by NNA to do the following:

Created By: Janelle Cantrall (4/30/2018 2:04 PM)
Rec'd Updated Payoff with History of pymts.

SR# 1[redacted]
Account#:[redacted]
Customer:[redacted]
Payoff amount is $ 34677.42 good thru 5/23/2018 (Good thru date stayed the same)
Payments received 4
Payment amount $479.44
Recent payment received on 4/24/2018 in the amount of $479.44

Payment History is attached.

Created By: Janelle Cantrall (4/30/2018 8:13 AM)
Sent e-mail to NMAC - PH Asking for new payoff and history of pymts.

Created By: Janelle Cantrall (4/30/2018 8:13 AM)
Placed call to C[redacted] / arbs spoke with C / arbs advised C that arbs spoke to arbs supervisor and advised that Due to the problems C has been through with the Dealer arbs was given approval to WAIVE the PRIOR Lease fee charged to C
C said thank you and stated the SM- Tom Sweeney is a Nightmare to work with and Cursed the C and said some really harsh things to c. Arbs apologized to C for what C has been through and let C know arbs will send C the revised Repurchase agreement. C thanked arbs again and Let arbs know C has made another payment on C lease.

arbs let C know arbs will obtain a NEW PAYOFF from NMAC and then send C the revised Repurchase agreement.

C thanked arbs again and said To tell Arbs Supervisor THANK YOU!

Created By: Janelle Cantrall (4/30/2018 8:06 AM)
arbs spoke to Sr. Planner - SG about the Fees / lease termination fee charged to C and was advised to WAIVE the Fee for C satisfaction

✓ **Created By: John Michael Pahlavan (4/27/2018 6:14 PM)**
SMS-JMP documenting C's social media activity via Facebook Post.

*****

C: So Smithtown Nissan called me and told me to come in early and get out of the old car and into a new lease. Jan 25th we came in and my wife like the Nissan Rogue, we traded in the Pathfinder that had lease payments on it still, the deal was Smithtown Nissan would make the remaining payments as long as we got into a new car with them. We leased the 2018 Rogue and in 5 days the Collision Avoidance System was not working right and the car would just break and stop for no reason at all, this has turned into a major issue for Nissan. They owned up to it and after Nissan having my car for 40 days, they agreed to a repurchase under the NYS Lemon Law. Upon getting the proposal for the monies we would be getting back there was a deduction for Prior Lease owed. Hmmmm that looked strange since we didn't owe anything and Nissan made the payment and the Pathfinder account was closed. Nissan Corp told me I would have to speak with the Dealership as they said the prior lease owed was rolled into my new Nissan Rouge price. Wow, I said that cant be right they paid it and said we were all good. I spoke to the Finance manager Alley on the phone and she got real quite and didn't really want to talk to me at all about it, asked for the woman who was handling the case with Corp. I get a call shortly from Corp and they tell me that Alley got nasty with her and said to mind her business on how they make deals at the dealership. I call back and ask this time to speak to a manager other than in finance, I get Tom Sweeney, he tells me that the Pathfinder was paid off and that shouldn't be there as a deduction and asks if he can investigate and call me tomorrow. So i wait and no call, Corp calls me and said she spoke to Tom Sweeney and he was yelling at her and told as well to minder business and what they do at the dealership is non of her concern and to stay out of it. I call Tom and he then starts to get nasty with me and tells me he doesn't care at all and i won't get my money bac. I ask to speak to his supervisor who is named Don, Tome tells me don is right next to him and says the same thing and he won't speak to me at all. Then I'm told if i continue to call i will get nobody but voicemail and never called back. then if i choose to come in that he will call the cops and have me removed from the building. Have been with Nissan of Smithtown for over 11 years cars for both me and my wife i cant believe how we have been treated, they took the price of the pathfinder just over $1,000.00 and rolled into our new lease with out telling us so they didn't have to make the payments, now the car is a lemon and this comes to light. I would never have know if the car worked fine, but here we are and Nissan of Smithtown has been sued in the past 2009 by the NYS attorneys office for doing this to customers and being caught. I hope everyone uses caution when dealing with the THIEF TOM SWEENEY AND NISSAN OF SMITHTOWN in LOMG ISLAND!

*****

Created By: Kelli Donovan (4/27/2018 3:24 PM)
RCAS-KD placed call back to Smithtown Nissan and spoke to SM-Tom Sweeney.

RCAS advised that RCAS spoke with Arbs department who advised that the concern is that the veh was charged over the MSRP so the customer was charged essentially for the end of lease even though the dealership made a payment to NMAC.

SM understood.
SM thanked RCAS.
Call ended mutually.

Created By: Kelli Donovan (4/27/2018 3:20 PM)
RCAS-KD received VMX from c earlier this morning seeking information back regarding this case.

Created By: Janelle Cantrall (4/27/2018 12:48 PM)
Placed call to C[redacted]
Arbs spoke to C
Arbs expl. to C that arbs did call SM-Tom S. and discussed C charges and arbs let C know that arbs was not able to explain to SM-TS how the Lemon Law works and SM-TS was very Rude.

Arbs apologized to C for having to go through this process but arbs can't change LL policy
C/s C understands, and C/s C is upset that Dealer lied to C
arbs stated to C that the Numbers don't lie and C can look at C lease agreement and compare the lease agreement to C Maroney label to find the MSRP to show C the proof the dealer charged C over the MSRP
C.s C already is aware and C would not have known this if the C did not have problems with C vehicle
C thanked arbs for the help and stated will speak to C wife and will get back with arbs

Created By: Janelle Cantrall (4/27/2018 12:45 PM)
Rec'd VXM from C asking arbs to call Sales Mgr. Tom Sweeney
at the dealer

Arbs placed call to SM-TS @ Smithtown Nissan @ 6313619696
Arbs spoke to SM-TS about Charges to C lease
SM-TS became loud and argumentative with arbs and told arbs that SM-TS has been in the car business for 30 years and can Charge what SM-TS wants on their Vehicles. This was after arbs explained that the Dealer charged over the MSRP of C vehicle to make up the $1,073 that the dealer paid for C to make that LEASE TERMINATION FEE pymt. for C

SM-TS stated SM-TS has filed a formal complaint against ARBS with Corporate
arbs stated Arbs is with Corporate
SM-TS stated filed complaint with KELLY
Arbs does not know who Kelly is and SM-TS would not tell arbs
Arbs tried explaining to SM-TS how the LL works, but SM-TS was very combative and told arbs that arbs was very Rude and unprofessional

Created By: Janelle Cantrall (4/27/2018 9:39 AM)
Rec'd IM from RCAS - Kelli Donovan stating the Dealer is Calling CA complaining about the Fees arbs is charging C

arbs expl. the issue with RCAS - KD through IM

Created By: Janelle Cantrall (4/26/2018 2:30 PM)
Rec'd Call from C asking arbs if arbs spoke to the dealer?
arbs avised arbs did speak to the FM- ANNIE and tried to explain to The FM-A how the LL works for C state
arbs advised that the Term Fee is a deduction due to the C carried it over to the NEW LEASE and could not get the FM-Annie to Understand
C/s C is not signing the Rep. Agreement and IS getting another call and will have to call arbs back.
Arbs stated ok and the call was ended mutually

Created By: Janelle Cantrall (4/26/2018 2:25 PM)
Sent E-mail to Peggy H. @ NMAC
Asking about C lease Termination FEE?

VIN ~ 5N1AR2MM9FC[redacted]

Reply from PH @ NMAC
Yes. It was close to end of Lease (they had made 32 payments) and they paid $1073.48.

Created By: Janelle Cantrall (4/26/2018 10:21 AM)
Rec'd Call from Finance Mgr. ALLY with Smithtown nissan
FM-A asked arbs why NNA is charging C for prior lease balance?
arbs stated that NNA does not refund C for prior lease balances that are Carried into the new loan
FM-A stated how does arbs get that?
FM-A stated NNA is Charging C twice
arbs tried explaining to FM-A how the Lemon Law works and any neg. Equity going into New LEASE is NOT REFUNDABLE but FM- Ally Became upset
Arbs advised that the dealer charged C Over MSRP and the Dealer Charged C for the early lease cancellation by Charging C more for the lease
FM-A Stated SO?
arbs again tried to explain the Dealer can charge what the dealer wants, but in a LL buyback the MFG does not refund a prior lease balance
FM-A did not understand and was still telling arbs what arbs is going to do
arbs thanked FM- ally for the call and told FM-M ally that since this call is no longer productive or professional arbs will conclude the conversation and wished FM-A a good day.

Created By: Janelle Cantrall (4/26/2018 9:53 AM)
Rec'd Call from C
C/s C spoke to Keith at the dealer and Per Keith's explanation, keith does not know what arbs is talking about

Arbs advised C that Arbs spoke to keith Yesterday and Per Arbs conversation with Keith the C had a Early termination fee and the price was added to the vehicle

arbs reminded C that C told arbs yesterday on the phone that C said C turned C lease in early
Arbs stated the Dealer charged over msrp for the veh. and that was where that charge came from

C/s C does not feel the Dealer was being truthful with C and will call the dealer back
arbs advised C that since arbs was not at the dealer during time of purchase, arbs was not privy to the conversation, but the fact shows on the lease contract the dealer did charge OVER MSRP and NNA does not refund for TERM. FEES

C/s C will Call arbs back because the dealer told C that when C brought veh. in to get into a new lease the dealer would not charge C to cancel early lease
Arbs again advised C to reach out to dealer

Created By: Janelle Cantrall (4/25/2018 1:22 PM)
Arbs notes: MILES ON PIC - 370

Created By: Janelle Cantrall (4/25/2018 1:21 PM)
Rec'd pics from Asst. Ser. Mgr. Michael Scanlon @ mikescanlon@smithtownnissan.net

Created By: Janelle Cantrall (4/25/2018 1:20 PM)
Rec'd Call from C
c asked arbs what is the Prior lease balance FEE for?
arbs expl. that the C had a termination fee for prior lease and that is the charge for the termination fee. arbs advised C that arbs spoke with KEITH at Smithtown Nissan

C/s the dealer asked C to come in and the dealer told C that the Dealer can get C out of C lease early, but never told C that there was a termination fee.

arbs advised C to call the dealer and discuss the specifics of C signed lease contract
C/s C will not sign anything until C talks to the dealer first
arbs stated arbs understands

Created By: Janelle Cantrall (4/25/2018 12:33 PM)
Arbs Sent C Rep. lease agreement and NY TAX Form to submit for NY TAXES

ARBS Reminded C that arbs still needs PICS

April 25, 2018

Christine M. Browne
Robert P. Browne
30 Tarpon Lane
Centereach, NY 11720

RE: 2018 Nissan Rogue / JN8AT2MV9JW[redacted]

Dear Mr. &[redacted]

Thank you for allowing Nissan the opportunity to review this matter. Based on the repair history of your vehicle, Nissan would like to voluntarily repurchase the above referenced vehicle under the terms of the New York Lemon Law.

Based on the information above and the documents we have received, the refund calculations are as follows:

(+)Cash Down: $636.94
(+)Payments (2X$479.44): $958.88
Total Purchase Price: $1,595.82

Less Mileage Usage Fee: (N/A) -$0.00
Less Prior Lease Balance -$1,073.00
Less NY Taxes: -$1,754.75
Total Deductions: $2,827.75

Due from Mr. &[redacted] $1,231.93

We anticipate completing the repurchase within 2 to 4 weeks from the time of your acceptance. An agent from Morley VSPC, our third-party vendor, will contact you to schedule the vehicle surrender. Once the vehicle has been successfully surrendered, Morley VSPC will collect your certified check in the amount of $1,231.93 and pay off the lienholder.

It is also important to note Morley VSPC will be instructed by NNA to do the following:

Created By: Janelle Cantrall (4/25/2018 10:45 AM)
Rec'd Call Back from KEITH
C put down $636.94 CASH and the rebate was $3,100
arbs asked why Veh. value is OVER MSRP?
Keith stated Early lease termination was $1,073.00
Arbs thanked K for the call back

Created By: Janelle Cantrall (4/25/2018 10:30 AM)
Rec'd call back from KEITH @ Smithtown nissan asking arbs for C VIN Because dealer is showing the Vehicle as a 2017 and not a 2018
Arbs provided KEITH with the VIN

K Stated will have to call arbs back

Created By: Janelle Cantrall (4/25/2018 10:24 AM)
Called Smithtown Nissan @[redacted]
Arbs asked for sales mgr.
busy
arbs left message with KEITH asking for a return call from SALES mgr.
Keith Stated will give the SM the message and took down arbs name and P#

Created By: Janelle Cantrall (4/25/2018 10:18 AM)
Rec'd C REG

Christine M. Browne
Robert P. Browne
30 Tarpon Lane
Centereach, NY 11720
EXPIRES: 8.20.2018

VIN ~ JN8AT2MV9JW[redacted]

Created By: Janelle Cantrall (4/25/2018 10:14 AM)
Rec'd Call from C asking arbs fro arbs e-mail again
C trying to send REG and the e-mail is NOT going through
C had written down Arbs e-mail address wrong
arbs provided C with arbs e-mail address
C/s C spoke to the ser. mgr. @ Smithtown Nissan and the dealer will be sending arbs the PICS
C asked arbs if Arbs will send rep. agreement when arbs rec'd all docs?
arbs stated yes

Created By: Megan Lupp (4/24/2018 4:03 PM)
DRTS-ML obtained and attached factory invoice to the case.

Created By: Janelle Cantrall (4/24/2018 2:12 PM)
payoff, sales contract and payment history rec'd from NMAC

SR# 1-18275220681
Account#: 25008080947
Customer: CHRISTINE BROWNE
Payoff amount is $ 35156.86 good thru 5/23/2018
Payments received 3
Payment amount $479.44
Recent payment received on 3/26/2018 in the amount of $479.44

Copy of Contract, Payment History are attached.

Created By: Janelle Cantrall (4/24/2018 1:11 PM)
Sent Payoff Request to NMAC

Created By: Janelle Cantrall (4/24/2018 12:49 PM)
Placed call to C[redacted]
spoke to husband (Robert Browne)
Arbs let C know arbs is POC
and would like to offer C repurchase
C thanked arbs for the call
arbs asked C if C has title?
C stated NO veh. is leased
arbs advised C that arbs can obtain Lease agreement and Payoff from NMAC but C would need to send arbs PICS and REG
C took down arbs email and p#
arbs confirmed C email

Created By: Janelle Cantrall (4/24/2018 12:38 PM)
Arbs spoke to Sr. Planner - SG and was advised to offer C buyback

Created By: Samantha Dixon (4/24/2018 8:26 AM)
ARBS reviewed case with SR PLR SG and was advised to go ahead and get c out of the veh.

Created By: Janelle Cantrall (4/17/2018 4:09 PM)
Arbs sent e-mail to Arbs - SD stating arbs has completed the RHR

Created By: Janelle Cantrall (4/17/2018 4:06 PM)
Arbs notes:

STATE - NY
C issue is the FEB concerns but the Dealer and the DTS has not duplicated the concern.

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: Janelle Cantrall (4/17/2018 4:03 PM)
C called CA on 2.21.18
Arbs Rec'd RHR Task on 4.17.18
Arbs Rev'd RHR - Case File and DTS comments on 4.17.18

2/5/18 ~ 2/5/18 @ 150 miles[redacted] days: 1 Dealer: 2691
concern & action:
1. CS veh loses power as if stalled, RPM increase but no forward movement for a few seconds, then continues normally. Happens a couple times daily. Poss FEB activating. / Checked for codes, none stored. Check CVT fluid, full.
2.Rental / Provided (CPIA - $30)

2/14/18 ~ open @ 500 miles[redacted] Dealer: 2691

concern & action:
1. CS drove veh since last visit w/ collision avoidance shut off as requested. No more issues w/ veh braking on its own? / Per IIR DTS inspection by DTS - Kevin M....."PL advised This matter was reviewed and there were no defects found with the vehicle. The vehicle's FEB system was tested and inspected and found to be fully functional with no problems. The DTS was unable to replicate the customer's concern. There is no evidence of a manufacturing or product defect that caused or contributed to this incident."

[redacted]

Best contact – [redacted]

C's husband [redacted]

Smithtown Nissan
535 Middle Country Rd.
St. James, NY 11780
P# [redacted]
SA- John Buscetta
SM- MIKE

2018 Nissan Rogue
VIN ~ JN8AT2MV9JW[redacted]
ISD: 1.25.18
MSRP ~ $35,915

NO prev. Cases
NO Tech line Cases
NO open or closed campaigns
NO VSC
DTS – Kevin Mackay

Warranty Case ~ for RO [redacted] – [redacted] ~ 2.5.18
Approved

VPT560N, [redacted] 2018-02-09 17:49:32
WKLD REVIEW. SUSP FOR EX097. DLR IS WITHIN RENTAL LIMITS FOR
NO DEFECT CLAIM. APPROVE. V-TP

Created By: Janelle Cantrall (4/17/2018 3:40 PM)
Arbs asked by planner - AM to review RHR

Created By: Samantha Dixon (4/17/2018 1:25 PM)
ARBS made outbound call to c [redacted] spoke to c husband.

ARBS advised that ARBS received c vcmail and was returning c call.

c stated that c has returned both loaners that c has been provided by from the DLR because both Rogues were having the same issues.

ARBS advised that This matter was reviewed and there were no defects found with the vehicle. The vehicle's FEB system was tested and inspected and found to be fully functional with no problems. The DTS was unable to replicate the customer's concern. There is no evidence of a manufacturing or product defect that caused or contributed to this incident.

c stated that c has had 3 nissan Rogues and all the rogues were doing all the same thing so there is an issue with the nissan vehicles.

ARBS advised that ARBS can only speak about c veh and there are no defects with the FEB system.
ARBS advised that ARBS knew that c no longer wants the veh so ARBS went ahead and submitted for RHR review.
ARBS advised that c will receive a follow up regarding RHR decision.

call ended mutually

Created By: Samantha Dixon (4/17/2018 1:10 PM)
ARBS received vcmail from Robert Browne demanding a call back. cb # [redacted]

Created By: Samantha Dixon (4/17/2018 12:53 PM)
ARBS submitted RHR to TL CA and TL AM for review.

Created By: Nicki Barror (4/17/2018 11:44 AM)
DRTS attached RHR. Veh is currently at the dealership. C is in a rental. Dlr waiting on repurchase decision along with possible update/fix.

Created By: Patience Million (4/17/2018 11:39 AM)
****

CASE SUMMARY

C'S concern: RHR CASE UPDATE

CRR-PM advised C that internal memo would be sent to ARBS-SD

CRR-PM exiting case

Created By: Patience Million (4/17/2018 11:39 AM)
CRR- PM VERIFIED Account information including: C's name, home & email 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:
CRR- PM CHECKED previous RELATED Case(s) and found: 0
CRR- PM NOTED C'S concern as: RHR CASE UPDATE

CRR- PM received inbound call from C.

[redacted] calling on behalf of VEH owner [redacted] (wife)
will be referred to as C

C provided case number [redacted]
C stated still doesn't have VEH
C stated Nissan Rogue (2nd rental) having same concerns that C original VEH
C stated Nissan advised C of VEH concerns on all Rogues
C stated VEH inspected last month
C stated DLR has had VEH for 30 days
C stated no longer wants VEH under lemon law
C stated C would like VEH bought back
C stated had VEH for 6 days after purchase before experiencing concerns

CRR-PM apologized
CRR-PM advised C that internal memo would be sent to ARBS-SD
CRR-PM advised C that Nissan representative will be contacting C at some point
CRR-PM offered case & agent ID
CRR-PM offered further assistance

C declined & appreciated assistance

Best contact #: 9175730667

Call ended mutually

Created By: Nicki Barror (4/17/2018 8:53 AM)
DRTS attached RO's

Created By: Nicki Barror (4/17/2018 8:42 AM)
DRTS called dlr 2691 for RO's. Andrew emailing 3 including 1 open RO

Created By: Samantha Dixon (4/17/2018 8:19 AM)
ARBS submitted tasks for RHR review. Even though the IIR is a denial and no defects were found, due to the customer being so upset ARBS submitted for RHR review to keep from c having to speak to another person and getting frustrated even more.

Created By: Samantha Dixon (4/17/2018 8:01 AM)
ARBS received email from PL WR

PL advised This matter was reviewed and there were no defects found with the vehicle. The vehicle's FEB system was tested and inspected and found to be fully functional with no problems. The DTS was unable to replicate the customer's concern. There is no evidence of a manufacturing or product defect that caused or contributed to this incident.

Created By: Samantha Dixon (4/9/2018 7:36 AM)
ARBS received email from DTS advising that report has been uploaded to FTP

Follow up with PL in 10 business days.

Created By: Samantha Dixon (4/2/2018 8:37 AM)
ARBS sent email to DTS for update on report being uploaded to FTP

Created By: Samantha Dixon (3/22/2018 1:00 PM)
ARBS made outbound call to c [redacted] spoke to c husband.

ARBS advised that the inspector was unable to make it to the DLR today due to the weather and is shooting for 3/27 at 1pm for the inspection to take place.

C advised that doesnt surprise c that the inspection isnt happening and that this whole issue has been an inconvenience and that NNA doesnt care.

ARBS advised that NNA is trying to rectify the concern by conducting an inspection but this was out of the inspectors control that the inspection didnt happen because of the weather.

c continued to talk bad about Nissan and how c has been treated.

ARBS advised that ARBS will follow up with c once the inspection results are available.

call ended mutually

Created By: Samantha Dixon (3/22/2018 12:51 PM)
ARBS Received an email from DTS:

So this inspection did not happen again today. We received another two feet of snow here this morning. This case will require a rescheduled. I have a small opening on the 27th of march at 1 pm. Let me know if this works.

Regards,

Created By: Samantha Dixon (3/21/2018 7:48 AM)
ARBS made outbound call to c [redacted] spoke to c husband.
ARBS had to leave a vcmail
ARBS advised that DTS is unable to perform the inspection today due to weather but can do the inspection tomorrow at 10am.
ARBS Requested for c to call ARBS back to confirm that c received the vcmail.
ARBS provided direct # [redacted]

Created By: Samantha Dixon (3/21/2018 7:48 AM)
ARBS received email from DTS Kevin:

Samantha,
This case will need to be rescheduled as there is a large snow storm moving through the area today. I can perform thus inspection tomorrow at 10 am.
Regards,

Created By: Samantha Dixon (3/15/2018 10:16 AM)
ARBS made outbound call to c [redacted] spoke to c husband.

ARBS advised that ARBS received c vcmail from yesterday.

c stated that the rental veh that c has from the DLR is doing the same thing as c veh that c owns.
c stated that c contacted the DLR and was given another Nissan Rogue 2018 which is the same veh that c owns.
c stated that the lady that is handling the return of the loaner veh was rude about the veh being returned without the right amount of gas in the veh.
c stated that c is extremely mad because of how the c is being treated and that the only veh that NNA has available is Rogues.
c stated that the loaner veh that is being provided to c is a base model and doesnt have the amentites that c is paying for.
c stated that c feels that c doesnt feel like NNA cares about c.
c stated that c is going to do whatever c can do to get out of c lease veh.
c stated that there is something wrong with Nissans system is the base model nissan is having the same issues.
c stated that its not c fault that the vehicles are defective.
c stated that c doesnt want to ever drive a nissan again and wants to leave the brand.

ARBS apologized for the experience that c has had with the veh and the brand.
ARBS advised that NNA is not in control over the dealers and that the dealers are independently owned and operated and that NNA cant control the dealer
ARBS advised that c case will be reviewed at the end of the inspection on the option of getting out of c lease.

c stated that c better get out of c lease or c will fight NNA until c does get out of the lease and leave Nissan all together.

ARBS understood
ARBS advised that ARBS will follow up with c once the inspection is completed and the results are available.

call ended mutually

Created By: Samantha Dixon (3/14/2018 3:24 PM)
ARBS received vcmail form C requesting a call back and advising that c has been treated horribly by NNA

Created By: Christine Shackleton (3/14/2018 10:55 AM)
**********CASE CORRECTION**********

In case notes C refers to Cs husband Richard Browne
Cs husband called on Cs behalf

Created By: Christine Shackleton (3/14/2018 10:53 AM)
****** [CASE SUMMARY] ******

CRR-CS leaving case to ARBS for follow up
CRR-CS emailed ARBS

Created By: Christine Shackleton (3/14/2018 10:52 AM)
CRR-CS < VERIFIED> Account information including: C's name, home & e-mail address,
phone number & best contact number
CRR-CS CHECKED for previous UNRELATED Case(s) and found: 0
CRR-CS CHECKED previous RELATED Case(s) and found: 1
CRR-CS NOTED concern is: RCAS follow up

CRR-CS received inbound call from C

C stated RCAS is not calling C back
C is going to try and get rid of Nissan now
C stated C was told C could be out of a VEH for 10 weeks
C stated the rental VEH is having the same problem that Cs VEH had
C stated VEH is coming to stop randomly
C stated RCAS has not responded back at all
C stated C feels C is being treated like garbage by NNA

CRR-CS stated case ownership has changed to another specialist, Samantha
CRR-CS offered to transfer C to ARBS VMX

C agreed

CRR-CS stated CRR-CS will email ARBS

C agreed

CRR-CS asked if there is anything else CRR-CS can help with.

C declined

CRR-CS provided C with agent ID: 7319344 and case number[redacted]

C understood

CRR-CS transferred C to ARBS VMX

Created By: Kyra Walton (3/12/2018 8:42 AM)
RCAS-KW entering case to make notes in regards to VMX received.

RCAS-KW received VMX from C in regards to case.
✓ RCAS-KW noting that in VMX C stated that ran into an issue with the loaner that C was provided.
RCAS-KW noting in VMX that C stated C was very unhappy with how C is being treated.
RCAS-KW forwarded VMX to ARBS for further review.

RCAS-KW exiting case.

Created By: Samantha Dixon (2/28/2018 2:37 PM)
ARBS made outbound call to SMITHTOWN NISSAN 6313619696 LEFT A VCMAIL FOR ANDREW SERVICE MANAGER.

✓ ARBS advised that C has contacted NNA alleging a manufactures defect on the veh for the FEB and is requesting an inspection to be completed.
ARBS advised that the DTS inspection will be done on 3/21 @ 10am
ARBS provided direct #[redacted]

Created By: Samantha Dixon (2/28/2018 2:32 PM)
ARBS made outbound call to c[redacted] spoke to c husband.

ARBS advised that the earliest date of inspection will be 3/21 @ 10am.
ARBS advised that ARBS will contact the DLR to advise of the inspection date.

c is complaining about the loaner veh that the DLR has put c in.
c stated that the veh has no electrical windows, no GPS nothing.
✓ c stated that c will never buy another Nissan veh.
c stated that c is paying to much money to be driving a piece

ARBS apologized for the inconvenience of the loaner veh but that is based off the inventory of the DLR And that NNA has no control over what the DLR provides to c.

c stated that its unacceptable and that c should be receiving better service from NNA.

ARBS apologized for c frustrations.

call ended mutually

✓ **Created By: Samantha Dixon (2/27/2018 9:41 AM)**
ARBS SUBMITTED DTS REQUEST

Created By: Samantha Dixon (2/27/2018 9:34 AM)
ARBS made outbound call to c[redacted] spoke to c husband.
ARBS requested 20-30 mins to complete IIR probe.

c stated that there has been 3 separate incidents.
c stated that c has only had the veh for 1 week.
c stated that c returned the veh back to the Nissan dealer.
c stated that c hasnt had the veh for almost 2 weeks.
c stated that c still owns the veh and is in a loaner, in a lower end model Rogue loaner.
c stated that c was told by the DLR to turn the FEB off every time c drove the veh c was doing that and then the DLR told c to take the veh back to the DLR.
c stated that the malfunctioned has happened in the on Nichols Road which is a large open road just North of Interstate 347 and twice in parking garage of Stoney Brooke University Hospital.
c stated there wouldnt be any cars in front of c, over passes, no railroad tracks.
c stated that at the time of the FEB malfunctioned the veh would come to a very slow speed and then stop and then c can then go.
c stated that c couldnt accelerate when the veh was trying to stop the braking.
c stated that the FEB light would come on at the time of malfunction.
✓ c stated that c has never hit anything or had anything in front of c at time of the FEB malfunctioning.
c stated that c has been working with John at the DLR.
c stated that c is wanting the veh fixed or have the veh replaced.
c stated that c is wanting a loaner that is exactly like c veh and that c is wanting NNA to cover lease payments.

ARBS advised that NNA would be interested in inspecting the vehicle.
ARBS advised that the inspection process is 6-8 weeks, 2-4 weeks for the inspection to be completed and 2-4 weeks for the results to be made available.
ARBS advised that c can stay in the loaner veh from the DLR and as for a different one c will have to take that up with the DLR as that is the DLR inventory.
ARBS advised that c is still financially responsible for the lease payments but c case can be reviewed at the end of the process for compensation of payments but not guaranteed.

c understood.

ARBS advised that ARBS will follow up with c once the inspection date is available.

c understood.

call ended mutually

✓ **Created By: Samantha Dixon (2/26/2018 1:01 PM)**
**********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********

✓ **Created By: Kyra Walton (2/23/2018 12:08 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 spoke to C's husband Robert Browne.
RCAS-KW referred to C's husband as C.

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 understood and state yes.
C stated that C purchased the VEH back in January and that a week after purchase the VEH started having issues with the FEB.

RCAS-KW understood and apologized to C.
RCAS-KW informed C that RCAS-KW will begin IIR report for C.
RCAS-KW informed C that C will receive contact within 3 business steps on what the next step is for C.

C understood and thanked RCAS-KW.

RCAS-KW understood and asked C to explain incident.

C understood.
C stated VEH is brand new and C's wife was driving on Nichols Road which is a large open road and VEH braked.
C stated that the weather was normal no snow or rain.
C stated that C's wife does not feel safe driving VEH.

RCAS-KW understood and apologized to C.
RCAS-KW asked C how would C like for NNA to assist.

C understood and stated that C wants VEH to be safe and fixed or replaced.

RCAS-KW understood and informed C that C will receive response in 3 business days.

C thanked RCAS-KW for assistance.
Call Ended Mutually.

Created By: DeHenry Kidd (2/23/2018 11:51 AM)
C requesting assistance with forward emergency braking system.

Created By: Christine Shackleton (2/23/2018 10:26 AM)
CRR-CS < VERIFIED> Account information including: C's name, home & e-mail address, phone number & best contact number
CRR-CS CHECKED for previous UNRELATED Case(s) and found: 0
CRR-CS CHECKED previous RELATED Case(s) and found: 1
CRR-CS NOTED concern is: RCAS follow up

CRR-CS received inbound call from C

C stated C has 2018 Rogue that is at DLR now
C stated C doesn't know what is wrong with VEH
C stated RCAS left C VMX
C called RCAS back 5 minutes later and didn't get hold of RCAS
C stated RCAS called Cs cell
C called RCAS back 4 or 5 times
C stated [redacted] is best contact number

CRR-CS apologized for this
CRR-CS stated CRR-CS will email RCAS
CRR-CS offered to transfer C to RCAS

C agreed

CRR-CS asked if there is anything else CRR-CS can help with.

C declined

CRR-CS provided C with agent ID: 7319344 and case number [redacted]

C understood

CRR-CS closing case.

Call ended mutually.
CRR-CS transferred C to RCAS VMX

Created By: Kyra Walton (2/22/2018 8:41 AM)
✓ RCAS-KW placed outbound call to C on bc# [redacted]
RCAS-KW left VMX for C with case #, contact # and work hours.
RCAS-KW setting follow up for 2/23/18.

Created By: Kyra Walton (2/22/2018 8:35 AM)
RCAS-KW placed outbound call to Smithtown Nissan.
RCAS-KW spoke to SM-Mike.

✓ SM stated that C came in about a week ago for issues with the FEB system and DLR was unable to duplicate issues C was having.
SM stated that C has been turning the system off and no codes and VEH is operating as it should.
SM advised that usually DTS are requesting to come out and look at the VE now and requested a DTS apt for C.

SM sent over copy of Open RO that is attached to case.

Created By: Amaka Okafor (2/21/2018 9:03 AM)
**********CASE SUMMARY**********
Customer is seeking assistance with concerns on VEH brake system

Best contact – [redacted]

Created By: Amaka Okafor (2/21/2018 9:01 AM)
CRR-AO VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-AO VERIFIED VEH info including: VIN#, Current Mileage
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: VEH concerns on brake system

CRR-AO received inbound call from C

C stated C and wife went into DLR and leased a 2018 rogue
C stated C had VEH for about a week and half
C stated DLR has had VEH
C stated C has concerns on corrosion breaking system
C stated VEH brakes on its own with nothing in front of C's VEH
C stated VEH brakes in the middle of the road
C stated DLR is stating that there's nothing wrong with VEH
C stated VEH isnt working properly
C stated wife uses VEH to drive children and move around
C stated wife feels unsafe
C stated C is in a rental car at the moment from Nissan
C stated DLR referred C to NNA CA
C stated C is working with service personnel john
C stated C wants Nissan to find out what's wrong and fix it
C stated C wants VEH replaced if concern is unable to fix VEH

CRR-AO apologized
CRR-AO advised C that concerns are noted and case would be forwarded to RCAS for review
CRR-AO advised C that C would be contacted before EOB 2/22/2018

C agreed
C denied further assistance
C thanked CRR-AO for information provided

CRR-AO gave C CRR-AO first name & ID 7319260 as well as case#

Call ended mutually

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
	[redacted]	BRAKES	BACKUP COLLISION INTERVENTION (BCI)	POOR OR IMPROPER OPERATION	28	2/21/2018	YX	AD	325000	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Kyra Walton, 2/23/2018 11:39 AM	2/23/2018

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	Alex 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	4/3/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	2/21/2018 2:30 PM
Social Media Involvement		Date/Time Closed	3/28/2018 3:41 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	6,500	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN8AT2MV9HW[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 46	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	
Shared With		Requested Dealer Action	

Bluetooth

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

Related Items

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

Contact Name [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date		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: JN8AT2MV9HW[redacted]	Root Cause	
Created By	Amanda Marconis, 2/21/2018 2:30 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/11/2018 10:51 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	797		
Action Code	NT8F		
What action was taken?	8F Provided Vehicle Information		

Agent Comments

Agent Comments	
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
3/28/2018 3:41 PM	Alex Kang	Changed **Status** from Open to **Closed**.
		Closed.
3/28/2018 9:43 AM	Alex Kang	Changed **Follow Up Date** from 3/28/2018 to **4/3/2018**.
3/23/2018 9:50 AM	Alex Kang	Changed **Follow Up Date** from 3/23/2018 to **3/28/2018**.
3/20/2018 10:02 AM	Alex Kang	Changed **Follow Up Date** from 3/20/2018 to **3/23/2018**.

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Case Comments

New

Case Comments Help

Public	Comment
	Created By: Alex Kang (3/28/2018 3:40 PM) ARBS closing case as C met with DTS-Carlos Ferriera and is content on waiting for the software update for the FEB concern.
	Created By: Alex Kang (3/28/2018 3:40 PM) ARBS made outbound call at [redacted] ARBS asked how the inspection went and if C was satisfied with the inspector C stated DTS fixed the two back door. C stated the problem C is having is a software issue and C has to wait for the software fix. ARBS asked if C needed further assistance C stated if C doesn't hear anything from the DLRSHP C will call ARBS back. ARBS thanked C. C thanked ARBS. Call ended mutually
	Created By: Alex Kang (3/23/2018 9:49 AM) ARBS emailed DTS-Carlos Ferreira regarding if DTS inspection will be uploaded to FTP soon.
	Created By: Alex Kang (3/20/2018 10:02 AM) ARBS emailed DTS-Carlos Ferreira regarding if DTS inspection will be uploaded to FTP today.
	Created By: Alex Kang (3/12/2018 3:10 PM) ARBS made outbound call at [redacted] ARBS left VXM providing case number, best contact information and DTS inspection
	Created By: Alex Kang (3/2/2018 1:34 PM) ABRS made outbound call to C at [redacted] ARBS asked if DTS appointment would work for C on 3/13/18 at 9 am C stated that works fine for C. ARBS stated ARBS will give C a follow up call on the 12th for a remainder call. C thanked ARBS. ARBS thanked C for C's time. CAll ended mutually.

Created By: Alex Kang (2/27/2018 11:15 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 happens a lot in the parking garage.
C stated Saturday evening and wasn't many cars on the highway.
C stated Route 20 to Route 80 driving on a flat surface then declines.
C stated it was a clear day around 20degrees.
C stated it was around 7:30ish.
C stated there was no one in front of C at that time.

ARBS stated ARBS will be sending out an inspector to look at the vehicle.
ARBS stated ARBS will get back in touch with C once ARBS receives the inspection date and time.

C stated there is a concern regarding the two back doors regarding the insulation isn't there.
C stated C is talking about the sound and feel of the door and when C opens and closes the door, it sounds hollow.
C stated C feels like something is missing the back door.

ARBS stated ARBS will let the inspector know of this as well.

C thanked ARBS.

ARBS thanked C for C' stime.

Call ended mutually.

Created By: Alex Kang (2/22/2018 3:37 PM)
**********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********

Created By: Kelli Donovan (2/22/2018 1:56 PM)
RCAS-KD placed call to c @[redacted]
RCAS verified address, email address, and phone number.
RCAS advised the call may be recorded for quality and training purposes.

RCAS verified concerns.

C stated that the front doors when the doors are closed, there is some weight to them and they just close.
C stated the two back doors.
C stated there is something missing from the veh.
C stated the SM advised that the dlr cannot take apart the veh.
C stated that the SM at Nissan 46 advised.

✓

RCAS understood and apologized.
RCAS stated that SM has been in touch with DTS in regards to concern and getting an inspection set up.

C stated the other concern is that c's veh will just stop.
C stated for some reason the veh will brake on it's own.
C stated c was on Route 80.
C stated that c is concerned this will cause an accident.
C stated sometimes the light on the dash with two vehs and a star will come on.

RCAS understood.
RCAS perormed IIR process.

Call ended mutually.

Created By: Kelli Donovan (2/22/2018 8:51 AM)
RCAS-KD placed call to Nissan 46 and spoke to SM-Mike.

SM-Mike stated the veh is operating as designed.
SM stated c's complaint is a hollow noise when closing the door.
SM stated that SM spoke to DTS in regards to c's veh and DTS advised to have c call in to set up an appointment to inspect veh.

✓

RCAS understood.
RCAS thanked SM.
Call ended mutually.

Created By: Amanda Marconis (2/21/2018 2:48 PM)
CASE SUMMARY

CRR-AM is sending case to a Regional Consumer Affairs Specialst for further review

Created By: Amanda Marconis (2/21/2018 2:47 PM)
CRR-AM VERIFIED Account information including: C's name, home & e-mail address,
phone number & best contact number
CRR-AM VERIFIED VEH Information including: VIN #, Current Mileage, Warranty & Service History
CRR-AM CHECKED for open recalls/campaigns and found: 0
CRR-AM CHECKED for previous UNRELATED Case(s) and found: 0
CRR-AM CHECKED previous RELATED Case(s) and found: 0
CRR-AM NOTED concern is: DLRSHP complaints and VEH concerns

CRR-AM Recieved an imbound call from C

C stated C's VEH car has been in several times regarding warranty concerns and VEH concerns and C has DLRSHP complaints

C stated C's 2 back doors sound hollow like they dont have the installation on them

C stated the DLRSHP told C that nissan rep needs to be there and they wont fix the VEH without one

C stated VEH is deciding to stop willingly and that VEH is breaking down and breaking down on highway

C stated that the DLR kept the car because of that concern

C stated the DLRSHP said the sensor must be dirty

C stated theres an icon warning light comming up on the dashboard saying theres a car infront of C's VEH when there is not and it might be a gliche but DLRSHP can not tell C this

C stated VEH is revening up too high when C goes 40 to 60 while driving

CRR-AM advised C that this case will be sent off to a Regional Consumer Affairs Specialist for further review

C understood and will wait for call

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]	NSN DEALER SERVICE DEPT.	VEHICLE MAINTENANCE (NISSAN)	GENERAL INQUIRY	QC	2/21/2018	ZR	BF	223500	OC

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date

[redacted]	IIR	Kelli Donovan, 2/22/2018 1:54 PM	2/22/2018

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	Social Media CRM Team
Contact Email	[redacted]	Type	Social-USA
[redacted]	[redacted]	Case Origin	Twitter
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	6/18/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	2/22/2018 7:35 AM
Social Media Involvement	✓	Date/Time Closed	6/18/2018 8:13 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 is seeking repurchase for FEB concerns		

Call Script

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

Incident Codes - IIR REQUIRED

Incident Date		Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	1	RHR Started	6/11/2018
IIR Date		RHR Completed	6/11/2018
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN8AT2MV9HW[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	CHERRY HILL NISSAN	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	6/15/2018
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
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: JN8AT2MV9H[redacted]	Root Cause	
Created By	Sprinklr, 2/22/2018 7:35 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/10/2018 10:53 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	715		
Action Code	NT6A		
What action was taken?	6A Vehicle Performs Normally		

Agent Comments

Agent Comments	RHR Denial make sure letter processed close the case.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
6/18/2018 8:13 AM	Tranisha Woods-Sweatt	Changed **Case Owner** from Andario Howard to **Social Media CRM Team**.
		Changed **Status** from Open to **Closed**.
		Closed.
6/18/2018 8:13 AM	Tranisha Woods-Sweatt	Changed **Case Owner** from Tranisha Woods-Sweatt to **Andario Howard**.
6/15/2018 4:38 PM	Tranisha Woods-Sweatt	Changed **Follow Up Date** from 6/15/2018 to **6/18/2018**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: **Tranisha Woods-Sweatt (6/15/2018 4:32 PM)** RCAS-TW is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with a RHR. RCAS-TW submitted the RHR to ARBS. ARBS denied the RHR. RCAS-TW informed C. C escalated. ***STATEMENT OF DECISION*** RCAS-TW advised C Nissan has created a case to document C's concern, and this case will remain in NNA's system.
✓	Created By: **Janisha Wilkerson (6/15/2018 4:28 PM)** SRCAS-JW is returning case back to RCAS-TWS for case closure pending C returns call back to SRCAS-JW
✓	Created By: **Janisha Wilkerson (6/15/2018 4:27 PM)** SRCAS-JW is assisting supervisor call back request SRCAS-JW called [redacted] SRCAS-JW advised C the call may be recorded for training and quality purposes C stated that no one from NNA will address C's concerns C's phone call dropped SRCAS-JW called C back again at [redacted] SRCAS-JW advised C the call may be recorded for training and quality purposes C apologized for C's phone lost reception C stated that a NNA technical specialist came to inspect the veh SRCAS-JW apologized for the braking concerns C is stating that is occurring with the veh SRCAS-JW advised C according to the dlr and the technical specialist, C's veh is operating as designed SRCAS-JW rerecorded for C to return back to the dlr to allow the dlr to recheck the veh to see if there are any concerns to address at this time and also for the dlr to address any additional questions C may have C's phone call dropped again for the second time SRCAS-JW called C back again at [redacted] SRCAS-JW advised C the call may be recorded for training and quality purposes C apologized for C's phone lost reception C stated by going back to the dlr may not address C's concerns SRCAS-JW advised C that SRCAS-JW not RCAS-TWS are mechanically inclined which is why the dlr is relied upon to provide information of the veh concerns C stated C spoke the technical specialist for 30 minutes or so C's phone call dropped again for the 3rd time

SRCAS-JW called C back again at [redacted] received voice mail
SRCAS-JW left vmsg for C to return call including SRCAS-JW contact number [redacted] hours of operation Monday-Friday 7AM-4PM CST, and case number [redacted]

Created By: Tranisha Woods-Sweatt (6/14/2018 11:48 AM)
RCAS-TW made outbound call to [redacted]
RCAS-TW ADVISED "This call may be recorded for quality and training purposes."

RCAS-TW informed C that NNA is not in a position the repurchase C's VEH.
RCAS-TW informed C that if C would like the dispute the case C can contact the BBB.

C stated that is okay.
✓ C stated it's frustrating that NNA does not communicate with customers.
C asked if there is someone higher up that C can discuss the case with.

RCAS-TW informed C that RCAS-TW manager will have to review the case and call C by the EOB 6/15.

C understood.

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

Created By: Lakisha Benedict (6/13/2018 5:55 PM)
ARBS notes based upon the RHR provided and a good faith review of C's concerns, NNA is not in a position to offer a repurchase of this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.

Created By: Lakisha Benedict (6/13/2018 5:55 PM)
ARBS-kb reviewed RHR with
DRTTL_AM.

Created By: Shauna Urban (6/13/2018 4:06 PM)
RCAS-SU placed outbound call to [redacted]

RCAS-SU stated case number, contact info RCAS-TW, office hours, and follow up date of Monday 6/18.

RCAS-SU stated on VMX case was still under review.

Created By: Lakisha Benedict (6/13/2018 1:20 PM)
ARBS-kb note the following RHR review:
ARBS-kb note the following STATE: NJ
_____

04/27/18- Mileage:14,631 [redacted]
1. CUST STATES EMERGENCY BRAKING ENGAGED BY ITSELF ROAD TESTED BY FIELD ENGINEER 26 MILES———-UNABLE TO REPRODUCE ABNORMAL CONDITION, WORKING AS DESIGNED

Created By: Leslie Griffin (6/12/2018 8:05 AM)
DRTS received the RHR. The RHR was assigned to ARBS Lakisha Benedict for review.

✓ **Created By: Tranisha Woods-Sweatt (6/11/2018 4:39 PM)**
RCAS-TW completed the RHR.

Created By: Tranisha Woods-Sweatt (6/8/2018 3:28 PM)
RCAS-TW made outbound call to [redacted]
RCAS-TW left VMX stating RCAS-TW's name, contact #, and C's case #. Requested a call back.

Created By: Tranisha Woods-Sweatt (6/8/2018 8:40 AM)
RCAS-TW made outbound call to DTS Nick Flamini.
RCAS-TW asked DTS if DTS could answer the RHR questions.

DTS stated the VEH is operating as normal.

✓ DTS stated DTS wouldn't recommend any RHR since there is a bulletin coming out soon.

DTS stated DTS noticed that C added aftermarket tires that are perturbing from the VEH.

DTS stated that might be affecting the VEH as well.

RCAS-TW thanked DTS.
Call ended mutually.

Created By: Shauna Urban (6/5/2018 5:23 PM)
RCAS-SU placed outbound call to [redacted]
RCAS-SU left VMX for C.

RCAS-SU stated case number, contact info [redacted] office hours and follow up date Friday 6/8.

✓ **Created By: Tranisha Woods-Sweatt (5/31/2018 1:19 PM)**
RCAS-TW sent email the SM Bob Miller for the RHR questions.

Created By: Tranisha Woods-Sweatt (5/31/2018 1:16 PM) | Last Modified By: Tranisha Woods-Sweatt (5/31/2018 1:16 PM)
RCAS-TW made outbound call to [redacted]
RCAS-TW VERIFIED C's name, home & email address, concern, phone.
RCAS-TW CHECKED for open recalls/campaigns and found: 0
Previous UNRELATED Case(s) Found: 0
Previous RELATED Case(s) Found: 0
RCAS-TW ADVISED "This call may be recorded for quality and training purposes."

RCAS-TW understands that C is wanting NNA to repurchase the VEH.

C confirmed.

RCAS-TW informed c that RCAS-TW has a few questions:

————————RHR Questions————————
✓ Why do you want to return the veh to NNA? The VEH randomly cut off on C while driving.

Where is the veh currently? With C

Where was the veh purchased? Cherry Hill Nissan

Was it purchased new or used? New/leased

If used, when was the veh purchased? N/A

Where is the veh serviced? Has the veh been taken to multiple Nissan/Infinity dealers? IF YES- document names of dealers/retailers. Cherry Hill Nissan
_____
RCAS- TW advised the C that RCAS-TW will follow up on: 6/5
RCAS-TW provided the C with RCAS-TW contact number via email.
RCAS-TW thanked the C for the C's time.
Call ended mutually.

✓ **Created By: Dakota McGregor (5/30/2018 4:04 PM)**
****ARBS notes transferring case to RCAS for further handling****
ARBS notes to RCAS: please complete RHR process with C

Created By: Dakota McGregor (5/30/2018 4:04 PM)
IIR - FEB - EST

✓ **Created By: Dakota McGregor (5/30/2018 4:03 PM)**
ARBS sent resolution letter to C via FEDEX
ARBS notes FEDEX# 7723 5752 9134
ARBS attached letter and label to case

✓ **Created By: Dakota McGregor (5/30/2018 3:58 PM)**
ARBS assisting ARBS AK as is on leave

ARBS placed outbound to C[redacted]
ARBS verified C had time to speak to ARBS
ARBS apologized for length of review, ARBS informed that ARBS AK left on emergency leave
C informed that C hopes ARBS AK is okay as ARBS AK seemed like a really nice man
ARBS informed that Nissan has found that there were no problems found with the veh, the veh FEB system was tested and inspected and found to be fully functional. There are no related DTCs and DTS was unable to replicate the incident
C states that Cs first incident the veh slammed on the brakes and was severe braking
C states C felt like brakes were depressed all the way by system
C states second incident was less severe
C states that C is worried that incident will happen again
ARBS apologized and explained that specialists that reviewed case informed that there is an update for the FEB slated to be released that may or may not address Cs concerns
C states C is unhappy with resolution
ARBS apologized and informed that Nissan would be sending C a letter for Cs records
C states C does not feel safe when this could happen again
C inquired about other options
ARBS reviewed case with SRPLNR FD
ARBS informed that Nissan can offer to review for repurchase of Cs veh
ARBS informed that is a 10 business day process and is not guaranteed that Nissan will be in a positon to repurchase Cs veh
C states C would like to have veh reviewed for repurchase
ARBS informed that an RCAS would contact C no later than close of business tomorrow
C agreed
ARBS offered further assistance
C declined
ARBS thanked C
C thanked ARBS
call ended mutually

Created By: Samantha Dixon (5/30/2018 3:36 PM)
SR ARBS received email from PL WR

✓

PL advised This matter was reviewed and there were no problems found with the vehicle. The vehicle's FEB system was tested and inspected and found to be fully functional. There are no related DTCs and the DTS was unable to replicate the incident.

Created By: Samantha Dixon (5/23/2018 10:41 AM)
SR ARBS assisting ARBS AK while OOO

✓

SR ARBS sent email to PL for update on case

Created By: Alex Kang (5/16/2018 3:50 PM)
ARBS emailed PL regarding if a resolution has been made.

Created By: Alex Kang (5/4/2018 8:42 AM)
ARBS notating DTS-Nick Flamini has uploaded inspection report on FTP on 5/3/18.

ARBS moving case out for PL resolution.

Created By: Alex Kang (4/26/2018 8:21 AM)
ARBS made outbound call at[redacted]

ARBS stated ARBS wanted to give C a friendly reminder clal that the appointment has been set for tomorrow at 10 AM at Cherry Hill Nissan.

C thanked ARBS.

Call ended mutually.

Created By: Kathryn Ludwikowski (4/13/2018 8:48 AM)
SMS-KL documenting C's social media activity via Twitter.

✓

*****

C: @9to5mac @iPeterCao Yeah, thanks for nothing @NissanUSA. ☺

*****

Created By: Alex Kang (4/5/2018 1:59 PM)
ARBS made outbound call at[redacted]

ARBS asked if April 27th at 10AM at Cherry Hill Nissan would work for C to bring in the vehicle

C stated yes.

ARBS stated ok, ARBS will notify the inspector regarding this.

C stated there is nothing that anyone can do about the navigation unit.

ARBS stated unfortunately, the inspector will only look at the FEB system.

C stated C cares about the navi unit more than the FEB concern as it only happened once.
C stated C did call Nissan about it and no one seems to care.

ARBS apologized and stated the navigation system is from a third party vendor and there isn't much Nissan would be able to do.
ARBS stated everything has been notated in C's case though.

C stated ok.

ARBS stated ARBS will give C a friendly reminder call on the 26th.

C thanked ARBS.

ARBS thanked C for C's time.

Call ended mutually.

Created By: Alex Kang (4/2/2018 10:46 AM)
ARBS made outbound call at[redacted]
ARBS left VXM providing case number, best contact information and requesting call back.

Created By: Alex Kang (4/2/2018 9:15 AM)
ARBS emailed DTS-Nick Flamini requesting next date and time for DTS appointment.

Created By: Alex Kang (3/26/2018 9:39 AM)
ARBS made outbound call at[redacted]
ARBS left VXM providing case number, best contact information and requesting call back.

Created By: Alex Kang (3/26/2018 9:36 AM)
ARBS received inbound call from DTS-Nick Flamini.

DTS-NF stated the customer is a no show.

ARBS thanked DTS-NF.

Call ended mutually.

Created By: Alex Kang (3/23/2018 10:29 AM)
ARBS made outbound call at[redacted]
ARBS left VXM providing case number, best contact information and requesting call back.

✓ **Created By: John Michael Pahlavan (3/21/2018 4:56 PM)**
SMS-JMP documenting C's social media activity via Facebook:

*****

SMS: Michael,

At this time, if you would like to speak with someone about your case, please contact a Specialist directly, using the number provided above.

Thank you,
Curtis

*****

Created By: John Michael Pahlavan (3/21/2018 4:54 PM)
SMS-JMP documenting C's social media activity via Facebook:

*****

C: Michael,

✓ At this time, if you would like to speak with someone about your case, please contact a Specialist directly, using the number provided above.

Thank you,
Curtis

*****

Created By: John Michael Pahlavan (3/21/2018 4:49 PM)
SMS-JMP documenting C's social media activity via Facebook:

*****

✓ C: What do you mean they are working dilligently? They never followed up about the cruise control problem, as they said they would and no one was willing to help with the navigation issues. I was sent to three different people who all sent me to each other. It's a joke. This is my sixth Nissan/Infiniti and I've never had issues like this before. The navigation system is garbage and is completely ruining the experience of the car.

*****

Created By: John Michael Pahlavan (3/21/2018 11:43 AM)
SMS-JMP documenting C's social media activity via Facebook:

*****

C: You guys have been very little help. No follow up on promises made and now I'm having even more GPS problems, to which I was already passed around to 3 different people. No one there seems to care about anything and it's very disappointing, to say the least.

✓ Hello again Michael,

We're sorry for your continued frustration and assure you that our team of Specialists are working diligently to resolve your concerns. Should you wish to speak with someone directly regarding your case, please don't hesitate to call the phone number listed above and be ready to reference your

Thank you,
Curtis

*****

Created By: Lauren Roberts (3/20/2018 2:51 PM)
SMS-LB documenting C's social media activity via Facebook:

*****

✓ C: My last 6 cars have been @NissanUSA/@INFINITIUSA but I might be done. This POS Rogue stops on its own, and now the GPS says ok to a destination but does nothing. Nissan hasn't followed up about braking (SAFETY) issue and won't do anything about the GPS. Not who they used to be.

*****

Created By: Alex Kang (3/2/2018 10:05 AM)
ARBS made outbound call to [redacted]
ARBS stated DTS inspection has been made for 3/26 at 10 AM EST.
ARBS stated DTS would also like to conduct a phone interview for C regarding the vehicle.
ARBS stated it will come from a restricted number.
ARBS asked if this was good for C.
C stated yes
ARBS asked what time would be a good time for the inspector to call C.
C stated later this afternoon if inspector can.
C stated later Monday afternoon.
C stated around 3:00 PM EST.
C stated this is the best contact number.
ARBS stated ARBS will get in touch with the inspector and let the inspector know of the date and time.
C thanked ARBS.
ARBS thanked C for C's time.
Call ended mutually.

Created By: Alex Kang (2/27/2018 9:51 AM) | Last Modified By: Alex Kang (2/27/2018 9:51 AM)
ARBS made outbound call to [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 it was cloudy and normal weather.
C stated C was going around 45mph.
C stated no one in front of C.
C stated as C was driving through an intersection it was in the middle of the intersection and made an audible beep.
C stated C saw flashing red on the dash, C doesn't know which was flashing.
C stated the vehicle slow down to 20mph and it was sudden.
C stated C didn't hit the brakes
C stated C kept driving through.
C stated the road had a slight decline after the intersection than incline after the intersection.

ARBS stated ARBS will be sending out an inspector to look at the vehicle.
ARBS stated the vehicle would need to be brought to Cherry Hill Nissan.
ARBS stated ARBS will get back in touch with C once ARBS receives more information regarding the inspection date and time.

C asked if C has to bring it to the DLRSHp.

ARBS stated yes as the inspector can not come to C's house.

C stated C has a problem with the navigation as well.
C stated it is very slow.
C stated it kind of ruins the experience, of owning an navigation system.
C stated if C goes to C's vehicle and C wants to go to the destination, but doesn't load the traffic.
C stated it has a limitation with Sirius.
C stated it doesn't really load it fast.
C stated can C use Apple Carplay?

ARBS stated ARBS would have to refer C to the Nissanconnect department as the department can assist C with getting everything set up.

C stated ok
C thanked ARBS.

ARBS thanked C for C's time.

Call ended mutually.

Created By: Alex Kang (2/26/2018 7:41 AM)
**********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********

Created By: DeHenry Kidd (2/23/2018 11:21 AM)
C alleged malfunction of the FEB system.

✓ **Created By: Andario Howard (2/22/2018 3:48 PM)**
Initial Call to Customer:

RCAS-AH VERIFIED C's name, mailing address, e-mail, phone #, vehicle
RCAS-AH CHECKED for open recalls/campaigns and found: 0
Previous UNRELATED Case(s) Found: 0
Previous RELATED Case(s) Found:0
RCAS-AH ADVISED "This call may be recorded for quality and training purposes."

RCAS-AH placed outbound call to C at [redacted]
RCAS-AH stated that RCAS-AH is Customer's Regional Consumer Affairs Case Manager and in short, that means that RCAS-AH is C's point of contact with Nissan Corporate regarding Customer's concerns or questions with vehicle or DLR
C stated that it happened one time on 40 mph road.
C stated C everything went red on dash
C stated the VEH braked by itself.
C stated concern lasted for a few seconds and the VEH has been operating normal since then.
RCAS-AH apologized for C's experience.
RCAS-AH asked C the info to complete IIR form.

C stated C is not too worried about this concern at the moment.
C stated C has had 7 Nissan/Infinities.
C stated the one concern C is having is that GPS is awful.
C stated that GPS doesn't work correctly.
C stated that C has to use a separate service in order to Sirius XM
C stated C is frustrated with this
C inquired if there was any way that C can get an updated software.
RCAS-AH advised that someone will be in touch with C no later than 3 business days to further address C's concerns.
C understood.
Call ended mutually.

Created By: Carrie Featherstone (2/22/2018 9:50 AM)
SMS-CF documenting C's Twitter DM:
*****

✓ C: Ok, thanks.

****

Created By: Lauren Roberts (2/22/2018 7:46 AM)
✓ ******SMS-LB DOCUMENTING C'S PREFERRED CONTACT NUMBER******

[redacted]

Created By: Lauren Roberts (2/22/2018 7:46 AM)
********** SMS-LB ESCALATING CASE TO RCAS **********
✓ SMS-LB advising C that concerns have been documented and case has been created.
SMS-LB requesting that RCAS contact C no later than COB 2/23/2018.
SMS-LB providing C with 800 number and case number for reference.

Created By: Lauren Roberts (2/22/2018 7:44 AM)
SMS-LB documenting C's social media activity via Twitter:

*****

C: Apparently my @NissanUSA Rogue saw a ghost car or something. Driving through an intersection, it freaked out (red on dash, audible warning) then it slammed the brakes on its own. If a car was close behind, definitely would have been an accident. Thanks, Nissan. ☺

SMS: Hello, [redacted] We would appreciate the opportunity to forward your concerns along to a Specialist to have your experience properly reviewed & addressed. Please DM us your VIN, the name on your Rogue's registration, your phone number & name of servicing Nissan dealer. Thank you.

✓ C: Hi. It's a 2017 Rogue SL AWD. vin: JN8AT2MV9HW[redacted]. Under my name -[redacted] Got it from Cherry Hill Nissan.

C: And my number is[redacted]

SMS: Hello[redacted]

Thank you for sending us this information, as it allowed us to create Consumer Affairs Case[redacted] A Specialist will be in touch with you by the close of business tomorrow, Feb. 23, to further discuss your experience, and we have made sure to update your case with our Twitter conversation for the Specialist's review. If wish to speak with someone sooner, you may do so by calling 1-800-NISSAN-1, Monday through Friday between 7 a.m. to 10 p.m. or on Saturday from 7 a.m. to 5 p.m. CT. Be sure to reference your VIN upon calling.

Warm regards,
Alex

*****

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	5/30/2018	YX	AV	320500	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Andario Howard, 2/22/2018 3:42 PM	2/22/2018

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [10] | Case Categorizations [1] | Forms [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Russell Lawyer
Contact Email	[redacted]	Type	T5
[redacted]	[redacted]	Case Origin	Data Load
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	2/22/2018 11:42 AM
Social Media Involvement		Date/Time Closed	3/2/2018 2:12 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	1		
Description	Special Project NML- Pro Pilot Follow up		

Call Script

Who contacted us?	Japan / Nissan Motor Ltd.	Vehicle Maintained Location	CERRITOS NISSAN
# Vehicles Owned	1	Previous Repair Date	1/15/2018
Vehicle Purchased	New	Previous Repair Location	CERRITOS NISSAN
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	175	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	JN8AT2MT9JW[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22518	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer		Data Net	
Case Servicing Dealer Region		Datanet Dealer Date	
Responsible District	00	Dealer Instructions	
Shared With		Requested Dealer Action	

Bluetooth

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

Related Items

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

Contact Name [redacted]

Sales & Service Campaign Specific Information

Hot Alert Date	
LS Response Time	
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: JN8AT2MT9JW[redacted]	Root Cause	
Created By	Managed Services, 2/22/2018 11:42 AM	Root Cause Code	LNIN
Last Modified By	NNAETL, 12/11/2018 10:51 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	823		
Action Code	NT8G		
What action was taken?	8G Provided Other Information		

Agent Comments

Agent Comments	Special Project NML Pro Pilot Close case if no contact from C by 11:02 am on 3/5/18
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
3/2/2018 2:12 PM	Russell Lawyer	Changed **Status** from Open to **Closed**.
		Closed.
3/2/2018 1:35 PM	Managed Services	Changed **Reopen Date** from 3/2/2018 1:35 PM to **3/2/2018 1:35 PM**.
		Changed **Follow Up Date** from 3/5/2018 to **3/2/2018**.
		Changed **Reopen Date** to **3/2/2018 1:35 PM**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
✓	**Created By: Russell Lawyer (3/2/2018 2:11 PM)** TCS-RL is closing case pending next course of action from NML.
✓	**Created By: Russell Lawyer (3/2/2018 1:59 PM)** TCS-RL placed outbound call to C's wife, Anya, at [redacted] TCS-RL advised "This call may be recorded for quality and training purposes." TCS-RL verified C's name, mailing address & email address. TCS-RL asked NML questions. C answered questions. C stated that FEB activated twice while C was driving. C stated that twice this happened and C wanted to know why. C stated that C took vehicle to DLR and DLR could not duplicate the concern. C stated since that time there has been no problem. C stated C would like to know if there is another to diagnose the vehicle. TCS-RL advised C that NNA relies on DLR to diagnose the vehicle. TCS-RL advised C that C is welcome to get a 2nd opinion from another DLR. C stated C understood. TCS-RL thanked C for taking the time to answer questions. Call ended mutually.
✓	**Created By: Russell Lawyer (3/2/2018 1:45 PM)** TCS-RL received email in the case stating that C is at work but that C's wife Anya would like TCS-RL to contact her at [redacted] TCS-RL notes email stated Anya is the one who drives vehicle the most.
✓	**Created By: Russell Lawyer (3/2/2018 1:24 PM)** TCS-RL notes no response from C. TCS-RL is closing case pending next course of action from NML.
✓	**Created By: Russell Lawyer (3/2/2018 11:02 AM)** TCS-RL sent survey-expressing vehicle concern email to C.
✓	**Created By: Russell Lawyer (3/2/2018 11:01 AM)** TCS-RL placed outbound call to [redacted] TCS-RL left VMX with TCS-RL name, contact #, office hours, and case #. TCS-RL stated on VMX that TCS-RL was calling in regards to survey that C had completed. TCS-RL requested return call from C.
✓	**Created By: Russell Lawyer (3/2/2018 10:59 AM)** TCS-RL placed outbound call to [redacted] TCS-RL notes call was answered by an unidentified female who stated C is not available.

Call ends mutually.

✓ **Created By: Russell Lawyer (3/1/2018 10:28 AM)**
TCS-RL placed outbound call to [redacted]
TCS-RL left VMX with TCS-RL name, contact #, office hours, and case #.
TCS-RL stated on VMX that TCS-RL was calling in regards to survey that C had completed.
TCS-RL requested return call from C.

✓ **Created By: Russell Lawyer (3/1/2018 10:25 AM)**
TCS-RL placed outbound call to [redacted]
TCS-RL left VMX with TCS-RL name, contact #, office hours, and case #.
TCS-RL stated on VMX that TCS-RL was calling in regards to survey that C had completed.
TCS-RL requested return call from C.

Created By: Managed Services (2/22/2018 11:44 AM)
TL-PN received request from NML and opened case. TL-PN reassigning case to TCS-RL, email sent advising.

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
	[redacted]	INTERIOR ELECTRICAL	SENSOR/SOLENOID/VALVE/SWITCH	UNABLE DIAGNOSE/DUPLICATE	11	3/2/2018	WT	AV	198000	OA

Forms

Forms Help

No records to display

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Case [redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	Janelle Cantrall
Contact Email	[redacted]	Type	CA
[redacted]	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	7/3/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	2/24/2018 11:49 AM
Social Media Involvement		Date/Time Closed	7/30/2018 10:18 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 attempts and 65 days down for Forward Emergency Brake inoperable.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	5	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	1,256	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

Incident Date	2/26/2018	Rollover	
Sent to Legal		Property Damage	
Accident		Injury Letter	
Airbag		Number Injured	0
Fire			
IIR Indicator	1	RHR Started	4/17/2018
IIR Date		RHR Completed	4/23/2018
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	JN8AT2MV5HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	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	
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: JN8AT2MV5HW[redacted]	Root Cause	
Created By	Riley Nabert, 2/24/2018 11:49 AM	Root Cause Code	SCSH
Last Modified By	NNAETL, 9/18/2019 9:27 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	673		
Action Code	NT4D		
What action was taken?	4D Customer Refused Assistance		

Agent Comments

Agent Comments	#RHR. resubmit.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
7/30/2018 10:18 AM	Janelle Cantrall	Changed **Subject** from CUSTOMER [redacted] VIN: JN8AT2MV5HW[redacted] to **CUSTOMER:** [redacted] **VIN: JN8AT2MV5HW**[redacted].
		Changed **Status** from Open to **Closed**.
		Closed.
7/3/2018 7:25 AM	Janelle Cantrall	Changed **Follow Up Date** from 4/26/2018 to 7/3/2018.
6/1/2018 6:32 AM	Janelle Cantrall	Changed **Reopen Date** from 4/9/2018 4:51 PM to **6/1/2018 6:32 AM**.

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Case Comments

New

Case Comments Help

Public **Comment**

Created By: Janelle Cantrall (7/3/2018 7:24 AM)
Arbs Closing Case

**********SUMMARY**********
STATE - NY
RE: 2 repair attempts and 65 days down for Forward Emergency Brake inoperable
NISSAN ROGUE (2017)
Case origination: RHR

C accepted Repurchase and once Morley tried to schedule surrender C backed out.
C owed $11,223 At Surrender and C told arbs that the Dealer was paying C participation amt. and C was buying another vehicle.

Arbs completed DTS inspection and had FEB issue Repair Completed
C has vehicle

C picked up Rogue but stated the Dealer took C owners manual, and All Weather Floor mats out of vehicle
C stated The FEB issue is not corrected and that C Bluetooth is not working
C refused to allow arbs assistance due to C is at C other HOME In Lake George for the Whole Month of JULY
C stated C Will call Arbs back in August
C stated C may find dealer where C is now - Arbs asked C if C would like arbs assistance? C/s NO

Created By: Janelle Cantrall (7/3/2018 7:18 AM)
Rec'd Call from C
C/s C picked up C vehicle and the Dealer took the owners manual and the all weather floor mats.
Arbs asked C if C spoke to SM-MO?
C/s Yes, but talking to SM-MO Is like talking to the Wall.
Arbs apologized
C/s C Bluetooth isn't working and the repair for the sensors did not work
arbs advised C that arbs can get the DTS back out to look at C vehicle
C/s NO, C is at C house in Lake George for the Whole Month of JULY and will not be back
Arbs advised C that When C returns for C to call arbs and arbs will re-open C case and assist with the DTS inspection if C wishes.
arbs advised C that arbs called C work and was told C is no longer at the KIA Dealer
C/s C retired
C thanked arbs for the help and stated will call arbs back next month.

Created By: Janelle Cantrall (7/2/2018 2:21 PM)
Called NISSAN 112 @[redacted] and asked Service Cashier to speak to Ser. Mgr. MO
arbs spoke to SM-MO
[redacted]
arbs asked if C has picked up vehicle yet?
SM-MO stated yes, yesterday. (Yesterday was Sunday)
Arbs Advised SM-MO that Arbs tried Calling C at C work Kia Dealer and Was advised C no longer works there.
Arbs Asked SM-MO to fax arbs completed RO
Arbs provided SM-MO with arbs F#

Created By: Janelle Cantrall (7/2/2018 2:17 PM)
Called C P# [redacted] EXT. 119 / Call rang and Rang
Arbs Was rounded back to operator
Arbs asked for C
Per Operator/receptionist C is no longer employed at the Dealer (KIA)

Created By: Janelle Cantrall (6/29/2018 2:25 PM)
Called C P# [redacted] EXT. 119
Arbs asked to speak C
Arbs spoke to C and asked C if C picked up Vehicle?
C/s nope. mother is in the hosp. and haven't been by to pick up vehicle
C/s C will call Arbs monday
arbs offered Condolences for C mother being in the hosp.
C thanked arbs
And advised Arbs the Dealer Face timed one of C employees to let C know C vehicle was ready
C is Ser. mgr. at KIA Dealer

Created By: Janelle Cantrall (6/27/2018 3:34 PM)
DTS Results:

1.Complaint: Request for FEB update to countermeasure.
Cause: Laser unit / ICC ADAS CU software update
Correction: Received assistance with communication with dealer to complete installation of Laser unit / calibration, and the update of the ICC/ADAS CU to the countermeasure software level.
Perfomred installation of the Laser unit and calibrated.
Updated the ICC adas CU and verified system now operating as designed.
Status: Vehicle to be returned to the customer.

Created By: Janelle Cantrall (6/27/2018 1:42 PM)
Called C P# [redacted] EXT. 119
Arbs spoke with C
Arbs advised Vehicle is repaired and C can pick up
C/s SM-MO has not called C and will not Return C calls
arbs apologized but let C know arbs rec'd notice from the DTS that the vehicle is repaired
C/s C will Call but keeps getting the run around
arbs apologized

Created By: Janelle Cantrall (6/27/2018 1:37 PM)
E-mail rec'd from DTS - KM

I just completed the repair a few moments ago. Vehicle is ready to go.

Created By: Janelle Cantrall (6/27/2018 11:04 AM)
Sent DTS - KM e-mail asking for update

Created By: Janelle Cantrall (6/26/2018 10:57 AM)
Reply E-mail from DTS KM

I am 5 mins out from the dealer. I will let you know shortly.

Created By: Janelle Cantrall (6/26/2018 10:35 AM)
Sent e-mail to DTS - KM asking if Dealer is done with repairs?
arbs advised SM-MO Never returned arbs calls or e-mails to confirm.

Created By: Janelle Cantrall (6/25/2018 10:36 AM)
Sent SM-Mo Khan and DTS - KM e-mail request for update on FEB repair.

Created By: Janelle Cantrall (6/21/2018 11:05 AM)
Submitted DTS request

Created By: Janelle Cantrall (6/21/2018 11:04 AM)
Called DTS - KM @ (615) [redacted] / arbs advised SM-MO is not returning arbs calls or e-mails
DTS-KM advised arbs to submit DTS request and is Scheduled to visit this dealer next week

Created By: Janelle Cantrall (6/21/2018 7:54 AM)
Called NISSAN 112 @ [redacted] and asked Service Cashier to speak to Ser. Mgr. MO
Arbs advise not available but took arbs name and P# and stated would have SM-MO Call arbs back.

Created By: Janelle Cantrall (6/20/2018 12:13 PM)
Called DTS - Kevin MacKay @ (615) [redacted]
arbs spoke to DTS and asked DTS to call dealer and check with ser. mgr. MO to make sure parts for FEB concern are in and DTS Has assisted Dealer.

DTS- KM stated "Will do"

Created By: Janelle Cantrall (6/19/2018 3:47 PM)
Arbs Check TRACKER
Part Shipped 6.18.18
[redacted]

Called NISSAN 112 @ [redacted]
arbs spoke to Jessica and asked to speak to SM-MO
Arbs put on hold
not available
left VXM advising PART should have arrived today for C Rogue
arbs provided Part#

arbs also SENT SM-MO E-MAIL

Created By: Janelle Cantrall (6/18/2018 1:16 PM)
Called DTS - KM asked about parts
Per DTS - KM Arbs needs to ask Fekado
arbs sent e-mail to Fekado due to Spreadsheet does not even show part ordered

Created By: Janelle Cantrall (6/18/2018 1:09 PM)
Rec'd VXM from C requesting call back
arbs returned the Call @ [redacted]
arbs asked to Speak to C
Arbs Transferred to KIA SERVICE
Arbs asked to speak to C
Call was Disconnected
arbs CALLED BACK
arbs spoke to C
C/s C was told the Parts are not available for the 2017
arbs advised C that arbs will call the Dealer
C/s C hopes Arbs gets C veh. fixed because C is going to on vacation

Created By: Janelle Cantrall (6/18/2018 10:39 AM)
Called C @ [redacted] / no answer/ left VXM

Created By: Janelle Cantrall (6/18/2018 10:37 AM)
Called NISSAN 112 @ [redacted]
Left VXM for SM- MO KHAN asking if TSB for FEB has been perf. on C Rogue and asked for copy of RO

arbs also sent SM-MK an E-mail.

Created By: Janelle Cantrall (6/12/2018 9:40 AM)
Rec'd Repy e-mail from SER MGR MO KHAN

Thank you

Created By: Janelle Cantrall (6/11/2018 12:25 PM)
Sent Ser. Mgr. MO and email asking Dealer to complete NEW TSB on C vehicle

Classification: EL18-005
Reference: NTB18-041
Date: 6.8.18

Created By: Paige Gilliam (6/8/2018 7:11 AM)
DRTS-PW: check related to case sent to accounting to be voided.

Created By: Janelle Cantrall (6/8/2018 7:04 AM)
arbs Rec'd payoff Check BACK from Morley
Arbs voided check and gave to PW
C changed mind and wants to wait on parts for FEB concerns

Created By: Janelle Cantrall (6/4/2018 10:28 AM)
Added CASE to Q-File per Fekado's Request.

Created By: Janelle Cantrall (6/1/2018 9:26 AM)
Rec'd Call from Ser. Mgr. MO
arbs advised that arbs is trying to expedite the part for the fix for the FEB issue and that C has changed C mind and now wants to keep C vehicle.
arbs advised that arbs will keep SM-Mo updated

Created By: Janelle Cantrall (6/1/2018 8:11 AM)
Sent e-mail to Morley - Dianne K. advising C does not want Repurchase now and wants vehicle fixed. Arbs advised to have surrender agent not show.

Created By: Janelle Cantrall (6/1/2018 8:04 AM)
Rec'd call from C
C/s C wants to keep C vehicle if NNA can fix it
C/s C doesn't want to go back through Financing another vehicle
arbs advised C that the part availability may take another Week to fix but arbs has reached out to the appropriate dept. in requesting the part
C/s that is fine, and C will wait on arbs to follow back up with C
arbs also advised C that arbs has reached out the the Ser. Mgr. MO

Created By: Janelle Cantrall (6/1/2018 7:25 AM)
Called C @[redacted] / no answer/ left VXM

Created By: Janelle Cantrall (6/1/2018 6:58 AM)
sent follow up e-mail to Ser. Mgr. MO KHAN advising C wants to keep the vehicle if NNA / Dealer can Get C vehicle fixed.

Arbs also sent Request to Sr. Planner Tech Support - Fekado Debeb @ Fekado.Debeb@infiniti.com providing the information to order the parts for the FEB Concern.

ARBS was NOT Able to access the Q Drive, so arbs sent the Request to FD e-mail.

Created By: Janelle Cantrall (6/1/2018 6:45 AM) | Last Modified By: Janelle Cantrall (6/1/2018 6:45 AM)
Rec'd VXM from C asking arbs to return C call and that C would like to consider a settlement instead of a buyback.
C/s if Nissan Can FIX C Rogue, C will keep the Rogue and for arbs to call C back to let C know

[redacted]

arbs Called Nissan 112 @[redacted] and spoke to SA - KEITH
arbs asked if Ser. Mgr. MO is available? / NO - with a Customer
Arbs asked if there was a fix yet on C Rogue - FEB?
SA-K stated possibly next week, but not yet.
arbs asked for SA-Keith to let Ser. Mgr. MO know that arbs called and will also be sending Ser. Mgr. Mo an e-mail.

Created By: Janelle Cantrall (6/1/2018 6:37 AM)
Arbs Re-opened Case due to e-mail from Morley - Dianne Keyser

Hi Janelle,

I want to send you a heads up on this repurchase scheduled for ^/1/18 at 5pm. Luann McBride (aka customer) doesn't have the funds due to NNA I believe. She is trying to work something out with the dealer or is considering keeping the vehicle if a "known fix" on the RFR is available. She may be reaching out to you for information or another alternative on this deal.

Let me know if you more info from me or I can assist in any way. Thanks and have a great Friday!!!

Arbs Replied to Morley - DK

that C advised Arbs that the Dealer is paying C participation amt. and will be adding to NEW VEH. C is purchasing from Dealer, and that the Sales mgr. Mike Si advised arbs that the C is good friends with the GM of the store.

Created By: Janelle Cantrall (5/31/2018 6:44 AM)
Arbs closing case

**********SUMMARY**********
STATE - NY
Repurchase / 2017 ROGUE
RE: 2 repair attempts and 65 days down for Forward Emergency Brake inoperable
Lienholder: FECU

CASE ORIGINATION: RHR

Created By: Janelle Cantrall (5/25/2018 7:03 AM)
Surrender Scheduled for 5.31.18 3PM

Created By: Janelle Cantrall (5/24/2018 4:18 PM)
Surrender not scheduled yet by Morley

Created By: Janelle Cantrall (5/23/2018 3:09 PM)
Surrender not scheduled yet by Morley

Created By: Janelle Cantrall (5/22/2018 3:13 PM)
Surrender not scheduled yet by Morley

Created By: Janelle Cantrall (5/21/2018 6:45 AM)
Made Corrections on Rejected CST
and tried to Re-submit

Sent Error message to Morley - BR

"N-Request was already sent"

Created By: Janelle Cantrall (5/18/2018 2:26 PM)
Rec'd BACK Side of Title
Sent E-mail to Morley BR
RE-Submitting CST

Created By: Janelle Cantrall (5/18/2018 2:17 PM)
Called C P#[redacted] EXT. 119 / spoke to C
Arbs advised C that arbs has NOT rec'd BACK of TITLE yet and arbs is leaving early today
C/s C sent this morning
arbs stated ARBS did not rec'd it
C/s C will fax

Created By: Janelle Cantrall (5/18/2018 7:56 AM)
Called C P#[redacted] EXT. 119 / spoke to C
Arbs asked for the BACK side of the Title to be faxed to arbs
C/s C will

Created By: Janelle Cantrall (5/17/2018 4:44 PM)
Rec'd FAX But C sent The Front of title again
arbs called C Back
Arbs advised Ser. is Closed for the DAY
sent C e-mail asking for Copy of BACK of TITLE and that C resent the Front of title again

Created By: Janelle Cantrall (5/17/2018 4:12 PM)
Rec'd Fax
Front copy of TITLE
arbs called C And Asked for BACK copy of TITLE

Created By: Janelle Cantrall (5/17/2018 4:01 PM)
Called C P#[redacted] EXT. 119 / spoke to C
C/s Was in A meeting but will fax title NOW

Created By: Janelle Cantrall (5/17/2018 8:15 AM)
Rec'd E-mail from Morley Barb R. asking if arbs has rec'd TITLE YET?

Arbs Called C P# [redacted] EXT. 119
C/s C has the title, but is super Backed up this morning, and will fax to arbs today

arbs responded to Morley - BR and advised

Created By: Megan Lupp (5/15/2018 9:20 AM)
DRTS-ML rec'd the front and back side of the title application and attached docs to the case.

DRTS emailed ARBS to inform of not being able to retrieve the certificate of title
at this time and closed the task.

Created By: Megan Lupp (5/15/2018 9:09 AM)
DRTS-ML spoke with Daniella in accounting to request the back side of the title app
and she will send it today.

DRTS emailed ARBS to inform of this.

Created By: Janelle Cantrall (5/15/2018 7:33 AM)
Called C P# [redacted] EXT. 119
Spoke to receptionist / asked for C
C has 2 calls holding.... Arbs gave arbs name and then Receptionist asked arbs to HOLD on while C was located.

Arbs Spoke to C
C/s C never Rec'd Copy of TITLE and C husband is trying to GET another Copy

Created By: Megan Lupp (5/14/2018 12:11 PM) | Last Modified By: Megan Lupp (5/14/2018 12:11 PM)
DRTS-ML spoke with Corine to let her know that DRTS still has not received
front and back of title, Corine will fax it again to DRTS today.

Created By: Janelle Cantrall (5/14/2018 9:36 AM)
Sent C reminder E-mail to send arbs C copy of TITLE

Created By: Megan Lupp (5/11/2018 1:26 PM)
DRTS-ML left voicemail for Corine in titling to check on the status
of when DRTS is to receive the front and back of the title app

Created By: Janelle Cantrall (5/10/2018 2:52 PM)
Called C P# [redacted] EXT. 119
Spoke to C
Arbs confirmed C rec'd ARBS e-mail requesting Copy of TITLE

Created By: Megan Lupp (5/10/2018 8:42 AM)
DRTS-ML spoke with Corine in titling to request the title app, front and back sides
and she will grab the file and send it over today.

Created By: Janelle Cantrall (5/10/2018 7:27 AM)
Sent e-mail to C and CC Ser. Mgr. MO
Ms. McBride,

Our third party vendor, Morley is requesting a copy of the TITLE (front and back). The Title application is in Michael Rogan's name and the Registration is in your name, and they need clarification.

Created By: Janelle Cantrall (5/10/2018 7:24 AM)
E-mail from MORLEY
Good morning Janelle,

For this case, we need a copy of the front and back of the title as it is a customer held title state. The title app appears to show Michael as the owner and it being registered to Luann. So we really need to see that title to see if there is co ownership or if it should just be in Michael's name. But from the title app, it doesn't appear Luann should be listed as the owner.

I'm going to send this back to you until we get the title. Thanks!!

Nicole Sinn
Disposition Coordinator
Morley VSPC
2717 Schust Rd
Saginaw, 48603
[redacted]

Created By: Janelle Cantrall (5/9/2018 2:32 PM)
Rec'd e-mail from Morley - Nicole SINN asking arbs to attach Docs to CST

COMPLETED

Created By: Janelle Cantrall (5/9/2018 2:08 PM)
Sent Check to Morley ~ 282351
FedEx ~ 772165457811

Created By: Janelle Cantrall (5/9/2018 6:38 AM)
Check request approved

Created By: Janelle Cantrall (5/8/2018 8:43 AM)
Submitted Check Request for Consumer Affairs Voluntary Repurchase due to 2 repair attempts and 65 days down for Forward Emergency Brake inoperable.

FECU ~ $43,080.41 G/T 6/3/18 (30 day P/D $3.56 ($106.80) PLUS payoff $42,973.61
C owes ~ $11,223.00 (Dealer is paying for C)
C is buying new vehicle at the dealer and the Dealer is rolling this NEG EQUITY INTO NEW LOAN

STATE - NY
NO usage - C only has 1,256 miles
veh. is still down at dealer for FEB Concerns

This case started out as IIR
DTS -KM could not duplicate Case
but when Arbs rec'd RHR and called the Dealer the Ser. Mgr. MO stated the issue was duplicated

Arbs confirmed with sales Mgr. Mike Sperling that the Dealer Gave C $20K on ACV
C payoff was $30,796.89
DIFF ~ $10,796.89

2017 Nissan Rogue

Created By: Janelle Cantrall (5/8/2018 8:22 AM)
IIR- FEB- EST

Created By: Janelle Cantrall (5/8/2018 8:18 AM)
Followed up with an e-mail to C
Luann,

The NY Sales Tax refund form goes to your STATE dept. for the refund. I received the signed repurchase agreement and will complete the buyback process on my end. In about a week to 10 business days, you will get a call from a Morley agent to schedule the surrender of your 2017 Nissan Rogue back to Nissan. You will meet the agent at Nissan 112 and he/she will complete the inspection process with you, and at that time, the check that is due to Nissan North America will need to be provided to the Morley agent at that time. ($11,223.00).

The Morley agent will then send the PAYOFF check to your Lienholder (NEFCU) to pay off your loan. Let me know if you have any questions.

Created By: Janelle Cantrall (5/8/2018 8:14 AM)
Rec'd signed Repurchase Agreement

Created By: Janelle Cantrall (5/7/2018 4:56 PM)
Sent C e-mail reminder for C to send Signed Repurchase agreement

Created By: Janelle Cantrall (5/7/2018 8:35 AM)
Rec'd Call from C
c/s c spoke to the owner on Friday (Al Williams) and the Dealer stated the $ C owes, the Dealer will pay NNA for it.
Arbs advised C that Arbs has been trying to get in touch with the Sales Mgr. Mike Sperling on several occasions, and arbs has not been able to do so.
C.s That C took care of it on Friday when C went in and the Dealer should have told arbs that.
Arbs confirmed with C that the Dealer is going to cut NNA A check for the Amt. C owes at surrender?
C/s YES

C/s C will fax arbs the Signed Repurchase Agreement in about 5 mins.
arbs thanked C for the Call

Created By: Janelle Cantrall (5/4/2018 4:30 PM)
Called Nissan 112 @[redacted] / Arbs asked to speak to Sales Mgr. Mike Sperling
arbs put on hold
arbs was on hold over 4 mins.
arbs hung up and called back
recep. Stated SM- Mike is on the phone but will get another SM to assist arbs
Arbs spoke to DAN
SM-D stated doesn't know anything about this C and arbs will need to speak to SM-MIKE
arbs left Message with SM-D and asked for A call back

Created By: Janelle Cantrall (5/3/2018 12:21 PM)
Rec'vd VXM from C asking arbs to return Call
Called C P#[redacted] EXT. 119
c asked how does c owe so much money?
arbs expl. to C that C has a lot of neg. equity going into the new car loan
C/s the Sales mgr. told C that the trade was a WASH
arbs advised C that it was not and the Sales Mgr. Mike sperling told arbs the ACV was on $20K and the C owed $30,796.89
C/s C is not paying it and wants Payments C has made.
arbs advised that NNA does not refund for neg. equity
C/s C is calling the dealer

c ended the call

Created By: Janelle Cantrall (5/3/2018 9:30 AM)
Called Nissan 112 @[redacted] / Arbs asked to speak to Sales Mgr. Mike Sperling
will be in at NOON
arbs asked to speak to another Sales Mgr.
On hold for 6 mins.
hung up
arbs called back / arbs on another LONG HOLD
Arbs will call back later

Created By: Janelle Cantrall (5/3/2018 9:16 AM)
Sent Rep. Agreement to C

May 3, 2018

Luann Mcbride
32 Gores Drive
Mastic, NY 11950

RE: 2017 Nissan Rogue / JN8AT2MV5HW[redacted]

Dear Ms. Mcbride:

Thank you for allowing Nissan the opportunity to review this matter. Based on the repair history of your vehicle, Nissan would like to voluntarily repurchase the above referenced vehicle under the terms of the NEW YORK Lemon Law.

Based on the information above and the documents we have received, the refund calculations are as follows:

(+)Base price: $33,203.11
(+)License and Registration: $65.00
(+)Dealer Doc Fee: $75.00
(+)Wheel & Tire, Tow, & Paint & Fabric: $1,385.00
(+)Recycling Fee: $12.50
(+)Inspection Fee: $10.00
Total Purchase Price: $34,750.61
Less Mileage Usage Fee: (N/A) -$0.00
Less Rebate: -$3,000.00
Total Refund: $31,750.61
Pay off to lienholder: $42,973.61
Refund from Ms. Mcbride: $11,223.00

We anticipate completing the repurchase within 2 to 4 weeks from the time of your acceptance. An agent from Morley VSPC, our third-party vendor, will contact you to schedule the vehicle surrender. Once the vehicle has been successfully surrendered, Morley VSPC will collect your certified check in the amount of $11,223.00 and pay off the lienholder.

Created By: Janelle Cantrall (5/3/2018 9:05 AM)
placed call to BM @ NEFCU @[redacted] EXT 2004
Not Available
arbs hung up and called back
Arbs spoke to Melissa and asked for history of payments
Melissa asked arbs for Arbs P# and F# and stated arbs will get the pymt history faxed to arbs today

Created By: Janelle Cantrall (5/2/2018 1:34 PM)
Rec'd FAXED payoff from NEFCU Beverly Mckoy but not the history of payments
Arbs placed call to BM @ NEFCU @[redacted] EXT 2004
arbs left VXM asking for History of payments to be faxed to arbs

Created By: Janelle Cantrall (5/2/2018 10:37 AM)
Called NEFCU Back and spoke to Beverly
arbs asked for payoff to be faxed to arbs and the history of payments
arbs provided Beverly with arbs name, and F#

Created By: Janelle Cantrall (5/2/2018 10:29 AM)
Called Nissan 112 @[redacted]
and spoke to Sales Mgr. Mike Si
arbs advised that NNA has offered C buyback and asked why dealer charged so much over MSRP? ($8,955.00)
SM- Mike stated was negative equity for Base model Rogue C traded in
SM-M stated C is good friends with the GM
Arbs asked for Actual ACV on Trade? ($20K) and C payoff was $30,796.89

DIFF - $10,796.89

arbs Asked Sales Mgr. Mike about the Charge for :Other Aftermarket Items for $1,385?)
SM-Mike stated charge is for (1) Wheel & tire (2) Tow (3) Paint & Fabric

arbs advised that C will owe at surrender and dealer may want to look at a REFINANCE for C

Created By: Janelle Cantrall (5/2/2018 10:22 AM)
Rec'd call from C
C stated C called C bank and gave arbs permission to speak to arbs to give arbs Payoff information

P#[redacted]
Acct.# 0388375803
Nassau Educators FCU

Arbs called C/U and spoke to MAUREEN
arbs asked for payoff

$43,008.71 G/T 5.12.18
P/D ~ $3.51
arbs asked if NNA makes check payable to Nassau Educators FCU?
Maureen Said NO
make check payable to NEFCU
arbs confirmed Address:
1000 corporate Dr.
Westbury, NY 11590

Created By: Janelle Cantrall (5/2/2018 7:28 AM)
Called Nissan 112 ~[redacted]
Arbs asked for SM- MO
Asst. Ser. Mgr. Kevin stated SM-Mo will be in later and asked arbs if Asst. SM-K can help arbs?
Arbs asked about the Added Aftermarket items on BOS and asked why the dealer sold veh. at $8K over MSRP? Arbs stated arbs has sent Mo several e-mails, but has not gotten an answer. Asst. SM-Kevin stated will have SER. MGR. MO Return arbs call.
Arbs provided arbs p#

Created By: Janelle Cantrall (5/2/2018 7:22 AM)
Rec'd VXM from C and E-mail with same documents C provided
C/s in vxm that C had sent all the documents
arbs returned C call and advised C that Arbs can't Take a hand written payoff but the payoff needs to come from C bank directly
C/s " this is getting crazy, and that is what the bank told me on the phone"
arbs apologized but again stated to C that the payoff needs to come from C bank

Created By: Janelle Cantrall (5/1/2018 3:57 PM)
Called C P#[redacted] EXT. 119
arbs asked to speak to C
C went home early
Arbs Asked for VXM
Not available
arbs left Message with Receptionist for C to call arbs back
arbs provided arbs P#

Created By: Megan Lupp (4/30/2018 11:01 AM)
DRTS-ML docs are still not very clear but it was the best Steve could do.
BOS docs attached to the case.

Created By: Megan Lupp (4/30/2018 10:48 AM)
DRTS-ML spoke with Steve in finance to see if he could re-send the BOS
since it was not received yet.
He will try to scan and email the document to DRTS this morning.

Created By: Megan Lupp (4/30/2018 8:00 AM)
DRTS-ML left voicemail for Michael in the finance office to request copy of sales contract
since it was not received yet.

Created By: Janelle Cantrall (4/30/2018 7:01 AM)
E-mail to C requesting payoff and sales Contract

E-mail to Mo Khan

(3rd request)
The Bill of Sale says the vehicle was sold for $44,000 and the MSRP is $35,045.
Please tell me why the vehicle was sold $8,955.00 OVER MSRP?
Please provide the ACV sheet on their trade. It appears the negative equity was included in the MSRP.

What are the "Other Aftermarket" items sold for $1,385.00?

Created By: Megan Lupp (4/27/2018 11:36 AM)
DRTS-ML spoke with Steve in finance to request a copy of the BOS
and he will be faxing it right over shortly.

Created By: Janelle Cantrall (4/27/2018 7:15 AM)
2nd E-mail to Ser. Mgr. MO KHAN

Mo,

The Bill of Sale says the vehicle was sold for $44,000 and the MSRP is $35,045.
Please tell me why the vehicle was sold $8,955.00 OVER MSRP?
Please provide the ACV sheet on their trade. It appears the negative equity was included in the MSRP.

What are the "Other Aftermarket" items sold for $1,385.00?

Created By: Janelle Cantrall (4/27/2018 7:05 AM)
Sent reply e-mail to Ser. Mgr. Mo Khan @ mkhan@nissan112.com
Advising to send payoff from C C/U.....(Nassau Educators Credit Union). Please provide the payoff, per diem, and account number. The payoff needs to reflect the VIN of this vehicle.

Created By: Janelle Cantrall (4/27/2018 6:52 AM)
Rec'd REG - PICS

LUANN MCBRIDE
32 Gores Drive
Mastic, NY 11950
Expires: 5/29/2019
VIN JN8AT2MV5HW[redacted]

Created By: Janelle Cantrall (4/26/2018 9:58 AM)
Rec'd Call from Ser. Mgr. MO
SM-Mo stated will send arbs all docs. needed for C buyback
SM-Mo stated has copy of arbs e-mail to C
arbs thanked SM-M for the call

Created By: Megan Lupp (4/24/2018 12:54 PM)
DRTS-ML rec'd and attached Title Application.

Created By: Megan Lupp (4/24/2018 12:49 PM)
DRTS-ML spoke with Corine to request the title app and she should be sending it this afternoon.

Created By: Megan Lupp (4/24/2018 11:05 AM)
DRTS-ML left voicemail for Corine in accounting, requesting a call back regarding obtaining the title application.

Created By: Megan Lupp (4/24/2018 10:57 AM)
DRTS-ML obtained and attached factory invoice to the case.

Created By: Janelle Cantrall (4/24/2018 9:58 AM)
E-mail follow up with C

Mrs. Rogan,

Thank you for speaking with me this morning concerning the buyback of your Nissan Rogue. Please send the listed documents below to start the buyback process. This process can take up to 4 weeks to complete, and you will surrender you vehicle back to Nissan North America at Nissan 112 with our third party vendor, Morley. My office hours are Monday – Friday 7am-4pm CST. I am on the phone a lot, but if you call and I do not answer, please leave a voice mail message or send me an e-mail.

Thanks,

1. Sales contract
2. Registration
3. Pictures of the interior and exterior of the vehicle
4. Payoff information from your lienholder. Please include the physical address, the Per Diem, and the Account number showing the loan is affiliated with this vehicle.

Created By: Janelle Cantrall (4/24/2018 9:54 AM)
Called C @ (631)[redacted]
C answered But BAD connection
C asked Arbs to call C back at office P#[redacted] EXT. 119
Arbs Called C Back at Requested P#
C answered phone. C kept asking arbs to hold and arbs heard C talking to C
arbs asked C if C worked at the Dealer?
C/s C is Service manager at a KIA DEALER
Arbs let C know Arbs took over C Case and NNA would like to Offer the Buyback due to C concerns are under ENG. REVIEW and at this time there is No fix.

Arbs asked C if C had time to go over the Buyback process?
C/s Yes

Arbs provided information for buyback and Morley process
C stated C is financed ith NEF C/U?
but C did not seem too sure of C lienholder

C/s C is working with Exec. Mgr. Al in getting new vehicle
Arbs offered VPP
arbs provided C with arbs contact information and C provided arbs with C e-mail

[redacted]

arbs advised C that the buyback process takes up to 4 weeks
C/s C will call the Dealer and get the Ser. mgr. MO to send Arbs PICS
C/s the REG might not be in yet, due to C Just purchased veh.
Arbs stated C purchased Veh. in JAN. and now the end of April, and the Dealer should have already applied for C REG.
C/s OK

Created By: Janelle Cantrall (4/24/2018 9:31 AM)
Arbs Taking over Case

Created By: Janelle Cantrall (4/24/2018 8:27 AM)
Arbs notes:

STATE - NY

2V veh. drives rough when accelerating and cuts off randomly
1) 849 miles / no problem found
2) 1,256 miles / Per SM- Mo the Dealer did dupl. concern, C is in a loaner and Dealer is waiting on NNA to come out with FIX

1v Bluetooth inoperalbe @ 849 miles / Working as designed
1v Heated seats & Steering wheel inter cut's off @ 849 miles / normal shut off at 68 degrees

DAYS: 65

SELLING & SERVICING DEALER:
NISSAN 112
730 Ret. 112 (Medford Ave)
Patchogue, NY 11772
[redacted]
SM-Mo Khan
EM Fran Lomenzo

Customer:
[redacted]
32 GORES DR
Mastic, NY 11950 2008
BEST CONTACT #: (631) [redacted]
wife Louann Mcbride

2017 Nissan Rogue
VIN ~ JN8AT2MV5HW[redacted]
ISD: 1.22.2018
MSRP ~ $35,045

NO prev. Cases
NO Warrany Cases
NO Campaigns
No tech line Cases
NO VSC
DTS ~ kevin mackay inspection on 3.26.18 10AM @ Nissan 112 Sales corp

Created By: Janelle Cantrall (4/24/2018 8:18 AM) | Last Modified By: Janelle Cantrall (4/24/2018 8:18 AM)
Repair History:

2/15/2018 ~ 2/21/2018 @ 849 miles [redacted] days:7 Dealer: 2214 - nissan 112 sales corp. / SA-Kevin Hirapersaud
concern & action:
1. Heated seats and steering wheel inter cut off. / Normal shut off at 68 degrees
2. Bluetooth in-op please ck will not pair to vehicle. / Bluetooth working/customers phone is the problem.
3. When accelerating vehicle drives rough please / No problem found.

2/26/2018 ~ OPEN @ 1,256 miles [redacted] Dealer: 2214 - nissan 112 sales corp / SA- lally Karanvir
concern & action:
1. While driving veh randomly shuts off and starts back up by itself while driving / PER Ser. Mgr. MO Dealer Duplicate the concern with the Veh. C is in a Rental

Created By: Janelle Cantrall (4/24/2018 8:14 AM)
Called NISSAN 112 @ [redacted]0 And asked to speak to Ser. Mgr. MO KHAN
arbs asked about Current OPEN RO?
SM-MK stated took test drive with C and DID DUPLICATE The FEB ISSUE
arbs asked if C is in a loaner?
SM-Mo stated yes.

Created By: Janelle Cantrall (4/24/2018 7:42 AM)
Arbs notes:

REC'D copy of CURRENT RO [redacted] and Case file notes RO [redacted]
BUT RCAS DID NOT Ask dealer about Current RO and Concerns

Created By: Nicki Barror (4/23/2018 10:40 AM)
The RHR was submitted for review to ARBS Janelle Cantrall for review.

✓ **Created By: Amanda Yett (4/23/2018 9:32 AM)**
RCAS-AY received RO.
RCAS-AY notes attaching RO to case.

✓ **Created By: Amanda Yett (4/23/2018 9:29 AM)**
RCAS-AY placed outbound call to Customer at [redacted] on 4/23/18 at 9:25 AM.
RCAS-AY left VMX with case number and direct line.
RCAS-AY advised case is still under review at this time.
RCAS-AY advised follow up no later than 4/26.

Created By: Amanda Yett (4/23/2018 9:29 AM)
RCAS-AY notes fax received with wrong ROs.

✓ RCAS-AY placed outbound call to DLR.
RCAS-AY spoke with SA-Kevin Hirapersaud.
RCAS-AY advised received ROs but they are not the right ones.
RCAS-AY advised of RO numbers [redacted] and [redacted]
SA-KH advised RO [redacted] was voided out and SA-KH will send copy of RO [redacted]

Created By: Amanda Yett (4/23/2018 9:18 AM)
RCAS-AY placed outbound call to DLR.
✓ RCAS-AY spoke with SA-Kevin Hirapersaud.
RCAS-AY requested copies of ROs.
RCAS-AY provided fax number.
RCAS-AY explained that ROs are needed ASAP for RHR review.

✓ **Created By: Amanda Yett (4/23/2018 7:11 AM)**
RCAS-AY notes out off office on 4/19 and 4/20.
RCAS-AY sent email to SA-KH, SM-Mo Khan and CC'ed FOM-Victor Rosario requesting copies of ROs.

✓ **Created By: Amanda Yett (4/18/2018 10:09 AM)**
RCAS-AY sent email to SA-KH, SM-Mo Khan and CC'ed FOM-Victor Rosario requesting copies of ROs.

Created By: Janelle Cantrall (4/17/2018 3:38 PM)
C Called CA on 2.24.18

Arbs Rec'd RHR on 4.17.18
Arbs Rev'd RHR on 4.17.18

Arbs notes:

C has FEB concern, but per dts - km no problems were found when inspection from IIR Team requested DTS to inspect this vehicle

RO's [redacted] and [redacted] Are missing from the Case
Arbs can't complete the review

Created By: Amanda Yett (4/17/2018 2:43 PM)
RCAS-AY placed outbound call to SM-Mo Khan.
RCAS-AY requested more info about concerns.
SM-MK advised C came in for FEB concerns.
• How many times has the customer's vehicle been to the dealer/retailer for repairs?
2x.
• What repairs were performed?
No repairs were performed
• 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?
unsure, computer is down so cannot look it up.
• Has TECH LINE been involved?
Yes
• Has a Dealer Technical Specialist (DTS) been involved?
DTS checked veh and tech line has been contacted.

RCAS-AY requested SM-MK send copy of open RO.

Created By: Nicki Barror (4/17/2018 7:41 AM)
DRTS received the RHR. The RHR was assigned to ARBS Janelle Cantrall for review.

Created By: Amanda Yett (4/17/2018 7:07 AM)
RCAS-AY placed outbound call to Customer at [redacted] on 4/17/18 at 7:04 AM.
RCAS-AY ADVISED "This call may be recorded for quality and training purposes."

RCAS-AY advised has not received update from DLR.

C stated that DLR called to renew rental contract.

RCAS-AY asked if C is still requesting repurchase/replacement.

C stated without a doubt.
C stated that C loves veh.
✓ C stated that C misses C's veh.

RCAS-AY advised process will be started.
RCAS-AY reminded C that it is not guaranteed.
RCAS-AY advised follow up for 4/23 as RCAS-AY will be out of the office on 4/20.

C understood.

RCAS-AY offered further assistance.

C declined.

RCAS-AY thanked C for C's time.

Call ended mutually.

✓ Created By: Amanda Yett (4/17/2018 7:03 AM)
RCAS-AY sent email to SA-Kevin Hirapersaud requesting copies of all ROs.

Created By: Amanda Yett (4/13/2018 1:09 PM)
RCAS-AY placed outbound call to NISSAN 112 on 4/13/18 at 1:01 PM.
RCAS-AY requested to speak with SM-Mo Khan.
✓ RCAS-AY provided last six of VIN.
RCAS-AY asked if C is in a loaner veh.
SM-MK confirmed.
RCAS-AY requested copy of all ROs.
SM-MK advised C has mentioned trading in veh.

Created By: Amanda Yett (4/12/2018 2:26 PM)
RCAS-AY placed outbound call to Customer-Lillian at [redacted] on 4/12/18 at 2:19 PM.
RCAS-AY ADVISED "This call may be recorded for quality and training purposes."

RCAS-AY recapped Case.

C stated that C has FEB concerns and concerns with radio shutting off.

RCAS-AY apologized for experience.
RCAS-AY asked how C would like NNA to be further involved.

C stated that person who C spoke to stated that C did not care whether C lives or died.
C stated that veh is at the DLR.
C stated that DTS is at DLR now.
C stated that C has not heard back yet.

RCAS-AY advised will follow up with DLR.

C stated that C has recording of it doing it at 80 mph.
C stated that C's radio goes off and on.
✓ C stated that C was going to trade in the veh.

RCAS-AY advised cannot stop C from trading in veh.

C stated that is not what C wants.

RCAS-AY advised there are no recommended repairs at this time.

C asked if C can stay in loaner.

RCAS-AY advise C can remain in loaner if C does not feel safe in veh.

C understood.

RCAS-AY reiterated follow up for 4/17.

C declined further assistance.

RCAS-AY thanked C for C's time.

Call ended mutually.

✓ Created By: Amanda Yett (4/11/2018 3:52 PM)
RCAS-AY sent email to C with case number and contact number.

✓ Created By: Kelsey Christiansen (4/11/2018 3:43 PM)
RCAS-KC placed outbound call to C on #[redacted]

this phone number was to pep boys auto and not to C.

Created By: Kelsey Christiansen (4/11/2018 3:42 PM)
RCAS-KC placed outbound call to C on number[redacted]

C answered twice an hung up due to bad connection.

Created By: Andrew Allen (4/11/2018 2:13 PM)
*****CASE SUMMARY*****
CRR-AA is sending case to RCAS as per request from ARBS-KD in regards to C's concern.

Created By: Andrew Allen (4/10/2018 5:01 PM)
CRR-AA < VERIFIED> Account information including: C's name, home & e-mail address,
phone number & best contact number
CRR-AA CHECKED for open recalls/campaigns and found: none
CRR-AA CHECKED for previous UNRELATED Case(s) and found: none
CRR-AA CHECKED previous RELATED Case(s) and found: none
CRR-AA NOTED concern is: case follow up

CRR-AA received inbound call from C

C stated C is calling back in response to call.
C provided case number.

CRR-AA verified c's account and case number

C stated C is calling in response to outbound call from SCRR-TW.
C stated agent told C that there is nothing wrong with C's VEH and for C to pick VEH up from DLRSHP
C stated that C's VEH dies on the road and asked if SCRR-TW cared if C lived or died on the road.
C stated agent told C that it was not NNA's problem.
C stated NNA lost a customer.
C stated DLR can repo the VEH as far as C cares.

CRR-AA informed C that CRR-AA has documented C's concerns and will email agent handling C's case to call back.

C understood.

C stated C does not want to be contacted between 2:00 and 4:00 pm eastern time because c will be going to a funeral.
C stated after 4:30 standard Eastern Time would be best.

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

C declined.

CRR-AA noting C's best contact number is[redacted]

C disconnected call before CRR-AA could provide agent ID # or case number

Created By: Taylor Willock (4/10/2018 3:36 PM)
SCRR-TW assisting with case
SCRR-TW made outbound call to C @ [redacted]
SCRR-TW noting call went to voicemail
SCRR-TW noting left voicemail for C to call NNA CA back with C's case number
SCRR-TW left case number and NNA CA contact number for reference
SCRR-TW released call
SCRR-TW changing follow-up date to 04/11/2018 to allow for customer call back or another call attempt to be made to C

SCRR-TW noting for next agent, statement of decision from ARBS was provided to C in case notes from 04/09/2018 and note a denial letter would be sent to C by FEDEX tracking number;[redacted]

Created By: Kristine Tavares (4/9/2018 5:06 PM)
CRR-KT sent e-mail regarding escalation
********** [CASE SUMMARY] **********
VEH COMPLAINT/ BUY BACK
****

Created By: Kristine Tavares (4/9/2018 5:04 PM)
CRR-KT VERIFIED Account Info including: C's name, home & email address, phone number & best contact number
CRR-KT VERIFIED VEH Info including: VIN#, Current Mileage
CRR-KT CHECKED for open recalls/campaigns and found: 0
CRR-KT CHECKED for previous UNRELATED Case(s) and found: #
CRR-KT CHECKED previous RELATED Case(s) and found: #
CRR-KT NOTED concern is: case escalation

CRR-KT received inbound call from C

C stated that C has 7 Nissans
C stated that the inspector informed C that there was nothing wrong with the VEH
C stated that C has called the DLRSHP Nissan 112 7 times
C stated that C did not like the way the inspector spoke to C
C stated the inspector was rude
C stated that the VEH was at the DLRSHP for 3 months and C has made the 3 months of car payments

CRR-KT asked how C would like Nissan to assist C

C stated that the VEH only has the concern when C remote start
C stated that C wants to be there when the inspector is present
C stated that C and the service manager have videos of the concern
C stated that C loves Nissan and turns them in every year and a half
C stated that C wanted the case sent to someone higher up
C stated that C asked the inspector what C is supposed to do if the VEH breaks down and C and C's granddaughter get hurt
C stated that the inspector told C it was not the inspectors concern

CRR-KT informed C that the case would be escalated
CRR-KT informed C that an e-mail would be sent regarding the case
CRR-KT informed C that C's case would be escalated for review
CRR-KT informed C that C would receive a call within 4 to 8 business hours making it by end of next business day tomorrow 4/10/2018

C understood

CRR-KT provided C with Case #[redacted] name & Agent ID 7319341 via e-mail
CRR-KT asked C if there was anything else CRR-KT could assist with.

C declined

Best Contact #: [redacted]

Call ended mutually

Created By: DeHenry Kidd (4/9/2018 4:25 PM)
Closing case Notes

Customer Name:[redacted]
Phone#:[redacted]

Arbs-DK called customer to discuss case, this matter was reviewed and there were no defects found with the vehicle. The vehicle was test driven and the DTS could not replicate the customer's complaint. There are no related DTCs, no EDR event recorded, and no FEB mileage marker noted in the diagnostic code history. There is no evidence of a manufacturing defect that would cause or contribute to this 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 (4/9/2018 2:46 PM)
Best contact #[redacted] or[redacted]

Arbs informed customer they would need to discuss rental arrangement with the dealer since customer got it from the dealer customer understood.

Created By: Shelley Nabert (4/6/2018 5:05 PM)
CRR-SN VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number

C is requesting case status and wants to take rental VEH to Florida for family vacation on Tuesday 4/10/2018

CRR-SN sent email to RCAS advising of case and providing best contact #

Best contact #[redacted] or[redacted]

C understood and appreciated the assistance
C declined further assistance and call ended mutually

Created By: DeHenry Kidd (4/5/2018 7:52 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 (3/19/2018 9:55 AM)
Arbs reached out to the dealer to let them know the inspection date is set for 3/26

Created By: DeHenry Kidd (3/5/2018 2:57 PM)
BEST CONTACT #: [redacted]

Arbs-DK called customer at 256pm answer was made. Arbs left a message with inspection date set for 3/26 arbs stated if customer need to call Arbs back customer can call at[redacted] call ended.

Created By: DeHenry Kidd (3/1/2018 3:33 PM)
Verified Name Address Phone# VIN Mileage Responsible Dealer

Checked for open Recalls/Campaigns: None

- C states that C was driving on Sunrise highway travelling approximately 60 mph.
- In which direction (N, S, E, W?) "Northbound/Southbound/Eastbound/Westbound..." Eastbound
- How many lanes was the road and in each direction?
- Is the road divided by a concrete barrier, grass median or turning lane:
- Which lane where you traveling in?
- Where there any vehicles to your left or right?
- How far were you from the vehicle in front of you?
- 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
- What is the posted speed limit in the area where the incident happened? 60
- Was traffic level moderate, heavy, or light? Light
- Just before the incident occurred, was the orientation of the steering wheel and the vehicle in a straight line? Yes
- Weather: Clear
- Did any airbags deploy: None
- Point of impact: No Impact

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 (3/1/2018 12:36 PM)
BEST CONTACT #: (631)[redacted]
Luann McBride

Arbs-DK called customer at 1236pam no answer was made. Arbs left a message stating name and number for c to call Arbs back at[redacted] call ended.

Created By: Samantha Dixon (2/27/2018 2:12 PM)
C contacted NNA about multiple veh concerns, repurchase/replacement.

Created By: Amanda Yett (2/27/2018 1:02 PM)
C contacted NNA about multiple veh concerns.

Created By: Amanda Yett (2/27/2018 1:00 PM)
RCAS-AY placed outbound call to C @[redacted] X 119.
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.
RCAS-AY verified C's concerns—heated seat/steering wheel, Bluetooth, FEB concern, radio

C stated that assist brake is braking veh.
C stated that radio turns on and off while driving.

RCAS-AY apologized for experience
RCAS-AY advised would like to address concerns 1 by 1.
RCAS-AY advised regarding heated steering wheel and heated seat, SM-MK advised found veh to be operating normally.

C stated that it is an intermittent problem.
C stated that C is used to very hot heated seat.
C stated that C has owned other Rogues.
C stated that steering wheel only gets hot on bottom, not on top.
C stated that C went back to DLR and SM-MK advised would order C a steering wheel.
C stated that C gave SM-MK videos.
C stated that SM-MK advised C to call NNA.

RCAS-AY understood.
RCAS-AY advised SM-MK advised C had concern with Bluetooth but SM-MK advised was able to fix it.

C stated that C has to turn off cell phone every time C tries to connect it.

RCAS-AY understood.
RCAS-AY advised C is also having concern with radio.

C stated that SM-MK has videos of it happening.

RCAS-AY advised C is also having problem with veh braking.

C stated concern is with FEB.
C stated that all of the other loaner veh, Rogues at DLR are off the road for this concern.

RCAS-AY created and submitted IIR.

C stated that C will have to make veh payment.
C stated that C has owned a Rogue since the first model came out.

RCAS-AY advised of RHR process.
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 veh is unsafe to drive.

Where is the veh currently?
At DLR

Where was the veh purchased?
Nissan 112, purchased

Was it purchased new or used?
New

If used, when was the veh purchased?
N/A

Where is the veh serviced?
Nissan 112

Has the veh been taken to multiple Nissan/Infinity dealers?
Nissan 112.

C stated that C drives back and forth to Lake George.
C stated that on highway, C does 80-90 mph.
C stated that concern has occurred at that speed and C feels it is very unsafe.

RCAS-AY advised this will be documented.
RCAS-AY advised someone will be in touch with C within 3 business days.

C declined further assistance.

RCAS-AY thanked C for C's time.

Call ended mutually.

Created By: Amanda Yett (2/26/2018 2:47 PM)
RCAS-AY placed outbound call to DLR.
✓ RCAS-AY spoke with SM-Mo Khan.
SM-MK advised C called and was frantic stating veh stopped on C.
SM-MK advised C does not feel safe driving the veh.
SM-MK advised will put C in a loaner veh.

Created By: Amanda Yett (2/26/2018 2:37 PM)
RCAS-AY placed outbound call to C @[redacted]

C stated that C is taking veh to DLR.
C stated that while driving 70-80 mph, the veh just turns off.
C stated that while driving 60-70 mph, the veh stops.

RCAS-AY ADVISED "This call may be recorded for quality and training purposes."
✓ RCAS-AY unable to verify C's info.

C stated that C is leaving veh at DLR.
C stated that DLR is going to put C into another veh.
C stated that C talked to SM-Mo Khan who advised C to bring veh back in.

RCAS-AY advised will speak with SM-Mo Khan and call back tomorrow.

C understood.

Call ended mutually.

✓ **Created By: Amanda Yett (2/26/2018 2:32 PM)**
RCAS-AY received VMX from C requesting callback at (631) 569-5700x119.

Created By: Amanda Yett (2/26/2018 8:50 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."

Created By: Amanda Yett (2/26/2018 8:47 AM)
RCAS-AY placed outbound call to DLR.
RCAS-AY spoke with SM-Mo Khan.
RCAS-AY provided last six of VIN.
SM-MK advised C just bought veh from DLR.
SM-MK advised first complaint was heated seat and steering wheel.
✓ SM-MK advised both operate normally.
SM-MK advised C has also complained about Bluetooth.
SM-MK advised has checked compatibility and SM-MK reset C's phone and it worked.
SM-MK advised road tested veh and could not duplicate acceleration concern.
SM-MK advised felt like veh was stopping or slowing down, no codes.
SM-MK advised did not tell C that there would be an inspection on 3/9.
SM-MK advised C that DLR can go through process of requesting DTS.

Created By: Amanda Yett (2/26/2018 8:29 AM)
✓ RCAS-AY placed outbound call to DLR.
SM-Mo Khan unavailable.
RCAS-AY left VMX requesting callback.

Created By: Ryan Hertz (2/26/2018 7:46 AM)
SUMMARY:

[redacted] C updating case information
SCRR-RH added case notes
SCRR-RH noting no courtesy email required as C not requesting information, only adding

Created By: Ryan Hertz (2/26/2018 7:45 AM)
SCRR-RH Account Info including: C's name, home & email address, phone# & best contact#
SCRR-RH VEH Info including: VIN, mileage
SCRR-RH CHECKED for open recalls/campaigns and found: 0
SCRR-RH CHECKED for previous UNRELATED Case(s) and found: 0
SCRR-RH CHECKED previous RELATED Case(s) and found: 0
SCRR-RH NOTED concern is: Case Update
SCRR-RH received an incoming call from C

[redacted] C stated C was driving yesterday and today
C stated dashboard shut off, all electronics at 75 mph
C stated brakes started braking as well
C stated C does not want to wait until 3/9 for inspection
C stated C wanted to add this to case and request case # for SA at DLRSHP

SCRR-RH informed C that case has been updated
SCRR-RH provided case #, ID and name
SCRR-RH provided follow-up date

C thanked
Call ended mutually

✓ **Created By: Amanda Yett (2/26/2018 7:04 AM)**
RCAS-AY unable to datanet.

Created By: Riley Nabert (2/24/2018 11:52 AM)
CRR-RN VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-RN VERIFIED VEH Info including: VIN#, Current Mileage,
CRR-RN CHECKED for open recalls/campaigns and found: 0
CRR-RN CHECKED for previous UNRELATED Case(s) and found: 0
CRR-RN CHECKED previous RELATED Case(s) and found: 0

CRR-RN NOTED concern is: VEH COMPLAINT/ BUY BACK
CRR-RN received inbound call from C

C wife Louann Mcbride called in and will now be referred as to C
C stated C owns a couple Nissan
C stated C recently purchased a new Rogue
C stated C has brought VEH to DLRSHP many times regarding these concerns

CRR-RN asked C what concern C is experiencing

C stated as the C is driving the stereo system does not always work and will shut off randomly
C stated C steering wheel does not get hot just warn
C stated C heated seats don't always work or get super warm
C stated C phone doesn't connect to Bluetooth half the time
C stated VEH has being electrical issues
C stated C is also experiencing a concern of the VEH just braking on its own
C stated while driving the VEH will just randomly brake
C stated C doesn't want to hear about the phone being the concern with Bluetooth
C stated this is the C 5th Rogue with Nissan
C stated VEH has 700 miles on it
C stated C doesn't feel safe driving the VEH
C stated the SM at DLRSHP is telling C that the DLRSHP has a specialist coming out to look at the VEH
C stated DLRSHP is stating the appointment with this service rep isn't till March 9th, 2018
C stated that prior DLRSHP never diagnosed concern so C video tapped the concern
C stated C brought the video tap into DLRSHP today and showed the SA
C stated the SA said this is a known issues with Nissan VEH
C stated C feels like C should trade the VEH in
C stated C is constantly on highways for work and can't have this because what if C gets killed

CRR-RN asked C how C would like NNA to be of assistance

C stated C would like the VEH to be fixed
C stated C shouldn't have to wait for the person to come down on March 9th
C stated this is a known concern than C should not have to wait since this is a safety concern

****
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 Monday, February 26th, 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]	INTERIOR ELECTRICAL	GEN. INTERIOR ELECTRIC COMPONENT	POOR OR IMPROPER OPERATION	11	2/26/2018	YX	AV	195500	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Amanda Yett, 2/27/2018 12:56 PM	2/27/2018

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Case [redacted]

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Case History [5+] | Case Comments [24] | Case Categorizations [1] | Forms [1]

Case Detail

Reopen Case | Clone Closed Case

Number of open vehicle campaigns = 1

Account Name	[redacted]	Case Owner	[redacted] Samantha Dixon
Contact Email	[redacted]	Type	CA
[redacted]	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	5/7/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	2/26/2018 11:27 AM
Social Media Involvement		Date/Time Closed	5/7/2018 9:21 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	6,000	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	2/26/2018
IIR Date		RHR Completed	
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	KNMAT2MV1HP[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	29217	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	STAR NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	06	Dealer Instructions	
Shared With		Requested Dealer Action	

Bluetooth

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

Related Items

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

Contact Name [redacted]

Sales & Service Campaign Specific Information

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

Verbatims

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

DTS Inspection

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

System Information

Subject: CUSTOMER: [redacted] VIN: KNMAT2MV1H[redacted]
Created By: Deandra Tavares, 2/26/2018 11:27 AM
Last Modified By: NNAETL, 12/11/2018 11:04 PM
Case Record Type: CA Closed Case
Days Closed: 757
Action Code: NT8G
What action was taken?: 8G Provided Other Information
Root Cause
Root Cause Code: SCIN
Root Cause Code (2)
Document ID [redacted]

Agent Comments

Agent Comments: IIR
Agent Next Step

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
5/7/2018 9:21 AM	Samantha Dixon	Changed **Status** from Open to **Closed**.
		Closed.
4/30/2018 8:34 AM	Samantha Dixon	Changed **Follow Up Date** from 4/30/2018 to 5/7/2018.
4/23/2018 9:17 AM	Samantha Dixon	Changed **Follow Up Date** from 4/23/2018 to 4/30/2018.
4/16/2018 8:05 AM	Samantha Dixon	Changed **Follow Up Date** from 4/16/2018 to 4/23/2018.

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Case Comments

New

Case Comments Help

Public	Comment
✓	Created By: Samantha Dixon (5/7/2018 9:20 AM) ARBS closing case, veh repaired
	Created By: Samantha Dixon (5/7/2018 9:18 AM) ARBS made outbound call to c[redacted] ARBS advised that The DTS has already advised the dealer to remedy the two active DTCs related to the vehicle's FEB system. ARBS advised that there is no additional assistance.
✓	c confirmed that the veh is fixed and working much better. ARBS advised that if c has any other problems to call NNA back. c understood. Call ended mutually.
✓	Created By: Samantha Dixon (5/2/2018 10:07 AM) ARBS made outbound call to c[redacted] ARBS had to leave a vcmail. ARBS advised that c inspection results were available ARBS requested for a call back[redacted]
✓	Created By: Samantha Dixon (5/2/2018 9:03 AM) ARBS received email from PL WR PL advised This matter has been reviewed. The DTS has already advised the dealer to remedy the two active DTCs related to the vehicle's FEB system. I don't feel that any additional assistance is needed regarding this matter.
✓	Created By: Samantha Dixon (4/30/2018 8:34 AM) ARBS sent email to pl for update on case
✓	Created By: Samantha Dixon (4/23/2018 8:46 AM) ARBS sent email to pl for update on case.
✓	Created By: Samantha Dixon (4/16/2018 8:04 AM) ARBS sent email to pl for update on case.
✓	Created By: Samantha Dixon (4/2/2018 10:04 AM) ARBS received email from DTS advising that report has been uploaded to FTP follow up with PL in 10 business days.
✓	Created By: Samantha Dixon (3/29/2018 8:11 AM) ARBS sent email to DTS to see when report will be uploaded to FTP.
✓	Created By: Samantha Dixon (3/23/2018 8:52 AM) ARBS sent email to DTS to see when report will be uploaded to FTP.

✓ **Created By: Samantha Dixon (3/15/2018 9:55 AM)**
ARBS made outbound call to c[redacted]

ARBS advised that ARBS was calling to remind c of the DTS inspection tomorrow at 10am.

c thanked ARBS for the call.

call ended mutually

Created By: Samantha Dixon (3/6/2018 8:20 AM)
ARBS made outbound call to c[redacted]

ARBS advised that NNA will be inspecting the ven on 3/16 @ 10am.
ARBS advised that c can stay in the loaner until the inspection results are available.
✓ ARBS advised that the DTS would like to meet with c on the date for a test drive so c can show where the issue is happening.

c stated that c will be there.

ARBS thanked c for c time.

Call ended mutually

Created By: Samantha Dixon (3/6/2018 8:06 AM)
ARBS sent email to SM Alex:

Alex,

✓ I just wanted to follow up with you and advise that Javier will be out to the dealer to conduct the IIR inspection for this vehicle on 3/16/2018 @ 10am.

Thank you,

Samantha Dixon

Created By: Samantha Dixon (3/1/2018 9:54 AM)
ARBS sent email to SM Alex:

Alex,

I left a message with the receptionist because you weren't available.

✓ I wanted to advise that this customer has contacted NNA in regards to his concerns with the FEB in the vehicle and is requesting an inspection to be completed.
I have submitted a DTS request for Javier to come to the dealer to complete an IIR inspection on the vehicle and the customer will be bringing the vehicle in on Monday to drop off and obtain a loaner vehicle. The loaner vehicle will be covered by Nissan during the inspection process. If you have any questions please let me know.

Thank you,

Samantha Dixon

Created By: Samantha Dixon (3/1/2018 9:52 AM)
ARBS received inbound call from Alex.

ARBS advised that C has contacted NNA in regards to the FEB concerns that c is having in the veh.
ARBS advised that ARBS will be sending DTS out to do an IIR inspection of the veh and that c will be bringing the veh in on Monday 3/5 to drop off and obtain a loaner veh.
✓ ARBS explained that NNA will be covering a loaner for the customer during the inspection process.

SM Alex requested an email with all that information.

ARBS agreed.

call ended mutually

Created By: Samantha Dixon (3/1/2018 9:42 AM)
ARBS made outbound call to STAR NISSAN left message for service manager Alex.

✓ ARBS advised that C has contacted NNA in regards to the FEB concerns that c is having in the veh.
ARBS advised that ARBS will be sending DTS out to do an IIR inspection of the veh and that c will be bringing the veh in on Monday 3/5 to drop off and obtain a loaner veh.
ARBS provided direct #[redacted]

Created By: Samantha Dixon (3/1/2018 9:26 AM)
ARBS made outbound call to c[redacted]
ARBS requested 20-30 mins to speak about case.

c stated that when c is driving and this incident and this has happened 5 times.
c stated that sometimes the veh just stops by itself and the FEB light will come on.
c stated that its happened on hwy.
c stated that its happened during the day and night.
c stated that the veh will stop and then go.
c stated that c is afraid that someone will hit c because the veh will stop on its own.
c stated that the last incident happened last friday while picking up daughter from school.
c stated that c has addressed this concern with the DLR.
c stated that DLR will state that the DLR is unable to duplicate the concerns and that c is fine.
c stated that the veh keeps doing it.
✓ c stated that c is threatening to turn the veh in and go to another manufacture and get another veh.
c stated that its happened on Long Island Express way and some other locations in long island.
c stated that c is currently driving and is not in a loaner veh.

ARBS advised that NNA would be interested in inspecting the veh.
ARBS advised that the process is 6-8 weeks, 2-4 weeks for the inspection to be completed and 2-4 weeks for the inspection results to be completed.
ARBS advised that ARBS will contact the DLR to arrange a loaner veh for c.

c stated that c will go to Star Nissan to get a loaner.

ARBS advised that ARBS will contact the DLR to advise when c will be there to get the loaner veh.
ARBS advised that ARBS will follow up with c to advise of the inspection date.

c understood.

call ended mutually

✓ **Created By: Samantha Dixon (2/28/2018 8:43 AM)**
**********ARBS RECEIVED CASE, UNDER REVIEW, PENDING PROBE VERIFICATION **********

Created By: Samantha Dixon (2/27/2018 2:17 PM)
FEB/IIR

✓ **Created By: Earl Scales (2/27/2018 1:08 PM)**
RCAS-ES placed outbound call to C at[redacted]
RCAS-ES ADVISED "This call may be recorded for quality and training purposes."
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 braked by itself.
C stated that C is afraid that someone might hit C.

RCAS-ES asked how many times the concern occurred.

C stated that the concern happened the first time when C had an LOF.
C stated that the DLR checked to computer and everything was fine.

RCAS-ES asked does the concern happen in the same area.

C stated that the concern usually happens on the highway.
C stated that the concern happened with C's wife on the highway too.

RCAS-ES stated that RCAS-ES would complete IIR.
RCAS-ES asked the IIR probing questions.
RCAS-ES stated that NNA will follow up with C 03/02/18.

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 (2/27/2018 12:54 PM)
RCAS-ES placed outbound call to Star Nissan.

SA-Kristen stated that the last time C has been to the DLR was 11/14/17 for an LOF.

Created By: Deandra Tavares (2/26/2018 11:42 AM)
C has a lanuage barrier and cannot speak english very well, so please be aware you may have to speak slow with C as C could not understand me if I spoke too fast.

Created By: Deandra Tavares (2/26/2018 11:41 AM)
****** [CASE SUMMARY] ******
C contacted Nissan CA requesting assistance with VEH braking on its own and C does not feel safe in VEH
CRR-DT sending case to RCAS for review

Created By: Deandra Tavares (2/26/2018 11:40 AM)
CRR-DT <VERIFIED> Account information including: C's name, home address, phone number & best contact number
CRR-DT VERIFIED VEH Information including: Current Mileage, year, model, color
CRR-DT CHECKED for open recalls/campaigns and found: NONE
CRR-DT CHECKED for previous UNRELATED Case(s) and found: NONE
CRR-DT CHECKED previous RELATED Case(s) and found: NONE
CRR-DT NOTED concern is: RHR

CRR-DT received inbound call from C

C stated C is having a VEH concern
C stated when C drives on highway the VEH stops by itself
C stated this is very dangerous
C stated C has family that goes in the VEH
C stated this VEH is no safe
C stated C has been buying Nissan's since 2000
C stated C asked the DLRSHP about this when C took VEH in for oil change
C stated this has happened 3 times
C stated C is not complaining about money, C is complaining about safety
C stated C does not feel safe
C stated C wants to change VEH's
C stated C does not want to be in this VEH anymore

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

C declined.

CRR-DT informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 2/27/2018 regarding C's concern.

C understood.

CRR-DT provided C with case number [redacted]
CRR-DT noting C's best contact number is [redacted]

Call ended mutually

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
	[redacted]	BRAKES	GEN. BRAKE COMPONENT (S)	POOR OR IMPROPER OPERATION	03	2/26/2018	YX	AD	121500	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Earl Scales, 2/27/2018 1:07 PM	2/27/2018

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Case [redacted]

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Case History [5+] | Case Comments [17] | Case Categorizations [2] | Forms [0]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Geoffrey Gahan
Contact Email	[redacted]	Type	CA
[redacted]	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	3/8/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	2/26/2018 2:14 PM
Social Media Involvement		Date/Time Closed	3/8/2018 8:34 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	1		
Description	C contacted NNA about FEB concern.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	NISSAN 112 SALES CORP
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	8,000	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	29417	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	NISSAN 112 SALES CORP	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	07	Dealer Instructions	
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	

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: JN8AT2MV4H[redacted]	Root Cause	
Created By	Helen Baglole, 2/26/2018 2:14 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/11/2018 10:58 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	817		
Action Code	NT4B		
What action was taken?	4B Lack of Customer Response		

Agent Comments

Agent Comments	Contact C @ 12
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
3/8/2018 8:34 AM	Geoffrey Gahan	Changed **Status** from Open to **Closed**.
		Closed.
3/8/2018 8:31 AM	Geoffrey Gahan	Changed **Follow Up Date** from 3/9/2018 to 3/8/2018.
3/8/2018 8:29 AM	Geoffrey Gahan	Changed **Follow Up Date** from 3/8/2018 to 3/9/2018.
3/7/2018 8:30 AM	Geoffrey Gahan	Changed **Follow Up Date** from 3/7/2018 to 3/8/2018.

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Case Comments

New

Case Comments Help

Public	Comment
	Created By: Geoffrey Gahan (3/8/2018 8:33 AM) CRT-GG is closing Case due to lack of response from C. *** CASE SUMMARY *** C contacted Nissan CA requesting assistance with FEB concern. CRT-GG advised C Nissan has created a Case to document C's concern and this Case will remain in NNA's system. *** STATEMENT OF DECISION *** CRT-GG advised C to have the VEH diagnosed. C stated C will bring the VEH in for diagnosis. CRT-GG was unable to make further contact with C.
✓	**Created By: Geoffrey Gahan (3/8/2018 8:30 AM)** CRT-GG placed an outbound call to C @[redacted] and received a busy signal.
✓	**Created By: Geoffrey Gahan (3/8/2018 8:30 AM)** CRT-GG placed an outbound call to C @[redacted] and left a VMX providing CRT name, phone #, case #.
✓	**Created By: Geoffrey Gahan (3/7/2018 8:30 AM)** CRT-GG sent unable to contact email to C.
✓	**Created By: Geoffrey Gahan (3/7/2018 8:28 AM)** CRT-GG placed an outbound call to C @[redacted] and left a VMX providing CRT name, phone #, case #.
✓	**Created By: Geoffrey Gahan (3/6/2018 4:27 PM)** CRT-GG placed an outbound call to C @[redacted] and left a VMX providing CRT name, phone #, case #.
✓	**Created By: Geoffrey Gahan (3/6/2018 4:25 PM)** CRT-GG received a VMX from NISSAN 112 SALES CORP stating Cs VEH hasn't been in to the DLR.
✓	**Created By: Geoffrey Gahan (3/6/2018 3:21 PM)** CRT-GG placed an outbound call to NISSAN 112 SALES CORP and left a message for an SA to return the call.
✓	**Created By: Geoffrey Gahan (3/1/2018 10:15 AM)** CRT-GG sent contact info email to C.
✓	**Created By: Geoffrey Gahan (3/1/2018 10:14 AM)** CRT-GG placed an outbound call to C @[redacted] CRT-GG advised C, "This call may be recorded for quality and training purposes." CRT-GG verified C's name, home & email address, concern, and phone number. CRT-GG checked for open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found: 0 C stated C is seeking assistance with braking system concern. C stated this has happened since purchasing the VEH. C stated C had the VEH diagnosed back in September and the DLR couldn't duplicate the concern. C stated the concern sometimes happens when white lines on road. C stated the last time was going under a bridge.

C stated the concern has happened going under yellow blinking light,
C stated and sometimes it just happens randomly.

CRT-GG stated C will need to bring the VEH in for diagnosis.
CRT-GG stated CRT will follow-up with C by 3/6 to see if C was able to have the VEH diagnosed.

C stated to Call before 10 on Tuesday or between 1-2.

CRT-GG understood.
CRT-GG stated C will receive an email providing CRT phone # and case #.

Call ended mutually.

✓ **Created By: Geoffrey Gahan (2/28/2018 10:25 AM)**
CRT-GG sent unable to contact email to C.

✓ **Created By: Geoffrey Gahan (2/28/2018 10:24 AM)**
CRT-GG placed an outbound call to C @[redacted] and received a busy signal.

✓ **Created By: Geoffrey Gahan (2/28/2018 10:23 AM)**
CRT-GG placed an outbound call to C @ 6318919910 and left a VMX providing CRT name, phone #, case #.

✓ **Created By: Geoffrey Gahan (2/27/2018 11:10 AM)**
CRT-GG placed an outbound call to C @[redacted] and received a busy signal.

✓ **Created By: Geoffrey Gahan (2/27/2018 11:09 AM)**
CRT-GG placed an outbound call to C @[redacted] and left a VMX providing CRT name, phone #, case #.

✓ **Created By: Amanda Yett (2/26/2018 2:25 PM)**
RCAS-AY unable to datanet.

Created By: Helen Baglole (2/26/2018 2:20 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: DLR complaint

CRR-HB received inbound call from C

C stated has a Rogue
C stated C has the brake system where it stops if something is in front of C
C stated VEH is stopping randomly
C stated has been having the concern and VEH will just stop
C stated brought VEH to DLR in September
C stated C was going under a yellow blinking and VEH just stopped

CRR-HB asked how C would like Nissan Consumer Affairs to assist with this concern

C stated C does not know what to do at this point
C stated does not want to get an a accident if VEH suddenly stops
C stated would like the concern to be fixed
C stated DLR stated could not make the concern happen and does not know what the cause is

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 2/27/2018 regarding C's concern.

C understood

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 Case to RCAS
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	2/26/2018	YX	AD	328000	OA
	[redacted]	NSN DEALER SERVICE DEPT.	VEHICLE MAINTENANCE (NISSAN)	POOR EXPLANATION OF SERVICE DONE	QC	2/26/2018	YV	BF	223500	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] Bereniz Lopez
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	5/9/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	2/27/2018 10:56 AM
Social Media Involvement		Date/Time Closed	4/30/2018 2:38 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	LEGEND NISSAN
# Vehicles Owned	1	Previous Repair Date	3/5/2018
Vehicle Purchased	New	Previous Repair Location	LEGEND NISSAN
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	4,179	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	3/19/2018
IIR Date		RHR Completed	
IIR [redacted]		Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	5N1AT2MV7HC[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	3/19/2018
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	$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: 5N1AT2MV7H[redacted]	Root Cause	
Created By	Leonardo Montero, 2/27/2018 10:56 AM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/11/2018 11:01 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	764		
Action Code	NT8F		
What action was taken?	8F Provided Vehicle Information		

Agent Comments

Agent Comments	#RHR and IIR
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
4/30/2018 2:38 PM	Bereniz Lopez	Changed **Status** from Open to **Closed**.
		Closed.
4/25/2018 8:36 AM	Bereniz Lopez	Changed **Follow Up Date** from 4/30/2018 to 5/9/2018.
4/20/2018 8:51 AM	Bereniz Lopez	Changed **Follow Up Date** from 4/20/2018 to 4/30/2018.
3/23/2018 11:15 AM	Bereniz Lopez	Changed **Follow Up Date** from 4/30/2018 to 4/20/2018.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public **Comment**

Created By: Bereniz Lopez (4/30/2018 2:38 PM)
*****ARBS is closing case*****

Created By: Bereniz Lopez (4/30/2018 2:32 PM)
ARBS sending determination letter via FedEx.

Your tracking number: [redacted]

Created By: Bereniz Lopez (4/30/2018 2:30 PM)
ARBS placed call to C at [redacted]
ARBS informed C that based on the inspection completed on the vehicle, no defect was found within the vehicle.
ARBS stated ARBS will be sending C a letter with Nissan's decision.

C asked if C can overturn decision or if C has to retain an attorney?

ARBS stated decision cannot be overturned and it would be at C's discretion to retain an attorney.
ARBS recommended C continue servicing with the DLRSHP as a remedy is in process and once established the DLRSHP can inform C.

C stated okay and thanked ARBS.

Call ended.

Created By: Bereniz Lopez (4/30/2018 12:39 PM)
ARBS received email from PL-Wendy stating the matter was reviewed and there were no defects found with the vehicle. The vehicle's FEB system was tested and inspected and found to be functioning properly, even when the DTS test drove the vehicle for over 18 miles. Recommendation to deny assistance.

Created By: Bereniz Lopez (4/25/2018 8:35 AM)
ARBS received notification from DTS-Kevin stating IIR has been uploaded to FTP site.

[redacted] **Created By: Selina Margetts (4/23/2018 5:54 PM)**
ECRR-SM Verified Account Info Including: C's name, home &email address, phone number and best contact number
ECRR-SM Noted Concern Is: ARBS Contact

ECRR SM received call from C

C stated went to DLRSHP to get VEH and was told had to call into CA first
C is wondering why C cannot have VEH and has to stay in rental
C is aware VEH was inspected today

ECRR SM updated email as per C
ECRR SM apologized for concern and advised C has a follow up for 4/30/2018 and will send email to case owner for C

C understood and thanked ECRR SM and advised best contact [redacted]

ECRR SM provided case #, name and ID
ECRR SM offered additional assistance

C declined

ECRR SM and C ended call mutually
ECRR SM sent email to case owner
ECRR SM exited case

Created By: Bereniz Lopez (4/20/2018 8:51 AM)
ARBS placed call to C at [redacted]
ARBS left VM stating ARBS is reminding C of inspection for April 23rd at 10AM at Legend Nissan.
ARBS stated ARBS will contact C 2-4 weeks after inspection is complete.

Created By: Bereniz Lopez (4/3/2018 4:11 PM)
ARBS placed call to DLRSHP.
ARBS spoke with Service Admin-Emily.
ARBS asked to speak with SM?

Service Admin stated SM is not in today and offered to take down a message?

ARBS stated C will be dropping off vehicle on April 23 at 10AM for inspection with DTS-Kevin MacKay.

Service Admin stated will get message to SM.

ARBS thanked Admin.

Call ended.

Created By: Bereniz Lopez (3/23/2018 11:21 AM)
ARBS placed call to DLRSHP and requested to speak with SM-Vincent?

Admin stated SM is in a meeting and will be a while.

ARBS thanked Admin.

Call ended.

Created By: Bereniz Lopez (3/23/2018 11:17 AM)
ARBS placed call to C [redacted] at [redacted]
ARBS stated ARBS does have an inspection date of April 23 at 10AM.
ARBS stated C will need to make vehicle available at Legend Nissan on date and time.

C stated okay C will do that.
C stated C will be contacting DLRSHP to get loaner.

ARBS understood.

C thanked ARBS.

Call ended.

Created By: Bereniz Lopez (3/21/2018 10:17 AM)
ARBS sent DTS request, pending appointment.

Created By: Bereniz Lopez (3/21/2018 10:12 AM)
ARBS placed call to C [redacted] at [redacted]
ARBS asked if C had about 10-15 minutes to discuss case?

C stated yes.

ARBS confirmed initial probe.

C stated C does not know the exact location of the incident.
C stated C does not know the exact odometer reading of the vehicle at the time of the incident either.
C stated C does not remember the date of when the incident happened.
C stated C just knows that C purchased the vehicle in November.

ARBS understood.
ARBS inquired about passengers in vehicle a the time of the incident.

C stated C does not the height and weight of the passengers in the back seat.

ARBS understood.
ARBS explained to C that Nissan can conduct investigation, which can take 6-8 weeks to complete from beginning to end.
ARBS stated ARBS will request for appointment date for an inspector to look at vehicle.
ARBS stated vehicle will need to be made available at Nissan DLRSHP for inspection.

C stated C already went to Legend Nissan and was told that no fix was available and C would need disable the feature when C starts vehicle up.
C stated that is not an amicable solution.
C stated that is simply putting a band aid on the issue.

ARBS understood.
ARBS stated ARBS will request for inspection date which can be 2-4 weeks out.
ARBS stated once date has been provided, ARBS will contact C to make sure that C can make vehicle available at DLRSHP.

C stated okay.

ARBS offered further assistance?

C declined.
C requested ARBS direct line?

ARBS provided [redacted]

C thanked ARBS.

ARBS thanked C.

Call ended.

Created By: Raveena Kaler (3/19/2018 3:40 PM)
*****CASE SUMMARY ********
CRR-RK provided C with the assistance for missed call and advised will email the specialist about C contact

Created By: Raveena Kaler (3/19/2018 3:38 PM)
CRR-RK VERIFIED Account Info including: C's name, home, phone# & best contact#
CRR-RK VERIFIED VEH Info including: VIN#, Current Mileage,warranty , service history
CRR-RK CHECKED for open recalls/campaigns and found: 0
CRR-RK CHECKED for previous RELATED Case(s) and found: 1 ,unrelated 2
CRR-RK STATED C concern is: follow up

C stated called before and got disconnected

CRR-RK stated will email the specialist handling C case

C appreciated the assistance
CRR-RK provided name, agent id

CRR-RK stated if need further assistance
C declined
Call ended mutually

Created By: Samantha Dixon (3/19/2018 2:48 PM)
C contacted NNA about FEB concern.

✓ Created By: Amanda Yett (3/19/2018 1:17 PM)
RCAS-AY placed outbound call to Customer's wife, Susan, hereafter referred to as C at [redacted] on 3/19/18 @ 12:28 AM.
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: [redacted]

RCAS-AY advised POC.
RCAS-AY advised of case number and direct line.
RCAS-AY verified C's concerns—FEB concerns.

C stated that FEB system is going on without anything being in front of or near the veh.
C stated that it feels like it is braking.
C stated that C's daughter also has the same veh and has had this issue.
C stated that DLR told C to contact NNA.
C stated that when C called NNA, C was told to bring veh to DLR for diagnosis.
C stated that C should have been told there was an issue with veh when C bought it.
C stated that C does not feel safe in the veh.

RCAS-AY started IIR.
RCAS-AY advised C mentioned buyback.

C stated yes, C does not feel safe in the veh.
C stated that C was told to disable emergency braking.
C stated that this is not a fix.
C stated that DLR has returned veh to C and told C to keep disabling system.
C stated that veh started beeping

RCAS-AY advised of RHR process.

C stated that there is no repair history.

Why do you want to return the veh to NNA?
C does not feel that the veh is safe.

Where is the veh currently?
With C

Where was the veh purchased?
Legend Nissan, lease

Was it purchased new or used?
New lease

If used, when was the veh purchased?
N/A

RCAS-AY notes phone went dead.

RCAS-AY placed outbound call to Customer at [redacted] on 3/19/18 @ 1:14 PM
RCAS-AY left VMX for C requesting callback.

Created By: Amanda Yett (3/19/2018 1:00 PM)
✓ RCAS-AY notes per related tech line case [redacted] DLR could not duplicate customers concern. on test drive vehicle seemed to function properly.
RCAS-AY notes concern is under engineering review.

Created By: Christina Salutari (3/19/2018 10:17 AM)
*** CASE SUMMARY ***
C contacted NNA regarding emergency braking concern
CRR-CS forwarding case to RCAS as DLR is unable to duplicate concern

Best Contact #[redacted]

Created By: Christina Salutari (3/19/2018 10:16 AM)
CRR-CS VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-CS VERIFIED Veh Info including: VIN#, Current Mileage
CRR-CS CHECKED for open recalls/campaigns and found: 0
CRR-CS CHECKED for previous UNRELATED Case(s) and found: 11439266 & 9304249
CRR-CS CHECKED for previous RELATED Case(s) and found: 0
CRR-CS NOTED concern is: BRAKING SYSTEM
CRR-CS received inbound call from C

C stated C has been having a problem with the emergency braking system
C stated VEH is slowing down and almost stopping in the middle of the road when there is nothing nearby the VEH
C stated C took VEH in for diagnosis and DLR cannot figure out the problem and told C Nissan has been working on it for 9 months
C stated DLR advised C to disengage the brake when starting up VEH
C stated C does not feel safe in the VEH and does not want the VEH
C stated C would not have purchased the VEH if C knew it did not operate correctly
C stated daughter has the exact same VEH and is experiencing the same concern

CRR-CS understood and apologized for any inconvenience
CRR-CS asked which DLRSHP diagnosed concern

C stated LEGEND NISSAN

CRR-CS stated CRR-CS has documented C's call today and asked how C would like NNA to assist

C stated C would like the problem fixed, which DLRSHP cannot do or have Nissan buyback the VEH and get another VEH that will not have this issue
C stated C has leased Nissans for the last 18-20 years and has never had a problem like this before

CRR-CS understood and stated CRR-CS will forward this 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 3/20/2018

C understood and accepted

CRR-CS provided C with Case # [redacted] and Agent ID #7319327
CRR-CS offered further assistance

C declined

CRR-CS thanked C for contacting NNA and wished C a great day

Call ended mutually.

Created By: Leonardo Montero (2/27/2018 11:09 AM)
****** [CASE SUMMARY] ******
[redacted] C contacted CA with: VEH Slowing down. No diagnosis performed

CRR-LM is closing Case as no further assistance can be offered at this time.

Created By: Leonardo Montero (2/27/2018 11:09 AM)
CRR-LM VERIFIED Account information including: C's name, home & e-mail address,
CRR-LM VERIFIED VEH Information including: VIN #, Current Mileage
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: None
CRR-LM NOTED concern is: VEH Slowing down. No diagnosis performed

CRR-LM received inbound call from C.

C stated that VEH started to slow down and C thinks that is the emergency breaking
C stated that have kids in VEH and this issue can cause an accident
C stated that called DLR and was told that C have to call NNACA
C stated that does not feel safe in VEH

CRR-LM asked C if VEH was diagnosed by a certified Nissan DLR

C stated that no

CRR-LM informed C that will need a diagnose from a certified Nissan DLR

C understood

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

C declined.

C understood.

CRR-LM provided C with agent ID [redacted] and case number [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	3/19/2018	WT	AD	121500	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Amanda Yett, 3/19/2018 1:15 PM	3/19/2018

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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] DeHenry Kidd
Contact Email		Type	CA
Home Phone		Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	3/29/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	2/28/2018 2:08 PM
Social Media Involvement		Date/Time Closed	3/29/2018 3:53 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	4	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	8,600	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	5N1AT2MV7HC[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 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		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: 5N1AT2MV7H[redacted]	Root Cause	
Created By	Mubah Butt, 2/28/2018 2:08 PM	Root Cause Code	LCIN
Last Modified By	NNAETL, 12/11/2018 11:04 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	796		
Action Code	NT8F		
What action was taken?	8F Provided Vehicle Information		

Agent Comments

Agent Comments	IIR.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
3/29/2018 3:53 PM	DeHenry Kidd	Changed **Status** from Open to **Closed**.
		Closed.
3/28/2018 3:09 PM	DeHenry Kidd	Changed **Follow Up Date** from 3/30/2018 to **3/29/2018**.
3/21/2018 11:32 AM	DeHenry Kidd	Changed **Follow Up Date** from 3/21/2018 to **3/30/2018**.
3/16/2018 9:58 AM	DeHenry Kidd	Changed **Follow Up Date** from 3/16/2018 to **3/21/2018**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: DeHenry Kidd (3/29/2018 3:50 PM) ***Closing case Notes*** Customer Name: [redacted] Arbs-DK called customer to discuss case, 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. 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 (3/27/2018 2:36 PM) Arbs reached out to the customer to let the customer know the inspection report is still in review and a decision has not been made yet, arbs stated once the decision has been made arbs would reach out to customer.
	Created By: DeHenry Kidd (3/21/2018 11:30 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 (3/16/2018 9:54 AM) (631) [redacted] Arbs-DK called customer at 953am 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 (3/16/2018 9:36 AM) Arbs reached out to the DTS to see if the report has been uploaded to the FTP site arbs is waiting on a reply.
▌	**Created By: DeHenry Kidd (3/12/2018 4:24 PM)** Arbs has contacted customer to informed customer that arbs is waiting on the report and once that is received PL will review and make a decision. At that time arbs will contact customer.
✓	**Created By: Samantha Dixon (3/7/2018 3:29 PM)** ARBS received vcmail from C stating that c has the veh from the DLR and will take the veh to the Nissan DLR on 3/9 for the inspection
	Created By: Samantha Dixon (3/7/2018 2:34 PM) ARBS made outbound call to c [redacted] ARBS had to leave a vcmail ARBS advised that ARBS SD is assisting ARBS DK while OOO ARBS advised that NNA will be conducting the inspection on 3/9 @12pm at the Nissan 112 ARBS provided direct # [redacted] ARBS made outbound call to Nissan 112 ARBS had to leave a message with service receptionist because SM wasnt available. ARBS advised that DTS KM will be out to the DLR on 3/9 to do IIR inspection on veh for the FEB concern on veh. ARBS provided direct # [redacted].

✓ Created By: Samantha Dixon (3/6/2018 9:54 AM)
ARBS assisting ARBS DK will OOO.

ARBS changing F/up date at DTS date is not available as of yet.

Created By: DeHenry Kidd (3/5/2018 4:20 PM)
Arbs has reached out to customer to discuss case, arbs apologize to customer for the delay on the inspection date, arbs stated once that date has been received arbs would follow up customer.

Created By: Nickoy Reid (3/5/2018 3:28 PM)
CRR-NR received inbound call from sales associate Chris Kunzler on behalf of C
Associate stated that C is concerned and wants to know what is happening
Associate stated that Associate is assisting C with C's current case

CRR-NR informed C that the case is currently with ARBS and CRR is not able to speak on matters pertaining to the case
CRR-NR inform C to contact the RCAS that has responsibility for C's DLR to get more INFO

Sales associate understood

Created By: David Adediran-Abiola (3/3/2018 1:09 PM)
CASE SUMMARY
C calling into CA for case update
CRR-AA provided C follow up date
CRR-AA transferred C over to voice mail box of Arbs-DK to leave voice mail

Created By: David Adediran-Abiola (3/3/2018 1:07 PM)
CRR-AA OPENED Account Info including: C's name, home & email address, phone# & best contact# 6319035196
CRR-AA VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History
CRR-AA CHECKED for open recalls/campaigns and found: NONE
CRR-AA CHECKED for previous UNRELATED Case(s) and found: NONE
CRR-AA CHECKED previous RELATED Case(s) and found: NONE
CRR-AA received inbound call from C
CRR-AA NOTED concern is: Follow up

Sales associate Chris Kunzler calling on behalf of Mr Hicks
C stated C would like to know whats going on with C's Case
C stated Mr Hicks has purchased 10 Nissans
C stated Mr Hicks put $10,000 down on the VEH and still pays $300+
C stated C would like Mr Hicks taken care of as he is a loyal nissan customer
C stated this issues going on with the VEH is a very common issues most VEH are having

CRR-AA advised C of follow up date
CRR-AA advised C that C should be getting contacted back before the end of next buisness day

C agreed
C stated C would also like to be contacted
C stated C's contact information is [redacted]

CRR-AA advised C that case has been documented
CRR-AA advised C that C could be sent to voice mail box of Arbs-DK to leave a voice mail

C agreed

CRR-AA asked C if C would like any further assistance

C declined

CRR-AA transferred C over to voice mail box of Arbs-DK

Created By: Maricris Abesamis (3/2/2018 3:36 PM)
CASE SUMMARY
C contacted Nissan CA requesting assistance with Case Follow Up

CRR-MA sent courtesy email to RCAS-DK regarding C's call

Created By: Maricris Abesamis (3/2/2018 3:36 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

C called in regarding Case
C stated spoke with ARBS-DK about a follow up today with the DTS inspection date and time
C wanted to know if there is any updates

CRR-MA informed C that Case is being handled at dept above CRR-MA and what CRR-MA can do is sent courtesy email to ARBS-DK regarding C's call

C understood
C stated if unable to call via phone that sending an email to C will be fine

CRR-MA informed C will note that on Case and inform ARBS-DK

C understood and appreciated the assistance
Best Contact #: [redacted]

CRR-MA thanked C for calling NNA

Call ended mutually

Created By: DeHenry Kidd (3/2/2018 9:47 AM)
Arbs has requested DTS inspection on customer vehicle arbs is waiting on date and time

Created By: DeHenry Kidd (3/2/2018 9:46 AM)
Verified Name Address Phone# VIN Mileage Responsible Dealer

Checked for open Recalls/Campaigns: 2016-17 - Rogue; Left Hand Engine Mounting Insulator

Arbs reached out to the customer to discuss case, Customer stated the vehicle has engaged the auto brake engaged three times on 2/28, 1 on Side Street traveling at 50 mph, two times on Route 112. Customer stated he took vehicle to DLR to have it diag, Customer stated it was not snowing or raining and had the vehicle washed. Customer stated that vehicle came to a hard violent stop. Customer stated the indicator light came up on dash and vehicle slowed down but then released itself.

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: Amanda Kapogines (3/2/2018 7:22 AM)
CRR-AK RECEIVED inbound call from C – [redacted]
CRR-AK VERIFIED C'S full name, address, telephone number, email, VIN
CRR-AK CHECKED for open recalls/campaigns and found: 1
Previous RELATED cases Found: 0

C provided case #
C does not understand why C needs to wait for specialist to contact C to provide answers
C stated C just wants vehicle back and to make sure it is safe to drive

CRR AK apologized for situation
CRR AK advised C that noone at Nissan Consumer Affairs would be able to answer C's questions that is why the case has been forwarded to another department
CRR AK indicated follow up date on case is set up for today
CRR AK sent courtesy email

C understood

CRR AK offered additional assistance

C declined

Call ended mutually

BEST CONTACT #[redacted]

Created By: Samantha Dixon (3/1/2018 2:47 PM)
C contacted NNA about FEB concerns.

Created By: Amanda Yett (3/1/2018 9:21 AM)
RCAS-AY placed outbound call to C @[redacted] (BEST CONTACT)
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 concern.

C stated that SM-Mo Khan told C that this is a known issue and there is no fix.

RCAS-AY started IIR.

C stated that another veh almost hit C.
C stated that when C took veh to DLR, SM-MK advised
C stated that SM-MK advised C to not get back into veh.
C stated that C wants veh fixed.
C stated that SM-MK advised NNA does not know when a fix will come out.
C stated that this could cause bodily harm.
C stated that in an ideal world, NNA would already have a fix.
C stated that C has owned Nissan for 25 years.
C stated that if NNA cannot fix veh
C stated that C bought veh in July of 2017.
C stated that in the last few months, warning signal would go off when C's veh was not around anything.

RCAS-AY apologized for experience and advised this has been documented.
RCAS-AY asked how C would like NNA to be involved at this time.

✓ C stated that it seems awfully odd to be asked that question.

RCAS-AY apologized and advised it is required that C be asked this question.

C stated that ideal solution would be that this did not occur.
C stated that ideal solution would be for NNA to give C $1 million.
C stated that C wants veh back.
C stated that if NNA cannot fix it, C does not want an unsafe veh.
C stated that ideally, C wants veh back and fixed.
C stated that if this does not go well, C will not buy another NIssan.

RCAS-AY understood.
RCAS-AY advised someone will review case and reach out to C within 3 business days.

C confirmed that this is the best contact number.
C asked how long C is going to be out of veh.

RCAS-AY advised likely that inspection will be scheduled but RCAS-AY cannot guarantee when it will be done.

C stated that C will not pay for loaner veh since this is not C's fault.
C stated that C just wants NNA to know that C will not pay for loaner veh.

RCAS-AY apologized for experience and advised this will be documented.
RCAS-AY advised follow up no later than 3/6.

C understood.
C declined further assistance.

RCAS-AY thanked C for C's time.

Call ended mutually.

✓ **Created By: Amanda Yett (2/28/2018 3:42 PM)**
RCAS-AY unable to datanet.

Created By: Amanda Yett (2/28/2018 3:39 PM)
RCAS-AY placed outbound call to DLR.
✓ RCAS-AY spoke with SM-Mo Khan.
SM-MK advised C is having a concern with FEB system.
SM-MK advised C is very concerned about veh.
SM-MK advised C is currently in a loaner veh.

Created By: Mubah Butt (2/28/2018 2:24 PM)
[redacted] ****** [CASE SUMMARY] ******

CRR-MB sending case to RCAS for VEH insurance and payment concern due to unable to drive VEH for safety concern.

Created By: Mubah Butt (2/28/2018 2:23 PM)
CRR-MB < 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 a VEH compliant.

C stated that c is calling in regards to file a complaint against VEH.
C stated that C almost got not an accident due to safety concern with VEH.
C stated that C had this incident occurred 3 times.
C stated that VEH started jolting and C had two kids in VEH.
C stated that C's VEH almost hit to another VEH.
C stated that VEH automatic brake engaging on it's on.
C stated that C drove it to NNA DLR and was advised to not drive VEH due to safety concern.
C stated that DLR advised C that this is computer concern and NNA is working on fix but ah snot found yet.
C stated that DLR advised c not to drive a VEH and provided rental VEH.
C stated that DLr advised C that DLR has sent DOC to NNA and inspector will be sent by NNA to have further investigation on concern with VEH.
C stated that DLR advised that it is known issue with computer system which NNA is still working n fix.
C stated that C is not paying for Rental but C is paying for Cs' VEH insurance and VEH payment.
C stated that c since C's is not able to drive VEH until fix is found by DLR C wants o know what c should do about insurance and payment.

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 <03-01-2018> regarding the C concern

C understood.

Best Contact #: 6319035196

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	2/28/2018	ZH	AZ	270500	OF

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Amanda Yett, 3/1/2018 9:18 AM	3/1/2018

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[redacted]

Case Detail

Reopen Case | Clone Closed Case

Number of open vehicle campaigns = 1

Account Name	[redacted]	Case Owner	[redacted] ussell Lawyer
Contact Email	[redacted]	Type	T5
Home Phone		Case Origin	Data Load
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	3/5/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	3/1/2018 6:47 PM
Social Media Involvement		Date/Time Closed	3/5/2018 3:29 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Media Player - Device compatibility Media Player - Slow system response/freezes Media Player - Pairing/connectivity issues Cell Phone Connectivity - Other/None of the above NissanConnect/Infiniti Connection - Broken/Does not work Apple CarPlay - Other/None of the above, Backup/Parking Assistance - Other/None of the above		

Call Script

Who contacted us?	Survey	Vehicle Maintained Location	PINE BELT NISSAN OF KEYPORT
# Vehicles Owned	3	Previous Repair Date	2/16/2018
Vehicle Purchased	New	Previous Repair Location	PINE BELT NISSAN OF KEYPORT
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	3,052	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	5N1AT2MV9JC[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22218	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	PINE BELT NISSAN OF KEYPORT	Data Net	✓
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	3/5/2018
Responsible District	03	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	Please review

Bluetooth

Phone Carrier	Verizon	Bluetooth Ticket Status	
Phone Manufacturer	Apple	Phone Model	IPhone 7
Reported From	Customer	Phone Operating System	11.2.1
Issue Categories	Connectivity		

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

E1120B, Media Player - Device compatibility, DS
Sometimes the system will freeze, not connect properly, or just not work.

E1120D, Media Player - Slow system response/freezes, DF
Sometimes the system will freeze, not connect properly, or just not work.

E1120E, Media Player - Pairing/connectivity issues, DF
Sometimes the system will freeze, not connect properly, or just not work.

E1125Z, Cell Phone Connectivity - Other/None of the above, DF
Sometimes the system will freeze, not connect properly, or just not work.

E1132A, NissanConnect/Infiniti Connection - Broken/Does not work, DF
The anti collision was being activated with no justification. It was creating a very bizzare noise and then would stop as if nothing had happened. There were no cars/pedestrians on the street, no lines on the street, no stop signs/lights. This happened about 4 times. The fifth time, it tried to break my car but didn't make it come to a complete stop. I've been to the dealership twice, and they have no solution.

E1980F, Apple CarPlay - Other/None of the above, DF
Sometimes the system will freeze, not connect properly, or just not work.

F1200Z, Backup/Parking Assistance - Other/None of the above, DF
The system will have a serious delay while I'm backing up. By the time is catches up, I'm already done backing up.

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: 5N1AT2MV9J[redacted]	Root Cause	
Created By	FFETL, 3/1/2018 6:47 PM	Root Cause Code	SCIN
Last Modified By	NNAETL, 12/10/2018 11:11 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	820		
Action Code	NT6A		
What action was taken?	6A Vehicle Performs Normally		

Agent Comments

Agent Comments 3/5/18 - 1st call to C.

Agent Next Step

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
3/5/2018 3:29 PM	Russell Lawyer	Changed **Status** from Open to **Closed**.
		Closed.
3/5/2018 3:26 PM	Russell Lawyer	Changed **Data Net** from false to **true**.
3/2/2018 1:14 PM	Russell Lawyer	Changed **Follow Up Date** from 3/2/2018 to **3/5/2018**.
3/2/2018 1:06 PM	Russell Lawyer	Changed **Case Servicing Dealer** from SANSONE NISSAN to **PINE BELT NISSAN OF KEYPORT**.

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Case Comments

New

Case Comments Help

Public **Comment**

✓ **Created By: Russell Lawyer (3/5/2018 3:27 PM)**
********** CASE SUMMARY **********

• Customer Concern: C contacted NNA CA regarding vehicle concerns with Media Player - Device compatibility, Media Player - Slow system response/freezes, Media Player - Pairing/connectivity issues, Cell Phone Connectivity - Other/None of the above, NissanConnect/Infiniti Connection - Broken/Does not work, Apple CarPlay - Other/None of the above, Backup/Parking Assistance - Other/None of the above.
• Agent actions: TCS-RL placed outbound call to PINE BELT NISSAN OF KEYPORT and spoke with SA-Joe who advised that veh was in Feb 16th and there was a code for a Radar Obstruction Code- C1A1697. SA-Joe advised no mention of any media concerns of any type and no appointments scheduled for vehicle. TCS-RL made contact with C and notes that C stated using IPhone 7 operating IOS 11.2.1. TCS-RL reviewed Bluetooth compatibility website and advised C that IOS 11.1 is highest operating system currently supported. TCS-RL advised C of Bluetooth compatibility website and that DLR could provide updated info as well regarding supported IOS operating system. TCS-RL notes C declined further assistance.
• Customer purchased vehicle: New
• Current mileage: 3,052 miles
• OOW- Basic: 0 months/0 miles, Power Train: 0 months/0 miles
• VSC: None
• Last service visit: 2/16/2018
• Previous owned veh: 2
• Total cost of repair: N/A

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

TCS-RL notes C's IOS system is not currently supported by vehicle Bluetooth technology.
TCS-RL is closing case as no further assistance can be offered at this time.

Created By: Russell Lawyer (3/5/2018 3:18 PM)
TCS-RL placed outbound call to C at [redacted]
TCS-RL notes C identified self when answering the call.
TCS-RL notes that once TCS-RL identified that TCS-RL was calling from NNA HQ C stated C would like TCS-RL to speak with C's daughter who is the driver of the vehicle.
TCS-RL notes that C put C's daughter, Linda Cretella, on the phone.
TCS-RL notes that Linda Cretella is referred to below as C.
TCS-RL advised "This call may be recorded for quality and training purposes."
TCS-RL verified C's name, home & email address.
TCS-RL advised C that TCS-RL has received C's survey comments.
TCS-RL advised C that TCS-RL was calling to offer C the opportunity to discuss C's comments with an agent.

C stated vehicle will connect phone to vehicle and that sometimes it works and sometimes.

TCS-RL inquired about phone model, carrier, operating system, etc.

C stated C has an IPhone 7, running IOS 11.2.1, and that C's cell phone service is through Verizon.
C stated vehicle does not have navigation.

✓ TCS-RL reviewed NNA Bluetooth Device Compatibility Website and notes that IOS 11.2.1 is not currently compatible as the most recent version supported is IOS 11.1.
TCS-RL advised C that unfortunately NNA has not been provided the software update from Apple for IOS 11.2.1 and that NNA will continue working towards making IOS 11.2.1 compatible with C's vehicle.
TCS-RL advised C that information can be obtained from NNA Bluetooth Device Compatibility website and that DLR may also provide information to C if C is at DLR having service completed on the vehicle.

C stated C understood.

TCS-RL advised C that based on compatibility website info the device and vehicle may not function properly.

C stated C understood.

TCS-RL inquired if further assistance can be provided to C.

C declined.

TCS-RL thanked C for C's time and for driving Nissan.
TCS-RL wished C a good day.

Call ends mutually.

Created By: Russell Lawyer (3/2/2018 1:13 PM)
TCS-RL placed outbound call to PINE BELT NISSAN OF KEYPORT, [redacted] and requested to speak with SM.
TCS-RL was transferred to SA-Joe.
TCS-RL advised SM of C's survey concerns and asked if C's vehicle is currently in DLR or if C has appointment scheduled soon to have C's vehicle reviewed.
'

SA-Joe advised vehicle was in Feb 16th and there was a code for a Radar Obstruction Code- C1A1697.
SA-Joe advised code was cleared and C was informed to return if issue occured again so that DLR can do further diagnosis.
✓ SA-Joe advised no mention of any media concerns of any type.

TCS-RL inquired if C has any appointments currently scheduled.

SA-Joe advised no appointments scheduled.

TCS-RL thanked for info.

Call ends mutually.

Created By: Russell Lawyer (3/2/2018 1:07 PM)
TCS-RL received case for handling as a result of QC survey response received from C.
TCS-RL notes copied survey notes below:

Survey Verbatim
E1120B, Media Player - Device compatibility, DS
Sometimes the system will freeze, not connect properly, or just not work.

E1120D, Media Player - Slow system response/freezes, DF
Sometimes the system will freeze, not connect properly, or just not work.

E1120E, Media Player - Pairing/connectivity issues, DF
Sometimes the system will freeze, not connect properly, or just not work.

✓ E1125Z, Cell Phone Connectivity - Other/None of the above, DF
Sometimes the system will freeze, not connect properly, or just not work.

E1132A, NissanConnect/Infiniti Connection - Broken/Does not work, DF
The anti collision was being activated with no justification. It was creating a very bizzare noise and then would stop as if nothing had happened. There were no cars/pedestrians on the street, no lines on the street, no stop signs/lights. This happened about 4 times. The fifth time, it tried to break my car but didn't make it come to a complete stop. I've been to the dealership twice, and they have no solution.

E1980F, Apple CarPlay - Other/None of the above, DF
Sometimes the system will freeze, not connect properly, or just not work.

F1200Z, Backup/Parking Assistance - Other/None of the above, DF
The system will have a serious delay while I'm backing up. By the time is catches up, I'm already done backing up.

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

Created By: Russell Lawyer (3/2/2018 12:39 PM)
Quality Connection Hot Alert

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
	[redacted]	AUDIO/VIDEO/NAVI	Bluetooth	POOR OR IMPROPER OPERATION	QA	3/5/2018	YX	AA	306500	OA
	[redacted]	AUDIO/VIDEO/NAVI	MONITOR, REAR	POOR OR IMPROPER OPERATION	13	3/5/2018	YX	AA	301000	OA

Forms

Forms Help

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[redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Geoffrey Gahan
Contact Email	[redacted]	Type	CA
[redacted]	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	3/7/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	3/6/2018 12:58 PM
Social Media Involvement		Date/Time Closed	3/7/2018 10:14 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	C contacted NNA about FEB concern.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	NISSAN 112 SALES CORP
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	2,264	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN8AT2MV8HW[redacted]	Part Number 1	
Model Year	2017	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	29617	Beyond PT Warranty Months1	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	$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 Request Type
Inspection Time/Notes: Appointment Time:

Notes to Agent:

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

System Information

Subject: CUSTOMER: [redacted] VIN: JN8AT2MV8HW[redacted]
Created By: Maricris Abesamis, 3/6/2018 12:58 PM
Last Modified By: NNAETL, 12/11/2018 10:34 PM
Case Record Type: CA Closed Case
Days Closed: 818
Action Code: NT8H
What action was taken?: 8H Referred Customer to Dealer/Retailer

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

Agent Comments

Agent Comments: New- Contact DLR
Agent Next Step

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
3/7/2018 10:14 AM	Geoffrey Gahan	Changed **Status** from Open to **Closed**.
		Closed.
3/7/2018 7:41 AM	Janisha Wilkerson	Changed **Case Owner** from Amanda Yett to **Geoffrey Gahan**.
3/7/2018 7:13 AM	Amanda Yett	Changed **Subject** from CUSTOMER: [redacted] PHONE [redacted] Best VIN: JN8AT2MV8HW[redacted] to **CUSTOMER:** [redacted] **VIN: JN8AT2MV8HW**[redacted].
		Changed **Description**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public **Comment**

Created By: Geoffrey Gahan (3/7/2018 10:13 AM)
CRT-GG is closing Case as no further assistance can be offered at this time.

✓ *** CASE SUMMARY ***
C contacted Nissan CA requesting assistance with FEB concern.
CRT-GG reviewed Case with SA-Karen Lally and was advised DLR was unable to duplicate the concern and no codes were found.

*** STATEMENT OF DECISION ***
CRT-GG advised C to visit the DLR for further diagnosis if the concern returns.
CRT-GG noting C accepted assistance.

Created By: Geoffrey Gahan (3/7/2018 10:11 AM)
CRT-GG placed outbound call to C @[redacted]
CRT-GG advised C, "This call may be recorded for quality and training purposes."
CRT-GG verified C's name, home & email address, concern, and phone number.
CRT-GG checked for open recalls/campaigns and found: 0
Previous UNRELATED Case(s) Found: 0
Previous RELATED Case(s) Found: 0

✓ C stated C has concern with FEB system.
C stated signal will go off and brakes will apply and then let go.

CRT-GG advised C to visit the DLR for further diagnosis if the concern returns.
CRT-GG stated DLR can't recommend repairs until DLR is able to duplicate Cs concern.

C understood.

Call ended mutually.

Created By: Geoffrey Gahan (3/7/2018 9:30 AM)
CRT-GG placed an outbound call to NISSAN 112 SALES CORP and spoke with SA-Karen Lally.
SA-KL stated C came in yesterday claiming the VEH is braking on its own.
✓ SA-KL stated VEH was scanned for codes and none were found.
SA-KL stated VEH was road tested and FEB was found to be operating as intended.
SA-KL stated C was advised to return when the concern returns.

Call ended mutually.

✓ **Created By: Amanda Yett (3/7/2018 7:14 AM)**
RCAS-AY unable to datanet.

Created By: Maricris Abesamis (3/6/2018 1:06 PM)
CASE SUMMARY
C contacted Nissan CA requesting assistance with ABS - Unable to Diagnose

CRR-MA transferred Case to RCAS who will contact the C by close of business day 03/07/2018 regarding concern

Created By: Maricris Abesamis (3/6/2018 1:05 PM)
CRR-MA VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-MA VERIFIED VEH Info including: VIN#, Current Mileage, Warranty
CRR-MA CHECKED for open recalls/campaigns and found: 0
CRR-MA CHECKED for previous UNRELATED Case(s) and found: 0
CRR-MA CHECKED previous RELATED Case(s) and found: 0
CRR-MA NOTED concern is: ABS - Unable to Diagnose

C is VEH owner's wife-Kathy Smith
C stated brought VEH in today at DLRSHP for ABS concern
C stated as per DLRSHP to contact NNA CA regarding concern
C stated as per DLRSHP, diagnosis is not reading any codes on VEH

CRR-MA understood

C stated concern with ABS has happened 5 times now where VEH beeps and then brake is applied automatically
C stated nothing would be on the road

CRR-MA understood

C stated most recent time concern happened was on 03/04/2018

CRR-MA understood
CRR-MA asked who was working on VEH

C stated SA-Lally

CRR-MA understood and informed C that Case will be transferred to a Regional Consumer Affairs Specialist that specializes in these types of concerns who will contact the C by close of business day 03/07/2018 regarding the C concern and to note that caller ID will show either [redacted] or [redacted]

C understood

CRR-MA asked if require any further assistance

C declined

CRR-MA provided Case# and Agent ID 7319316

C understood and appreciated the assistance
Best Contact #: [redacted]

CRR-MA thanked C for calling NNA

Call ended mutually

Case Categorizations

Case Categorizations Help

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern Code
	[redacted]	BRAKES	ANTI-LOCK BRAKE SYSTEM	UNABLE DIAGNOSE/DUPLICATE	04	3/6/2018	WT	AD	118500	OA

Forms

Forms Help

No records to display

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[redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted] Lawanda Bradley
Contact Email		Type	CA
Home Phone	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	9/28/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	3/7/2018 2:54 PM
Social Media Involvement		Date/Time Closed	9/27/2018 2:30 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	2		
Description	BBB Voluntary Repurchase due to 4 repairs due to collision light on when driving on flat road,4 repairs due to steering wheel moves under feet when turning, 3 repairs due to braking system comes on and off by itself with 13 business days down		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	HADDAD NISSAN
# Vehicles Owned	1	Previous Repair Date	3/6/2018
Vehicle Purchased	New	Previous Repair Location	NISSAN OF KEENE
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	25,669	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	6/6/2018
IIR Date		RHR Completed	6/6/2018
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	4
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22617	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	HADDAD NISSAN	Data Net	
Case Servicing Dealer Region	Northeast Region	Datanet Dealer Date	
Responsible District	10	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	$27,988.08	Goodwill Offered	
		VCAN	
		Goodwill Processed	1
		Vehicle Service Contract	

VSC Reprint Request	Email
Contact Name	[redacted]

Sales & Service Campaign Specific Information

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

Verbatims

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

DTS Inspection

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

System Information

Subject	CUSTOMER: [redacted] VIN: JN8AT2MV7H[redacted]	Root Cause	
Created By	Leah Kinoshita-Robicheau, 3/7/2018 2:54 PM	Root Cause Code	SDMV
Last Modified By	NNAETL, 9/18/2019 9:30 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	614		
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
9/27/2018 2:30 PM	Lawanda Bradley	Changed **Status** from Open to **Closed**.
		Closed.
9/26/2018 10:18 AM	Lawanda Bradley	Changed **Follow Up Date** from 9/26/2018 to **9/28/2018**.
9/25/2018 3:32 PM	Lawanda Bradley	Changed **Follow Up Date** from 9/25/2018 to **9/26/2018**.
9/24/2018 4:14 PM	Lawanda Bradley	Changed **Follow Up Date** from 9/24/2018 to **9/25/2018**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: Brian Volk (12/5/2018 3:20 PM) *** [Added after the case is closed.] *** Check sent-FedEx tracking number as notated by DRT agent.
	Created By: Paige Gilliam (10/10/2018 4:10 PM) *** [Added after the case is closed.] *** DRTS PW: Check(s) from NESNA for Service Agreement Refund in the amount of $94.42 sent to LOCKBOX #54457; FED EX TRACKING # [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted] Case documented and copy of check attached to case
[redacted]	**Created By: Paige Gilliam (10/10/2018 3:53 PM)** *** [Added after the case is closed.] *** DRTS PW: Check(s) from NESNA for Service Agreement Refund in the amount of $1225.00 sent to LOCKBOX #54457; FED EX TRACKING # [redacted] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [redacted] Case documented and copy of check attached to case
[redacted]	**Created By: Lawanda Bradley (9/27/2018 2:30 PM)** ARBS closing the case as no further assistance is needed
	Created By: Lawanda Bradley (9/27/2018 2:29 PM) ARBS notes The case is successfully created with Morley with Case Number as:290207 ********* ABS notes: Morley FedEx Tracking # [redacted]
	Created By: Lawanda Bradley (9/25/2018 3:30 PM) ARBS received email from C with C's updated registration attach in email stating: Hi Lawanda, Thank you very much. Please find attached a copy of my current registration.
	Created By: Lawanda Bradley (9/25/2018 9:51 AM) ARBS sent email to C stating: Also, could you also send me a copy of your new registration? Lawanda Bradley
	Created By: Lawanda Bradley (9/25/2018 9:48 AM) ARBS sent email to C stating: Good morning, I would like to let you know that this department doesn't have an escalation process, so unfortunately you wouldn't be able to speak with a supervisor. I absolutely understand your frustration, but this is still a voluntary offer. What I am willing to do, because it was a mistake on my end, I will be willing deduct the amount of sales tax from your usage so that your refund will remain the same. Below are your new figures. I have already resubmitted your check request.

Repurchase
Base Price $34,080.00
Total Purchase Price $34,080.00

Less Usage $6,546.87
Loan Payoff* 24567.3
Total Deductions $31,114.17

Refund Amount $2,965.83

Please let me know if you have any questions.

Thank you,

Lawanda Bradley | Arbitration Specialist I – Customer Quality | Nissan

Created By: Lawanda Bradley (9/25/2018 9:42 AM)
ARBS notes revised repurchase figures:

Repurchase
Base Price $34,080.00
Total Purchase Price $34,080.00

Less Usage $6,546.87
Loan Payoff* 24567.3
Total Deductions $31,114.17

Refund Amount $2,965.83

Created By: Lawanda Bradley (9/25/2018 9:41 AM)
ARBS notes base price of vehicle is $34,080.00
ARBS notes sales tax amount it $2,303.40
ARBS deducting $2,303.40 for C's usage of $8,850.27 making it total amount of usage be $6,546.87

Created By: Lawanda Bradley (9/25/2018 9:31 AM)
ARBS discussed case with TL-CA and was advised that since the case is a non-Lemon Law repurchase and the mistake was on ARBS, the deduction of the sales tax can come from C's usage.
ARBS will recalculate C's repurchase figures to reflect usage deduction, so that C's refund can remain the same

Created By: Lawanda Bradley (9/24/2018 4:09 PM)
ARBS received email from C stating:

Hi Lawanda,

Per Nissan's contract that I accepted, signed and sent to you on September 12th that you received. I am expecting a check in the amount of $2,965.83. If there is an issue with Nissan fulfilling the terms of the agreed upon contract I would like to speak with a supervisor who can honor the mutually agreed upon terms of the contract.

I am shocked that Nissan is now trying to alter the terms of the contract after it has been signed and accepted

Created By: Lawanda Bradley (9/21/2018 10:18 AM)
ARBS sent email to C stating:

Good morning Ms. [redacted]

I hope this email finds you well!

I have some unfortunate news, that is completely a misstep on my part.

Accounting has reject the check request for your case. Because you were offered a non-Lemon Law repurchase, sales tax is not an amount that will be credited back to you.

Repurchase
Base Price $34,080.00
Total Purchase Price $34,080.00

Less Usage $8,850.27
Loan Payoff* 24567.3
Total Deductions $33,417.57

Refund Amount $662.43

Please let me know if you would like to move forward with the repurchase.

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (9/21/2018 10:15 AM)
ARBS received notification that repurchase check is incorrect
ARBS notes corrected repurchase figures:

Repurchase
Base Price $34,080.00
Security Plus Extended Warranty
Maintenance Plus
Dealer Doc Fee $0.00
Security + $0.00
MVSC $0.00
Registration Renewal $0.00
Dlr Installed Option $0.00
Interest Paid to Date $0.00
Total Purchase Price $34,080.00

Less Usage $8,850.27
Less Rebates $0.00
GAP $0.00
Dlr Installed option $0.00
Loan Payoff* 24567.3
Total Deductions $33,417.57

Refund Amount $662.43

Created By: Lawanda Bradley (9/17/2018 3:26 PM)
ARBS received email from C stating:

Hi Lawanda,

Thank you very much. I look forward on wrapping this process up and moving forward with purchasing a new vehicle.

If there is anything I can do to move the process along please let me know!

Kind regards,
[redacted]

Created By: Lawanda Bradley (9/12/2018 11:05 AM)
BBB Voluntary Settlement due to 4 repairs due to collision light on when driving on flat road,4 repairs due to steering wheel moves under feet when turning, 3 repairs due to braking system comes on and off by itself with 13 business days down

Created By: Lawanda Bradley (9/12/2018 11:02 AM)
ARBS made outbound call to Haddad Nissan to inquire POC for veh surrender
ARBS was infored that Justin Dezess will assist
Justin Dezess inquired if C is looking to purchase another veh
ARBS stated uncertainty and informed Justin Dezess that ARBS will process a VPP for C just in case

Created By: Lawanda Bradley (9/12/2018 10:49 AM)
ARBS sent email to C stating:

Ms. Reardon,

Thank you so much for sending your signed agreement. I will move forward with the repurchase process for you.

Also, I will process a VPP (a Vehicle Purchase Plan incentive for a discount toward the cost of a new vehicle) for you, just in case you decide that you would like to stay with the Nissan brand. It takes about 2 business days to process and the VPP claim number will be emailed to you. The VPP claim number can be used at any Nissan Dealership in the nation.

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (9/12/2018 10:26 AM)
ARBS received C's signed repurchase agreement

Created By: Lawanda Bradley (9/11/2018 10:34 AM)
ARBS made outbound call to C at 4132815141
No answer
ARBS left vmx inquiring about C's repurchase agreement
ARBS requested a callback or an email response from C as email is C's preferred form of communication

Created By: Lawanda Bradley (9/7/2018 11:32 AM)
ARBS email C updated repurchase agreement

Created By: Lawanda Bradley (9/7/2018 11:27 AM)
ARBS notes usage calculation:

Less Usage (25,669 miles/100,000 x $41,377.00) $8,850.27

Created By: Lawanda Bradley (9/7/2018 11:21 AM)
ARBS notes updated repurchase figures:

Repurchase
Base Price $36,383.40
Security Plus Extended Warranty
Maintenance Plus
Dealer Doc Fee $0.00
Security + $0.00
MVSC $0.00
Registration Renewal $0.00
Dlr Installed Option $0.00
Interest Paid to Date $0.00
Total Purchase Price $36,383.40

Less Usage $8,850.27
Less Rebates $0.00
GAP $0.00
Dlr Installed option $0.00
Loan Payoff* 24567.30
Total Deductions $33,417.57

Refund Amount $2,965.83

Created By: Lawanda Bradley (9/7/2018 11:12 AM)
ARBS received updated payoff information:

Hi Lawanda:

SR#: 1[redacted]
Customer[redacted]
1. Account#[redacted]
2. 30 day payoff $ 24567.30 good thru 10/7/2018
3. Per diem 0.00
4. # of scheduled payments received 18
5. Scheduled Payment amount 454.95
6. Total Principal paid 8,189.10
7. Total Interest paid 0.00
8. Late fees paid 0.00
9. Most Recent payment received 8/28/2018 for $454.95

Payment History is attached.

Created By: Lawanda Bradley (9/7/2018 8:49 AM)
ARBS sent email to C stating:

Good morning,

I have sent the request to NMAC for your updated payoff information and payment history so that I can recalculate your repurchase figures.

Once I have that information, I will be able to send you the repurchase agreement.

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (9/7/2018 8:47 AM)
Good morning,

Could you please send me updated payoff information and payment history for this customer?

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (9/4/2018 4:04 PM)
ARBS will review case with SrPln-MM on 9/5

Created By: Lawanda Bradley (9/4/2018 4:04 PM)
ARBS received email from C stating:

Hi Lawanda,

The lights on my vehicle came on again the other day while I was driving. This means that replacing the radar system did not work and the problems that were occurring are not resolved. I do not feel comfortable driving my vehicle knowing this and that the breaks could apply at any time. I would like to revisit the vehicle buy back option with Nissan.

I look forward to hearing from you,

Best regards,
[redacted]

Created By: Lawanda Bradley (8/29/2018 1:11 PM)
ARBS notes updated FedEx:

[redacted]

Thank you for shipping with FedEx.
Your tracking numbe[redacted]

Created By: Lawanda Bradley (8/29/2018 1:01 PM)
ARBS received email from C stating:

Hi Lawanda,

Could you please ask you accounting department to mail the check to "208 / Box 586".
Please DO NOT use my physical address as I do not receive any mail to this address. This is per the USPS. They literally throw mail out that is addressed to physical addresses.

If the accounting department would like to use my physical address, you are welcome to FEDEX the check to my physical address and I can receive it this way.

Look forward to hearing from you,
[redacted]

Created By: Lawanda Bradley (8/29/2018 10:38 AM)
ARBS sent email to C stating:

Good morning,

I just received a message from our accounting department that they cannot approve checks with P.O. Box addresses and that they cannot send the check via FedEx to a P.O. Box.

Could I use the 208 Church St, Cheshire MA 01225 address, or is there another physical mailing address where I can have your check mailed to?

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (8/29/2018 8:30 AM)
Consumer Affairs Voluntary Settlement due to 4 repairs due to collision light on when driving on flat road,4 repairs due to steering wheel moves under feet when turning, 3 repairs due to braking system comes on and off by itself with 13 business days down

Created By: Lawanda Bradley (8/28/2018 12:07 PM)
ARBS received email from c stating:

Hi Lawanda,

Yes my physical address is [redacted] Cheshire MA [redacted]

Please make sure the check is paid to my PO BOX (PO BOX 586, Cheshire MA 01225).

Kind regards,
[redacted]

Created By: Lawanda Bradley (8/28/2018 12:04 PM)
ARBS submitting check request in the amount of $3,500
****
ARBS notes FedEx shipping lable :

Thank you for shipping with FedEx.
Your tracking numbe[redacted]

Created By: Lawanda Bradley (8/28/2018 11:56 AM)
IIR- FEB- EST

Created By: Lawanda Bradley (8/28/2018 9:19 AM)
ARBS sent email to C stating:

Good morning,

Do you have a physical mailing address that can be listed on your check? For check approvals, we have to have a physical mailing address.

I can have the check mailed to your P.O. Box address.

Thank you

Created By: Lawanda Bradley (8/24/2018 12:28 PM)
ARBS changing follow up ending receiving signed notarized settlement agreement

Created By: Lawanda Bradley (8/22/2018 10:33 AM)
ARBS sent email to C stating:

Good morning,

The mailing address is:

Nissan North America
Consumer Affairs P#C
P.O.Box 685003
Franklin, TN 37068-5003

Or, once you have had the agreement signed and notarized, you can always take a picture of both pages and email them to me, or fax them to me at [redacted] Either one of those options will definitely save you some time.

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (8/22/2018 10:31 AM)
ARBS received email from C stating:

Good morning Lawanda,

I hope you had a nice vacation.

I am disappointed to hear that you still have not received the paperwork. I will signed and mail it out again to you today. Could you please provide me with the correct mailing address.

Kind regards,
[redacted]

Created By: Lawanda Bradley (8/20/2018 11:30 AM)
ARBS sent email to C stating:

Good morning,

I hope this email finds you well!

I am returning from vacation and wanted to follow up with you as your settlement agreement is not on my desk as received mail. I want to make sure I am able to get your cash settlement processed, but I will need the signed notarized agreement to do so. I have attached a revised (Nissan has changed the settlement agreement) settlement release just in case it is needed.

Please feel free to let me know if you have any questions.

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (8/6/2018 4:17 PM)
ARBS received email from C stating:

Hi Lawanda,

Thank you for letting me know. I mailed the paper work last week. I mailed it to the address that was stated on the settlement agreement and addressed it to you specifically. I certainly hope you receive it within the next day or two. If you don't receive it by Wednesday I will go ahead and mail you out another notarized copy.

Thank you,
Best regards,
[redacted]

Created By: Lawanda Bradley (8/6/2018 1:41 PM)
ARBS sent email to C stating:

Good afternoon,

I hope this email finds you well!

I just want to follow up with you and let you know that I have not received your settlement agreement.

I will be leaving out for vacation on Thursday, August 9th, and I want to make sure that I am able to get your check processed before I leave.

Thank you,

Created By: Lawanda Bradley (7/27/2018 1:30 PM)
ARBS received email from C stating:

Good afternoon Lawanda,

I am actually going to get the paper work notarized this afternoon and it will be in the mail tomorrow.

Best regards,
[redacted]

Created By: Lawanda Bradley (7/27/2018 1:07 PM)
ARBS sent email to C stating:

Good afternoon,

I hope this email finds you well!.

I'm sending this email to check on the status of your signed notarized agreement and to see if you have any questions.

Thank you,

Created By: Lawanda Bradley (7/23/2018 2:58 PM)
ARBS sent email to C stating:

Good afternoon!

The next step would be for you to send me your signed notarized agreement. Once I receive both pages of the agreement, I will submit the request for your settlement check and you will receive it within 3 business days.

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (7/23/2018 2:57 PM)
ARBS received email from C stating:

Hi Lawanda,

Hope you are doing well!

Michael worked on my car on Thursday (7/19) and finished up early that afternoon. I just wanted to touch base and see what the next steps are.

Best regards,
Kate

Created By: Lawanda Bradley (7/19/2018 1:06 PM)
ARBS sent email to DTS-MG stating:

Good afternoon,

I hope this email finds you well!

I was unexpectantly out of the office for a day and half and missed your email.

Lawanda Bradley

Created By: Lawanda Bradley (7/19/2018 1:04 PM)
ARBS received email from DTS-MG
ARBS notes ARBS was OOO when email was sent on Tuesday, July 17, 2018 at12:05pm

Lawanda,
Please have the customer drop the vehicle off. I will direct most of the repair by phone. I can not make it to the dealer till Thursday. I will do my part at that time. Please let me know if thats ok.
Thanks,

Created By: Lawanda Bradley (7/17/2018 11:21 AM)
ARBS sent email to SM and DTS stating:

Good morning,

I hope this email finds you well!

I'm sending this email as a gentle reminder of Kate Reardon's DTS inspection that is scheduled for tomorrow, July 18, 2018 at 9:00a.m. Could you please make sure your Master Tech and/or Shop foreman are available for the inspection? Could you also provide a loaner vehicle to the customer?

Thank you so much,

Lawanda Bradley

Created By: Lawanda Bradley (7/10/2018 8:23 AM)
ARBS sent email to C stating:

Good morning,

I hope this email finds you well!

On the email that was sent on June 27th, I informed you that the part for your repair was ordered and shipped to the dealership. The Dealer Technical Specialist will be replacing the Forward Emergency Braking radar part during your inspection.

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (7/10/2018 8:23 AM)
ARBS received email from C stating:

Hi Lawanda,

I haven't heard from you in regards to my email below and wanted to confirm that you did receive it and the system will be replaced.

Look forward to hearing from you,
Kind regards,
[redacted]

Created By: Leslie Griffin (6/27/2018 2:30 PM)
NIS1817992. DRTS-LG rec'd Case Closed from BBB on 06/27/18, dated same. This is due to C no longer want's to pursue there claim with the BBB Auto Line program at this time.

Created By: Lawanda Bradley (6/27/2018 9:38 AM)
ARBS sent email to SM and SD of Haddan Nissan with DTS CC'ed stating:

Good morning,

I hope this email finds you well

We have a DTS inspection scheduled for the customer Kate Reardon, VIN: JN8AT2MV7HW[redacted] at your dealership on July 18, 2018 at 9:00a.m. Could you please make sure your Master Tech and/or Shop foreman are available for the inspection? Could you also provide a loaner vehicle to the customer?

Please let me know if you have any questions.

Thank you so much,

Lawanda Bradley
Arbitration Specialist I
Customer Quality

Nissan North America, Inc.
Phone: [redacted]
Fax[redacted]

Created By: Lawanda Bradley (6/27/2018 9:35 AM)
ARBS sent email to DTS-MG informing that C has accepted the inspection for 7/18

Created By: Lawanda Bradley (6/27/2018 9:32 AM)
ARBS sent email to C stating:

Good morning,

-I will move forward with confirming your inspection for 7/18 with the DTS and with the dealership.
-I will also arrange for you to have a loaner vehicle. The Laser/radar part has already been ordered and was shipped to the dealership on 06/22/2018.
-The extended warranties and the manufacture's warranties that you have on your vehicle will not be effected in any way and will still be applicable on your vehicle.
-Yes, you will receive the settlement check once the vehicle is repaired and I have received your signed notarized agreement.

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (6/27/2018 9:15 AM)
ARBS received email from C stating:

Good morning,

Yes 7/18 will work for Michael to inspect the vehicle.
If you could please arrange with the dealership a loaner vehicle to be ready.

I look forward to hearing from you in regards to the following:

I also want to clarify exactly what will be happening when and after Michael makes the repairs to the vehicle. As there always seems to be little details that aren't mentioned I would like everything to be stated and made clear before the vehicle is touched.

A couple of points I specifically would like clarification on are:
-The radar system will be replaced, regardless if the inspection shows no evidence of the constant issues and concerns that I have (automatic breaking, high beams and collision light turning on whenever it feels like.)
- The two additional warranties I purchased (maintenance and security plus packages) will still be in affect after the work on the vehicle is completed.
- I will receive a check for $3,500 after the work on the vehicle is complete.

If you could please also send over the settlement option paper work so I can read through everything.

Look forward to hearing from you,
Kind regards,
[redacted]

Created By: Lawanda Bradley (6/27/2018 8:33 AM)
ARBS sent email to C stating:

Good morning,

Michael Gorrill sent me an email stating that he can inspect this vehicle on 7/18 because he does not have availability on 7/17.

Please let me know if this date is sufficient.

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (6/27/2018 8:32 AM)
ARBS received email from DTS-MG stating:

[redacted]
Good morning,
I can inspect this vehicle on 7/18. I do not have availability on 7/17.
Thanks,

Created By: Lawanda Bradley (6/26/2018 9:39 AM)
ARBS forwarded C's email to DTS-MG

Created By: Lawanda Bradley (6/26/2018 9:37 AM)
ARBS received email from C stating:

Good morning Lawanda,

I will be leaving for a vacation on 7/4 and will not be returning until 7/15. I can drop my car to the dealership when I get out of work on 7/16 and Michael can repair the radar system on 7/17 if that works with his schedule.

Schedules are tough this time of year with work travel and personal vacations.

I also want to clarify exactly what will be happening when and after Michael makes the repairs to the vehicle. As there always seems to be little details that aren't mentioned I would like everything to be stated and made clear before the vehicle is touched.

A couple of points I specifically would like clarification on are:
-The radar system will be replaced, regardless if the inspection shows no evidence of the constant issues and concerns that I have (automatic breaking, high beams and collision light turning on whenever it feels like.)
- The two additional warranties I purchased (maintenance and security plus packages) will still be in affect after the work on the vehicle is completed.
- I will receive a check for $3,500 after the work on the vehicle is complete.

If you could please also send over the settlement option paper work so I can read through everything.

Look forward to hearing from you,
Kind regards,
[redacted]
Sent from my iPhone

Created By: Lawanda Bradley (6/25/2018 5:32 PM)
ARBS sent email to C stating:

Good afternoon,

The Dealer Technical Specialist Michael Gorrill has informed me that he will be able to inspect and repair your vehicle Friday, July 6, 2018 at 9:00am.

If you would like to confirm the inspection, I will move forward with requesting the dealership to have a loaner vehicle available for you.

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (6/25/2018 5:28 PM)
ARBS received email from DTS-MG stating:

Lawanda,
I can do 7/6 at 9:00. Let me know.
Thanks,

Created By: Lawanda Bradley (6/25/2018 3:39 PM)
ARBS sent email to DTS-MG stating:

Good afternoon Mr. Gorrill,

I just want to follow back up with you.

Mrs. [redacted] email me stating she will be out of town on June 29th and the next time her vehicle will be available is 7/2 or 7/3. Do you have any other appointments available?

Thank you

Lawanda Bradley

Created By: Lawanda Bradley (6/22/2018 4:53 PM)
ARBS sent email to DTS-MG stating:

[redacted]

Good afternoon Mr. Gorrill,

Mrs. [redacted] just email me stating she will be out of town on June 29th and the next time her vehicle will be available is 7/2 or 7/3.

Created By: Lawanda Bradley (6/22/2018 4:53 PM)
ARBS received email from C stating:

Hi Lawanda,

Sorry, For the late response. I will unfortunately be out of town and the next time my car will be available to be serviced is either 7/2 or 7/3.

Look forward to hearing from you.

Kind regards,
[redacted]

Created By: Lawanda Bradley (6/22/2018 4:52 PM)
ARBS sent email to C stating:

Good afternoon,

I hope this email finds you well!

I'm not sure if I missed your confirmation of the appointment to have your vehicle repaired on Monday.

Since there was not a confirmation, would you be able to bring the vehicle to the dealership on Friday, June 29, 2018 at 9:00am at Haddan Nissan?

Thank you,

Created By: Lawanda Bradley (6/22/2018 4:31 PM)
ARBS received IM from DTS-MG requesting to change C's inspection date to 6/29 at 9:00am

Created By: Lawanda Bradley (6/21/2018 2:47 PM)
ARBS sent email to C stating:

Good afternoon,

The Dealer Technical Specialist Michael Gorrill has informed me that he will be able to inspect and repair your vehicle on Monday. Would you be able to bring your vehicle to Haddan Nissan on Monday, June 25, 2018 at 9:00am? He informed me that he has already driven your vehicle, so you wouldn't have to stay at the dealership.

If you confirm the inspection, I will move forward with requesting the dealership to have a loaner vehicle available for you.

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (6/21/2018 2:41 PM)
ARBS received email from SrPln-FD stating:

Part has been shipped and should arrive at the dealer by tomorrow.

Order number 18121693

Created By: Lawanda Bradley (6/21/2018 2:39 PM)
ARBS made outbound call to DTS-MG
DTS stated that if the part is shipped, DTS can come out Monday

Created By: Lawanda Bradley (6/21/2018 1:19 PM)
ARBS sent email to C stating:

Good afternoon,

Nissan has released a repair for your vehicle concerns. I have requested a Nissan North America Dealer Technical Specialist to inspect your vehicle and to complete the necessary repairs. As soon as he is able to send me his first available inspection date, I will follow back up with you to see if the date works. When the repair has been completed, I will be able to send you a settlement agreement for you to have notarized and signed. Once I received the signed notarized agreement, I will be able to send you your settlement check within 3 business days.

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (6/21/2018 12:39 PM)
ARBS received email from C stating:

Hi Lawanda,

I wish you had explained those details in the other email.

Would Nissan replace the radar system in my current vehicle, and provide the settlement offer.

Look forward to hearing from you,

Kind regards,
Kate

Created By: Leslie Griffin (6/21/2018 9:05 AM)
NIS1817992. DRTS-LG rec'd Add'l Docs from BBB on 06/21/18, dated same.

Created By: Lawanda Bradley (6/19/2018 1:18 PM)
ARBS sent email to C stating:

Good afternoon,

If you would like to move forward with the vehicle replacement, it would be a non- Lemon Law vehicle replacement. You would work with the dealership to select your replacement vehicle and will be responsible for the upgrade fee (the MSRP cost difference between your current vehicle and the replacement vehicle) and the usage ($7,843.16). That amount will be due at surrender or you can refinance those costs into your loan.

I have sent an email to NMAC to see if you are eligible for this option. As soon as I hear back, I will let you know.

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (6/19/2018 1:17 PM)
ARBS sent email to NMAC stating:

Good afternoon,

Is this customer eligible for a replacement?

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (6/18/2018 12:51 PM)
ARBS received email from C stating:

Good afternoon Lawanda,

After taking sometime to think things over I have finally come to a resolution that I would be happy with.

I would like to move forward and see if I am eligible for replacing the vehicle with a 2018 Nissan Rogue. I don't feel comfortable going into a 2017 as that is what I purchased brand new off the lot and have had nothing but issues with since. I would be comfortable and happy getting into a brand new 2018.

I look forward to hearing from you,

Kind regards,
[redacted]

Created By: Leslie Griffin (6/18/2018 11:21 AM)
NIS1817992. DRTS-LG rec'd Add'l Docs from BBB on 06/18/18, dated 06/15/18.

Created By: Leslie Griffin (6/18/2018 11:19 AM)
NIS1817992. DRTS-LG rec'd ATA from BBB on 06/18/18, dated 06/15/18. ATA states: All parties named above submit to arbitration the following: numerous concerns. The parties have come to agreement on the following: N/A. Each party requests the arbitrator(s) render the following decision: Consumer: repurchase and Manufacturer: denial. The manufacturer also agrees to extend authority to the arbitrator(s) to award the following: N/A.

Created By: Leslie Griffin (6/18/2018 11:15 AM)
NIS1817992. DRTS-LG rec'd NOH from BBB on 06/18/18, dated same. Hearing set for 06/29/18 @ 10:00 AM (Worcester, MA). Both customer and manufacturer will participate in person. C representing self.

Created By: Lawanda Bradley (6/15/2018 4:24 PM)
ARBS sent email to BBB-MU with DTS-MG copied stating:

Good afternoon Maury,

[redacted] The Dealer Technical Specialist Mike Gorrill will represent Nissan in person for the hearing. His dates of availability are June 26th, June 27th, and June 29th.

I have also copied him to this email.

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (6/15/2018 4:20 PM)
ARBS made outbound call to DTS-Mike Gorrill
ARBS inquired if DTS-MG will be able to represent Nissan for the hearing
ARBS presented dates

[redacted] DTS-MG stated that DTS-MG can doe the 26th, 27th, or the 29th

ARBS stated thanks

call ended mutually

Created By: Lawanda Bradley (6/14/2018 4:15 PM)
ARBS received email from BBB-MU stating:

Good afternoon Lawanda,

Hope your day is going well.

I reached out to Ms. Reardon to discuss Nissan's offer, she declined the offer. The consumer requested to proceed with the arbitration hearing to seek repurchase under the LL. Please let me know if Nissan is willing to repurchase her vehicle under the LL.

[redacted] Otherwise, we will try to schedule the hearing between June 26th-29th. Please let me know which date works best for you and the method of participation by close of business tomorrow.

Regards,

Maury Umanzor, Dispute Resolution Specialist/TE Liaison
Council of Better Business Bureau, Inc.
P: [redacted] Ext. 503
MAT Line: [redacted] Option 2
F: [redacted]
bbb.org Start With Trust®

Created By: Lawanda Bradley (6/12/2018 2:55 PM)
ARBS sent email to C stating:

Good afternoon,

With the settlement option, you would keep the vehicle (meaning you would keep the vehicle, continue to pay your same loan, and you would keep the contracts that are on your vehicle including the Security Plus Contract and the Maintenance Package). Nothing will change. You will receive a settlement check in the mail for $3,500.00 (after signing the settlement agreement). This settlement option does not affect your loan or the contracts that you have on the vehicle. Now, if you are seeking to cancel your contracts, you would have to cancel the Security Plus contact and the maintenance plan through the dealership.

With replacing the vehicle, I will reach out to NMAC to see if you are eligible for a replacement vehicle (or formally known as a Substitution of Collateral). If you are eligible, you will go to the dealership and locate a comparable replacement vehicle. It can be a 2017 or 2018. The vehicle will have all the same options and trim level as your current vehicle. Any extra options added will be paid for by you. This can be at the time you surrender the current vehicle or with a refinance with your lien holder. You will take possession of the new vehicle on the day of surrender. On this day you will bring your current vehicle (it will be inspected for damage), you will sign paperwork and you will leave with your new vehicle. This option can take 4 to 6 weeks depending on how long it takes to receive documents, get information from the lien holder and for the customer to locate a new vehicle.

Thank you,

Lawanda Bradley

Created By: Lawanda Bradley (6/12/2018 2:43 PM)
ARBS received email from C stating:

Good morning Lawanda,

In the case settlement option, where I keep the vehicle:
- I will need to be fully (100%) refunded for the security plus package in the amount of $1,875 that I purchased and was not allowed to utilized when all of these issues on my vehicle arose. Along with a prorated amount of the maintenance package ($498) that was utilized 4 times for an oil changes.
- What are the specifics of keeping the vehicle?

During our phone call last week, you asked me if I would be interested in getting into another Nissan, what are the specifics of this?

Please provide as much information as possible on all options as I have a lot to consider and review.

Thank you,
Kind regards,
[redacted]

Created By: Lawanda Bradley (6/11/2018 9:19 AM)
ARBS sent email to C stating:

Good morning,

In a non-Lemon Law Repurchase, unfortunately you will not be refunded any extended warranties or additional purchase collaterals. We take the base price of the vehicle, and then deduct the usage and the loan payoff amount.

Lawanda Bradley

Created By: Lawanda Bradley (6/11/2018 9:02 AM)
ARBS received email from C stating:

Good morning again Lawanda,

I forgot to mention in my email this morning, that I will be to be fully (100%) refunded for the security plus package in the amount of $1,875 that I purchased and was not allowed to utilized when all of these issues on my vehicle arose. Along with a prorated amount of the maintenance package ($498) that was utilized 4 times for an oil changes.

Thank you!
I look forward to hearing from you,

Best regards,
[redacted]

Created By: Lawanda Bradley (6/7/2018 1:36 PM) | Last Modified By: Lawanda Bradley (6/7/2018 1:36 PM)
ARBS sent emialto C stating:

[redacted]

My apologies. Yes, there is a case settlement option. Nissan North America is in the position to offer $3,500 as a cash settlement and you would keep the vehicle.

Lawanda Bradley

Created By: Lawanda Bradley (6/7/2018 1:33 PM)
ARBS received email from C stating:

Hi Lawanda,

[redacted]

Yes I did read that attachment. During our conversation the other night, I was under the impression there was cash buy out option as well? A completely separate option than the non lemon law.

Regards,
[redacted]

Created By: Lawanda Bradley (6/7/2018 10:03 AM)
ARBS submitted MRF

Created By: Lawanda Bradley (6/7/2018 9:58 AM)
ARBS notes repurchase figures for non lemon law repurchase:

Repurchase
Base Price $36,383.40
Security Plus Extended Warranty
Maintenance Plus
Dealer Doc Fee $0.00
Security + $0.00
MVSC $0.00
Registration Renewal $0.00
Dlr Installed Option $0.00
Interest Paid to Date $0.00
Total Purchase Price $36,383.40

Less Usage $7,843.16
Less Rebates $0.00
GAP $0.00
Dlr Installed option $0.00
Loan Payoff* 25932.15
Total Deductions $33,775.31

Refund Amount $2,608.09

Created By: Lawanda Bradley (6/7/2018 9:56 AM)
ARBS sent repurchase agreement to C in email stating:

Good morning,

I have been able to put together your repurchase figures. Please find your repurchase agreement attached.

If you agree with this offer, please sign the agreement and return all of the pages back to me.

Thank you,

Lawanda Bradley

Created By: Markita Scott (6/7/2018 9:41 AM)
ARBS-MS notes the following repair history for vehicle:

4 visits for collision lights coming on
a. 10,350 miles – unable to duplicate
b. 11,025 miles – completed recalibration
c. 19,401 miles – unable to duplicate
d. 21,547 miles – normal operation of vehicle

1 visit for vibration felt under driver's side
a. 11,025 miles – no problem found

4 visits for brakes activating while vehicle in drive (FEB)
a. 14,079 miles – unable to duplicate
b. 16,359 miles – found air freshener triggers spot detection, no repairs completed
c. 19,401 miles – no repairs completed
d. 19,483 miles – DTS unable to duplicate concerns

3 visits for squeaking/grinding noise from steering wheel
a. 14,079 miles – unable to duplicate
b. 19,401 miles – unable to duplicate
c. 19,483 miles – replaced steering shaft

****
In Service Date: 02/11/2017
State: MA
Retail Sale: Nissan of Keene
Open campaigns: None
Related CA cases found: None
Unrelated CA cases found: None
Tech line case found: [redacted]
DTS involved: Inspection completed 03/26/2018 x Michael Gorrill
VSC found: Sec+Plus Gold Preferred Expiration 02/11/2022 or 100,000 miles – Basic 6/5000 MY14+ Expiration 02/11/2020 or 36,029 miles
Total Days Down: 46

Created By: Markita Scott (6/7/2018 9:36 AM)
ARBS-MS notes the following:

9/5/17 @ 10,350 miles – RO[redacted] – 2 days down
Concern:
1. Collision light randomly comes on
Action:
1. Could not duplicate

9/19/17 @ 11,025 miles – RO[redacted] – 1 day down
Concerns:

1. Collision light popped on again
2. Vibration under her feet
Actions:
1. Completed recalibration
2. No problem found

11/17/17 @ 14,079 miles – RO[redacted] – 4 days down
Concerns:
1. Braking system comes on and off at will by themselves
2. High beams comes on and off by themselves
3. Grinding noise from steering
Actions:
1. Unable to duplicate
2. Normal operation of auto high beams
3. Unable to duplicate

11/7/17 @ 16,359 miles – RO[redacted] – 31 days down
Concern:
1. Front spot detection comes on for no reason
Action:
1. Found air freshener triggers spot detection

3/22/18 @ 19,401 miles – RO[redacted] – 1 day down
Concerns:
1. While driving the brakes engage and start pumping
2. Collision light comes on randomly
3. Squeaking noise while turning steering wheel
Actions:
1. No action
2. Unable to duplicate
3. Unable to duplicate

3/25/18 @ 19,483 miles – RO[redacted] – 5 days down
Concerns:
1. Brakes engage and pump while driving
2. Squeaking noise while turning steering wheel
Actions:
1. Nissan DTS came and looked into it/Concern not duplicated
2. Replaced steering shaft

4/26/18 @ 21,547 miles – RO[redacted] – 2 days down
Concern:
1. Collision warning light comes on, headlights come on by themselves, random lights on the dash
Action:
1. Normal Operations, No problem found at this time

Created By: Lawanda Bradley (6/7/2018 8:33 AM)
ARBS received C's registration and vehicle photos

Created By: Leslie Griffin (6/6/2018 1:18 PM)
DRTS received the RHR. The RHR was assigned to ARBS Markita Scott for review.

Created By: Jacqueline McLaughlin (6/6/2018 1:15 PM)
DRTS-JT completed/ attached RHR

Created By: Lawanda Bradley (6/6/2018 9:31 AM)
ARBS received C's payoff information:

SR#: 1[redacted]
Customer[redacted]
1. Account#[redacted]
2. 30 day payoff $ 25932.15 good thru 7/6/2018
3. Per diem 0.00
4. # of scheduled payments received 15
5. Scheduled Payment amount 454.95
6. Total Principal paid 6,824.25
7. Total Interest paid 0.00
8. Late fees paid 0.00
9. Most Recent payment received 5/28/2018 for $454.95

Contract, Title and Payment History are attached.

Created By: Lawanda Bradley (6/5/2018 6:42 PM)
ARBS sent email to NMAC stating:

Hello,

Will you please provide the sales contract, title app, the payment history, and the following information on this account:

1. Account#
2. 30 day payoff
3. Per diem
4. # of scheduled payments received
5. Scheduled Payment amount
6. Total Principal paid
7. Total Interest paid
8. Late fees paid
9. Most Recent payment received

Thank you,

Created By: Lawanda Bradley (6/5/2018 6:41 PM)
ARBS sent email to C stating:

Ms.[redacted]

Thank you so much for speaking with me today.

Based upon our previous conversation, I am requesting that you reply to this email and attach the requested documentation (a copy of your sales contract, a current copy of your registration, and 5 photos of the vehicle) . This documentation will help expedite the resolution of your concern.

Please feel free to reply to this email with your information, or contact me directly at[redacted] with any questions or comments.

Sincerely,

Lawanda Bradley
Arbitration Specialist I
Customer Quality

Nissan North America, Inc.
Phone:[redacted]
Fax[redacted]

Created By: Lawanda Bradley (6/5/2018 6:39 PM)
ARBS made outbound call to C at 4132815141
C answered

ARBS informed C that ARBS has received C's CCF
ARBS inquired if C still has the concerns with the veh

C confirmed
C stated all of the concerns happened to C today

ARBS inquired what C is requesting from Nissan

C stated C wants the veh bought back
C stated C does not feel safe in the veh

ARBS informed C that C does not qualify for a Lemon Law buyback, but ARBS will offer C a non Lemon law buyback
ARBS informed C that ARBS will need a copy of C's sales contract to be able to complete the calculations

C stated understanding

ARBS inquired if C financed the veh

C confirmed
C stated C financed through Nissan

ARBS informed C that ARBS will send C an email requesting documents
ARBS requested C's email address

C provided [redacted]
C stated C will send them
C thanked ARBS for calling

ARBS thanked C

call ended mutually

Created By: Lawanda Bradley (6/5/2018 6:33 PM)
ARBS notes:
Total Days Down During Definition: 5 Business Days
Total Days Down: 13 Business Days Down

Repair history during definition:
2 visit with 1 repair related to collision light coming on when driving alone on a flat road
2 visits with 0 repairs related to high beams randomly turning on
1 visit with 0 repairs related to the front spot detection comes on for no reason and automatically applies brakes
1 visits with 0 repairs related to feel the steering wheel move under your feet as you turn
1 visit with 0 repairs related to braking system comes on and off at will by themselves

Total repair history
5 visits with 4 repairs related to collision light coming on when driving alone on a flat road
2 visits with 0 repairs related to high beams randomly turning on
1 visit with 0 repairs related to the front spot detection comes on for no reason and automatically applies brakes
4 visits with 4 repairs related to feel the steering wheel move under your feet as you turn
3 visits with 3 repairs related to braking system comes on and off at will by themselves

Created By: Lawanda Bradley (6/5/2018 6:33 PM)
ARBS notes:

09/05/17 @ 10,350 miles....RO[redacted].1 Business Day Down
Concern:
1. The collision light randomly coming on when driving alone on a flat road
2. The high beams randomly turning on when vehicles are right in front of me or coming at her
3. C/s randomly the front spot detection comes on for no reason and automatically apply the breaks
4. C/s you can randomly feel the steering wheel move under your feet as you turn it.
Action:
1. Found plastic candy bar wrapper wedge next to front lazar radar sensor inside front. Remove obstruction debris advised customer to frequently check for obstructions and to clean front bumper and windshield areas where laser sensors are.
2. No problem found
3. Debris
4. No problem found

09/19/17 @ 11,026 miles....RO[redacted]...1 Business Day Down
Concern:
1. C/s she can feel a vibration randomly under her feet when driving. Check advise.
2. C/s the collision light popped on again for no obvious reason. Check advise
Action:
1. No problem found
2. Needs recalibration

11/17/17 @ 14,079 miles....RO[redacted]...3 Business Days Down
Concern:
1. Customer states that the braking system comes on a nd off at will by themselves. Please check and adv ise
2. General electrical diagnosis and repair
3. Customer states that there is a grinding noise from the steering. Please check and advise
Action:
1. Test drove vehicle and was unable to duplicate cus tomer concern no traffitest drove vehicle and was unable to duplicat
2. Vehicle is equipped with auto high beams. To cancel this function headlight
3. Unable to duplicate concern at this time. Some noi se from rubber boot at bottom of steering shaft. Corrected noise by light lubricated boot.

11/07/17 @ 16,359 miles....RO[redacted]...2 Business Days Down
Concern:
1. C/s she can feel a vibration randomly under her feet when driving. Check advise?
Action:
1. Normal cvt operation

03/22/18 @ 19,401 miles....RO[redacted]...1 Business Day Down
Concern:
1. C/s while driving the the brakes engaged and start pump while driving. Has happen twice and last was couple weeks. When does happens last 3-5 secs and red square on box
2. C/s int while just sitting there the collision light comes on and flash, this also happens while driving,
3.C/s when turning steering wheel there is a squeaking noise
Action:
1. Will come 03.26.18
2. Body elect recall
3. Steering concern

03/25/18 @ 19,483 miles....RO[redacted]...3 Business Day Down
Concern:
1. While driving the brakes engage and start pump while driving. Has happened twice last couple of weeks when happendeds last 3-5 secs and red square on box up
2. C/s int while just sitting there the collision light comes on and flashes
3. C s when turning the s w there is a squeaking noise
Action:
1. Nissan dts came and looked into.
2. Nissan dts came out inspected. Replaced lower steering shaft grommet.
3. Lower steering shaft grommet making noise. Replaced lower steering shaft grommet

04/26/18 @ 21,557 miles....RO[redacted]...2 Business Day Down
Concern:
1. C/s int the collision warning system light come on, headlights come on by the selfes, random lights come on dash, check and advise, brakes applied
Action:
1. No problem found at this time.

Created By: Lawanda Bradley (6/5/2018 6:33 PM)
ARBS notes:
In service date:02/11/17
State: Massachusetts
Retail Sale
****
1 ADDITIONAL CASES FOUND-[redacted]
1 TECH LINE CASE FOUND-[redacted]
1 DTS FOUND-NERDTS- Michael Gorrill
2 VSC's FOUND-[redacted]
1 WARRANTY CASES FOUND-[redacted]

Created By: Lawanda Bradley (6/1/2018 4:36 PM)
ARBS received email from BBB-MU stating:

Good afternoon Maury,

I look forward to working with you and hope to find a resolution.

There are a couple of big concerns that are going on with my vehicle. A quick over view is the brakes automatically applying themselves while I am driving. The collision light will automatically come on and stay on or constantly flash. The automatic high beams will come on when they aren't suppose too. Below goes into a little bit more detail on each issue.

Automatic breaking: This first happened two weeks after I had my vehicle, I was driving about 20-25 mph and the breaks automatically applied themselves. There was a red color that was flashing on the dash board along with a warning label. It lasted what felt like fifteen seconds but could have only been three to five seconds. The third time it happened I was driving about 20-25 mph was in the middle of a snow storm, I was driving and the breaks applied themselves again, this time almost causing me to get into an accident. There was a beeping noise this time but nothing appeared on the dash. The fourth (and so far last time, knock on wood) I was driving, going roughly 35-40 mph and they applied themselves, this time it felt like it was a malfunction. Like it didn't know if it should or shouldn't apply themselves but unfortunately they did again almost causing me to get into an accident. The beeping noise also went off during this as well and just a warning appeared on the dash. All of these instances occurred at different times of the day. I did not run anything over, nothing was coming at or in the direction of my vehicle. I was the only car on the road each time this has happened.

Collision light: The collision light will randomly appear on the dash and stay on or continuously flash. This happens at various times of the day while the vehicle is moving and while it is parked.

High beams: I have the high beams set to the automatic setting, hence utilizing the feature of the vehicle. The high beams will apply themselves while other vehicles are driving towards me or other vehicles will be directly in front of me and they will not turn themselves off. I have to manually turn them off.

In September 2017 while my vehicle was at my local Nissan dealership looking into all of these issues for the second time, the service manager informed me that I had a bad radar system and it would be replaced. This service manager then asked me out on a date, I kindly told him no and not wanting to cause an issue for myself or vehicle while using this dealership I kept that to myself. Well I feel that my vehicle was retaliated against because I said no. The service manager refused to replace the radar system. He now no longer is with the dealership and because he isn't I have had to fill two separate Nissan claims, as you can only have one open per time. Nissan did not find a cause for the automatic breaking and then refused to open a case for the collision light and high beams. The best they could do was suggest that I get a second opinion at another Nissan dealership. This is why I am here now taking up this case with the BBB.

I fear for my safety while driving this vehicle. I do not know when the breaks will apply themselves as they have being doing so randomly without any warning all while driving at various speeds. This vehicle has all of these safety features that are advertised and they only seem to be working against my safety and not for it. I do not want my vehicle anymore, and wish that I didn't purchase it. I was going to trade it in for another vehicle but can't morally and ethically do so without going through the BBB first.

I am working on getting documents uploaded to the link for you to review.

If you need more information please let me know.

I look forward to hearing and working with you.

Best regards,
[redacted]

Created By: Michelle Simpson (5/31/2018 1:48 PM)
DRTS-SM received ROs from both dealers, combined and attached to case.

Created By: Michelle Simpson (5/31/2018 1:28 PM)
DRTS-SM spoke with Service Advisor Todd at Haddad Nissan (5500) and he will fax ROs by end of the day.

Created By: Michelle Simpson (5/31/2018 9:52 AM)
DRTS-SM called Nissan of Keene (3064) and spoke with Rob in Service and he will email ROs in the next 20 minutes.

DRTS-SM called Haddad Nissan (5500) and spoke with Tyler in Service he is unable to pull the ROs, he took a message for a Service Advisor to call me back to obtain ROs.

Created By: Leslie Griffin (5/31/2018 9:30 AM)
NIS1817992. DRTS-LG rec'd Add'l Docs from BBB on 05/31/18, dated same.

Created By: Leslie Griffin (5/31/2018 9:27 AM)
NIS1817992. DRTS-LG rec'd MRF from BBB on 05/31/18, dated same. C seeks full refund due to automatic breaking, break apply themselves, high beams automatically come on and collision light automatically comes on.

Created By: Leslie Griffin (5/22/2018 10:12 AM)
NIS1817992. DRTS-LG rec'd CCF from BBB on 05/22/18, dated same. C seeks replacement for the radar system or the money back for the vehicle due to automatic breaking, break apply themselves, high beams automatically come on and collision light automatically comes on.

Created By: Kelli Donovan (5/18/2018 2:47 PM)
RCAS-KD is closing Case as no further assistance can be offered at this time.

✓ *** CASE SUMMARY ***
C contacted Nissan CA regarding feb concern
RCAS-KD reviewed Case with SM-Todd Lechance
*** STATEMENT OF DECISION ***
RCAS-KD advised C that without a duplication of c's concerns NNA would not be able to make a repair recommendation.

✓ Created By: Kelli Donovan (5/18/2018 2:46 PM)
RCAS-KD sent follow up email to SM-Todd LeChance advising of c's conversation with RCAS.

Created By: Kelli Donovan (5/18/2018 2:38 PM)
RCAS-KD placed call to c @[redacted]
RCAS advised the call may be recorded for quality and training purposes.

RCAS recapped case.
RCAS stated if c lives on any incline or near railroad tracks this may occur.
RCAS stated that this may be normal.
RCAS asked if c has noticed any particular area this occurs.

✓ C stated that is the same thing is that it could happen on a flat road or anything.
C stated it just happens in c's driveway.
C stated c doesn't have an incline or anything like that.
C stated maybe in some instances.
C stated there is one section that c drives in where this comes in all the time.

RCAS stated that that RCAS would recommend maybe a second opinion.
RCAS stated without a duplication or codes, NNA would not have a recommendation.

Call ended mutually.

Created By: Kelli Donovan (5/15/2018 3:16 PM)
RCAS-KD placed call to c @[redacted]
RCAS advised the call may be recorded for quality and training purposes.

RCAS recapped case.
rCAS stated case is under review still to see how to proceed.

✓

C stated the FEB system was already checked.
C stated this light comes on randomly whenever it wants.
C stated when c is or is not moving.
C stated that collision light just comes on when it wants.

Call ended mutually.

✓ Created By: Kelli Donovan (5/15/2018 8:55 AM)
RCAS-KD placed call to Haddad Nissan and spoke to SM- Todd LaChance

SM stated that last SM knew DTS came out and inspected veh.
SM stated that there was nothing wrong with veh.
SM stated when c comes in, but dlr has never been duplicated.
SM stated automatic lights come on, but that is normal and dlr tried to explain operation of veh.

RCAS understood.
RCAS asked if C picked up veh.

SM stated that c picked up veh.

RCAS thanked SM.
Call ended mutually.

Created By: Kelli Donovan (5/9/2018 2:24 PM)
RCAS-KD placed call to c @[redacted]
RCAS advised the call may be recorded for quality and training purposes.

RCAS verified concerns.

C stated c did take veh in to the dlr.
C stated c spoke to the RCAS like Tuesday April 24 and took veh on April 27th.
C stated that c has been having the concerns from square one.

RCAS understood and apologized.
RCAS stated RCAS would continue to contact the dlr.
RCAS stated that RCAS will get some additional research done.

✓ C stated c's veh has been nothing but a headache and c has not been happy with this.
C stated c was told nothing was found to be wrong.
C stated Jason told c that c had a bad radar system, but when c brought veh in for repairs c was told the veh was not repaired.
C stated the veh does this when it wants but it's totally random.
C stated that c did bring veh to where c purchased veh from.

RCAS understood and apologized.
RCAS asked which warning lights were coming on?

C stated that it's the collision light and the high beams will come on and off whenever.

RCAS thanked C for information and set follow up for Tuesday.

Call ended mutually.

Created By: Dakota McGregor (5/8/2018 5:25 PM)
*** [Added after the case is closed.] ***
ARBS received vmx from C requesting callback from RCAS as C has called multiple times and has not received a callback

✓ ARBS reviewed case with SRCAS-JW and sent e-mail to SRCAS-JW informing of this

ARBS reopening case

Created By: Dakota McGregor (4/24/2018 5:00 PM)
*** [Added after the case is closed.] ***
✓ ARBS sending resolution letter to C via certified mail
ARBS notes#[redacted]
ARBS attached resolution letter to case

Created By: Kelsey Christiansen (4/24/2018 4:05 PM)
RCAS-KC is closing case as no further assistance can be offered at this time.

CASE SUMMARY

✓ C contacted Nissan CA regarding VEH concerns..

****STATEMENT OF DECISION****

RCAS-KC closing case pending diagnosis.

✓ **Created By: Kelsey Christiansen (4/24/2018 4:05 PM)**
RCAS-KC sent contact info and case # e-mail.

Created By: Kelsey Christiansen (4/24/2018 4:03 PM)
RCAS-KC placed outbound call to Customer at[redacted]
RCAS-KC VERIFIED C's name, home & email address, concern, and phone.
RCAS-KC ADVISED "This call may be recorded for quality and training purposes."

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

RCAS-KC advised of calling on behalf of RCAS-KW.
RCAS-KC advised of case number and direct line.
RCAS-KC verified C's concerns— radar concern, collision malfunction light and high beam concern.

C stated[redacted]

RCAS-KC asked if C has had these concerns diagnosed.

C stated that C brought VEH in and the DLR told C about radar system.

✓ C stated that when C went to the DLR

C stated that C spoke with Jason.

C stated that C would be driving and collision light starts going off and won't stop until VEH is turned off.

C stated that high beams will turn on for no reason.

C stated that it happens mostly dusk and dawn time.

C stated that it was sometime last time.

RCAS-KC advised if C needing a recent diagnosis before any review can happen.

RCAS-KC advised of once C brings VEH in to reach out to RCAS-KW.

C asked for e-mail with contact information.

RCAS-KC agreed.

C declined further questions.

Call ended mutually.

Created By: Kyra Walton (4/24/2018 4:01 PM)
✓ RCAS-KW placed outbound call to C on [redacted]
RCAS-KW left VMX for C with RCAS-KW contact number and case #.
RCAS-KW setting follow up 4/26/18.

Created By: Dakota McGregor (4/23/2018 3:35 PM)
✓ ***ARBS notes transferring case to RCAS for further handling***
ARBS notes to RCAS: please work with DLR and region as necessary to address Cs veh concerns
Additionally, please keep customer updated regarding FEB system potential updates

✓ **Created By: Dakota McGregor (4/23/2018 3:32 PM)**
[redacted] ARBS placed outbound to C
ARBS verified C had time to speak to ARBS
ARBS informed that after a thorough review that no defects were found, and an FEB activation was not observed at time of incident
C states that C is unhappy with this information
ARBS apologized and informed that ARBS has spoken with engineering and that an update regarding the FEB system is set to be released in the near future that may or may not address Cs concerns
ARBS informed that there is no release date at this time
ARBS informed that Nissan can provide C a loaner/rental vehicle to C, but would not be indefinitely and Nissan would be extending to C as a courtesy

ARBS informed if C accepts that Nissan would inform when rental/loaner assistance would be discontinued
C did not answer ARBS
C states that C has had another FEB incident in the veh with automatic braking
C states that C would like Nissan to now look at Cs other concerns
C states that C would like Nissan to address radar concern, collision malfunction light and high beam concerns
C states C would like to work with other department at this time to address Cs other concerns
ARBS verified this is what C is seeking from Nissan at this time
ARBS informed that transfer would take one business day
ARBS informed that RCAS may have updates regarding FEB in the future
C understood
ARBS offered further assistance
C declined
ARBS thanked C
C thanked ARBS
Call ended mutually

✓ **Created By: Dakota McGregor (4/23/2018 2:29 PM)**
ARBS received vmx from C requesting callback

Created By: Dakota McGregor (4/23/2018 11:23 AM)
ARBS noes correction from entry at 10:43 AM

✓
ARBS reviewed case with SRPLNR FD
ARBS was informed that ARBS is to offer to keep C in rental as update is supposed to be released soon IF c is willing, if update not released by 05/23 ARBS to re-review with SRPLNR FD at that time

Created By: Dakota McGregor (4/23/2018 11:19 AM)
✓ ARBS placed outbound to C [redacted]
ARBS left vmx informing that has further information to discuss with C regarding case
ARBS left best contact info and requested a callback

Created By: Dakota McGregor (4/23/2018 10:43 AM)
✓ ARBS reviewed case with SRPLNR FD
ARBS was informed that ARBS is to offer keep C in rental until 05/23 if C is willing then review with SRPLNR further

Created By: Dakota McGregor (4/20/2018 4:51 PM)
✓ ARBS received e-mail from PL-WR informing that there were no defects found with the vehicle. The vehicle was test driven and inspected and no previous FEB full activation was noted in the system, with the exception of at the time of manufacture at 1 mile, which is not related to this incident. No related DTCs present. There is no evidence of a manufacturing or product defect that would cause or contribute to this incident.

ARBS attached e-mail to case

✓ **Created By: Dakota McGregor (4/19/2018 12:53 PM)**
ARBS received e-mail from PL-WR informing that is still under review, and PL will expedite the review

✓ **Created By: Dakota McGregor (4/19/2018 12:03 PM)**
ARBS sent e-mail to pl-wr inquiring about resolution

✓ **Created By: Dakota McGregor (4/11/2018 9:13 AM)**
ARBS notes that is moving followup due to new info that an update for FEB will be released soon

Created By: Dakota McGregor (3/28/2018 4:08 PM)
ARBS placed outbound to C [redacted]
ARBS verified C had time to speak to ARBS
ARBS informed that would be 2-4 weeks from inspection date , potentially less before resolution would be available
✓ ARBS offered further assistance
C declined
ARBS thanked c
C thanked ARBS
Call ended mutually

✓ **Created By: Dakota McGregor (3/28/2018 4:03 PM)**
ARBS received vmx from C requesting update on case

✓ **Created By: Dakota McGregor (3/28/2018 3:15 PM)**
ARBS notes per DTS that IIR was uploaded to FTP

✓ **Created By: Dakota McGregor (3/23/2018 10:36 AM)**
ARBS sent e-mail to DTS-MG informing of new appointment confirmation for 03/26/18 at 9AM

Created By: Dakota McGregor (3/23/2018 10:32 AM)
ARBS placed outbound to C [redacted]
ARBS verified with C of Cs appointment change to 03/26/18 at 9AM
C inquired when authorization was provided for loaner/rental veh
ARBS informed that ARBS office provided to DLR SA and SM Todd on 03/14
ARBS informed that ARBS gave info to SA as SM was not available
C understood
C states that DLR did not provide C a loaner/rental veh at first, and C was given a hard time
ARBS apologized
✓ C inquired why reschedule occurred so late
ARBS informed that ARBS office was provided late notice and in regard to weather was deemed safer to reschedule
C understood and agreed
ARBS apologized and informed that ARBS was OOO
C understood and thanked ARBS
ARBS offered further assistance
C declined
ARBS thanked C
C thanked ARBS
Call ended mutually

✓ **Created By: Dakota McGregor (3/23/2018 8:32 AM)**
ARBS received vmx from C requesting callback and confirming inspection date and time of 03/26 at 9AM

Created By: Samantha Dixon (3/22/2018 3:51 PM)
ARBS placed outbound to C [redacted]
✓ ARBS had to leave a vcmail
ARBS advised that ARBS DM is OOO and there was a message received by the inspector advising that DTS is unable to meet tomorrow 3/23 due to weather and wanted to inspect on monday 3/26 @ 9am and if that doesnt work next date is 4/6 @ 9am.
ARBS advised for c to call ARBS DM back to advise if c can make it on 3/26.

✓ **Created By: Samantha Dixon (3/22/2018 3:47 PM)**
ARBS received email from SR PLR FD requesting ARBS to call C as ARBS DM OOO. DTS needs to change inspection to 3/26 @9am and if that date doesnt work, next date is 4/6 @ 9am

Created By: Dakota McGregor (3/14/2018 1:24 PM)
ARBS placed outbound to DLR Haddad Nissan
ARBS spoke to SA as SM Todd is not available
SA confirmed inspection for 03/23/18 at 9AM
ARBS informed that rental/loaner would be provided during inspection and up to review process
ARBS informed C is authorized for loaner/rental veh, and C has requested to have from 03/22-3/24 or less
SA understood
✓ SA requested e-mail from ARBS
ARBS took e-mails for SA and SM:

scedar@haddadauto.com
tlachance@haddadauto.com

ARBS sent e-mail to SA and SM informing that Nissan will be providing rental/loaner for C
ARBS attached rental claim instructions

Created By: Dakota McGregor (3/14/2018 12:13 PM)
ARBS placed outbound to C [redacted]
C confirmed inspection date for 03/23/18 at DLR Haddad Nissan
C states C will be dropping the veh off on 03/22/18 at 4:30PM and would like to pick up loaner/rental veh then
✓ C states C would only like to have rental/loaner for 03/22/18,03/23/18 and some of 03/24/18 ARBS understood
ARBS offered further assistance
C declined
ARBS thanked C
C thanked ARBS
Call ended mutually

✓ **Created By: Dakota McGregor (3/13/2018 4:22 PM)**
ARBS placed outbound to C[redacted]
ARBS left vmx informing that inspection is scheduled for 03/23/18 at 9 AM
ARBS informed that needs C to confirm or decline appointment
ARBS informed that if C leaves a vmx confirming then ARBS will assume that C only requires the loaner/rental veh for the inspection date only like previously discussed
ARBS provided best contact info and requested a callback

Created By: Dakota McGregor (3/12/2018 1:34 PM)
ARBS notes that updated probe:

ARBS notes corrections:

C states C is calling most recently because C has had another incident with the automatic braking
C states that was driving home from work
C states that there was 5 inches of snow
C states that brakes automatically applied
✓ C states that DLR stated that the radar system need to be replaced
C states that DLR did not replace the radar
C states that left veh for a week then the DLR said that the DLR could not duplicate Cs concerns
C states that there were no vehicles behind or in front of C
C states that there was another veh coming toward C a bit down the road in another lane
C states that there was no construction
C states that was about to go under a bridge
C states that gripped the steering wheel, and C picked foot off of the accelerator and then reapplied
C states that flashed red, but no warning lights illuminated
C states that there was no accident or injury

✓ **Created By: Dakota McGregor (3/12/2018 1:25 PM)**
ARBS submitted DTS request

Created By: Dakota McGregor (3/12/2018 12:07 PM)
IIR- FEB/STEERING- EST

Created By: Dakota McGregor (3/12/2018 12:06 PM)
[redacted] ARBS placed outbound to C
ARBS verified and completed probe
ARBS verified C had time to speak to ARBS

C states that C purchased the veh in February
C states that 2 weeks after purchase
C states that brakes automatically applied with no one in front of C

C states that over summer C was driving on the highway
C states that was raining and was using ICC
C states that ICC just shut off immediately

C states that collision light keeps becoming illuminated
C states that has automatic high beams on the veh, and the high beams will intermittently turn on and off
C states that C noticed that his frequently happens when Cs veh passes other vehicles

C states that was driving home from work
C states that there was 5 inches of snow
C states that brakes automatically applied
C states that DLR stated that the radar system need to be replaced
C states that DLR did not replace the radar
C states that left veh for a week then the DLR said that the DLR could not duplicate Cs concerns

✓ C states C is calling most recently because C has had another incident with the automatic braking
C states that there were no vehicles behind or in front of C
C states that there was another veh coming toward C a bit down the road in another lane
C states that there was no construction
C states that was about to go under a bridge
C states that gripped the steering wheel, and C picked foot off of the accelerator and then reapplied
C states that flashed red, but no warning lights illuminated
C states that there was no accident or injury

ARBS informed that inspection process would take 6-8 weeks and would be 2-4 weeks to get inspector out and 2-4 weeks for specialists to review info
ARBS informed that inspection would only be for the FEB concern and not the other concerns
C inquired about getting other concerns addressed
*ARBS informed that ARBS could transfer case to regional specialist at end of process for other concerns
C agreed
ARBS offered rental/loaner to C for duration of process
C states so far C would like just for inspection date and nothing else
ARBS understood
ARBS informed that would contact C back in several business days with inspection date
C agreed
ARBS offered further assistance
C requested ARBS phone number
ARBS provided to C and case number
ARBS thanked C
C thanked ARBS
Call ended mutually

Created By: Dakota McGregor (3/12/2018 11:04 AM)
✓ ARBS RECEIVED CASE, UNDER REVIEW, VERIFY PROBE
****

Created By: Samantha Dixon (3/9/2018 7:27 AM)
FEB concern. Headlights and steering wheel concerns

Created By: Dezerick Frazier (3/8/2018 8:42 AM)
RCAS-DF placed outbound call to the dealership.

RCAS-DF spoke with service manager Steve.

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

✓ RCAS-DF informed SM-S that C's collision light is coming on.

SM-S stated that SM-S has not seen the VEH. SM-Jason Airtoli left in February.

SM-S informed RCAS-DF to tell Ct o make sure C's grill is clean.

RCAS-DF stated ok thanks.

Call ended mutually.

Created By: Leah Kinoshita-Robicheau (3/7/2018 3:08 PM) | Last Modified By: Dezerick Frazier (3/8/2018 8:36 AM)
*****{CASE SUMMARY}*****
✓ C is seeking assistance with VEH navigation system repair

CRR-Lk sent case to RCAS

✓ **Created By: Leah Kinoshita-Robicheau (3/7/2018 3:08 PM) | Last Modified By: Dezerick Frazier (3/8/2018 8:36 AM)**
CRR-LK VERIFIED Account information including: C's name, address, phone#, Best contact, email
CRR-LK VERIFIED VEH Information including: VIN #, mileage
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: C is seeking assistance with VEH navigation system repair

CRR-LK received inbound call from C

C stated that C took VEH to DLRSHP where C purchased VEH, Nissan of Keene
C stated that VEH was not able to duplicate issue therefore could not diagnose VEH
C stated that C took VEH to Haddad Nissan
C stated that DLRSHP refused to replace part
C stated that DLRSHP stated there was no error in the system but was able to duplicate issue and told C that there is a faulty radar system
C stated that C spoke to SM Jason airtori
C stated that everyday collision light is coming on
C stated that C wants radar taken care of

CRR-Lk apologized to C for the inconvenience
CRR-LK stated that CRR-Lk will be sending C an email with case information as well as agent name and id that C would need for the survey that C would receive in two weeks in regards to CRR-Lk service during the call
CRR-Lk stated that C will be transferring case to RCAS to further assist C

C thanked CRR-LK for assistance
C stated that C would like RCAS to please call around 4:15 or 4:30

CRR-Lk stated that CRR-Lk will sent the request to RCAS

C thanked CRR-Lk

CRR-LK asked C if CRR-Lk could assist further

C declined

CRR-LK thanked C for contacting NNA

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]	STEERING	STEERING COLUMN	MULTIPLE REPAIR ATTEMPTS	01	8/28/2018	YE	BM	247000	OA
	[redacted]	INSTRUMENTATION	WARNING DISPLAY	MULTIPLE REPAIR ATTEMPTS	11	8/28/2018	YE	AT	184500	OA
	[redacted]	BRAKES	BACKUP COLLISION INTERVENTION (BCI)	MULTIPLE REPAIR ATTEMPTS	28	8/28/2018	YE	AD	325000	OA

Forms

Forms Help

Action	Form	Request Type	Created By	Created Date
	[redacted]	IIR	Dezerick Frazier, 3/8/2018 4:28 PM	3/8/2018

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[redacted]

Case Detail

Reopen Case | Clone Closed Case

Account Name	[redacted]	Case Owner	[redacted]po Savatphonh
Contact Email	[redacted]	Type	CA
[redacted]	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	4/2/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	3/8/2018 7:15 AM
Social Media Involvement	✓	Date/Time Closed	3/29/2018 3:43 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	2		
Description	Inbound email from the DLR Service Manager - Dale Campo. SM-DC states to open up a CA case per TechLine as C was having issues with the Front Emergency Braking issue.		

Call Script

Who contacted us?	Dealer	Vehicle Maintained Location	CROSSROADS NISSAN OF WAKE FOREST
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	3,548	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	3/27/2018
IIR Date		RHR Completed	3/27/2018
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	29417	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	CROSSROADS NISSAN OF WAKE FOREST	Data Net	
Case Servicing Dealer Region	Nissan Mid Atlantic Region	Datanet Dealer Date	
Responsible District	09	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	review

Bluetooth

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

Related Items

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

Contact Name [redacted]

Sales & Service Campaign Specific Information

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

Verbatims

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

DTS Inspection

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

System Information

Subject	CUSTOMER: [redacted] VIN: JN8AT2MV3H[redacted]	Root Cause	
Created By	Japo Savatphonh, 3/8/2018 7:15 AM	Root Cause Code	SDIN
Last Modified By	NNAETL, 12/11/2018 10:34 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[redacted]
Days Closed	796		
Action Code	NT8F		
What action was taken?	8F Provided Vehicle Information		

Agent Comments

Agent Comments	Inbound email from the DLR Service Manager - Dale Campo. SM-DC states to open up a CA case per TechLine as C was having issues with the Front Emergency Braking issue.
Agent Next Step	

Reopen Case | Clone Closed Case

Case History

Case History Help

Date	User	Action
3/29/2018 3:43 PM	Japo Savatphonh	Changed **Status** from Open to **Closed**.
		Closed.
3/29/2018 11:07 AM	Japo Savatphonh	Changed **Follow Up Date** from 3/29/2018 to **4/2/2018**.
3/27/2018 2:00 PM	Japo Savatphonh	Changed **Follow Up Date** from 3/27/2018 to **3/29/2018**.
3/27/2018 12:48 PM	Nicki Barror	Changed **DRT Support Status** from Pending to **DRT Assigned**.

Show more » | Go to list »

Case Comments

New

Case Comments Help

Public	Comment
	Created By: John Michael Pahlavan (4/5/2018 10:11 AM) *** [Added after the case is closed.] *** SMS-JMP documenting C's social media activity via Facebook Private Message.
✓	***** C: The dealer said they can't do anything without Nissan Corp telling them to other than replacing the sensor. I will NEVER buy another Nissan. You lost a very loyal customer. Your company does not care about the safety or satisfaction of your customers. That's a sickness. It's called GREED! GREED over doing the right thing. *****
	Created By: Nicole Wells (4/2/2018 8:51 AM) *** [Added after the case is closed.] *** SMS-NW documenting C's social media activity via Facebook Private Message. ***** C: This is my story:https://www.facebook.com/nissanusa/posts[redacted]?comment_id=[redacted]notif_id=[redacted]notif_t=feed_comment&ref=notif Attachment Unavailable
✓	C: The name on the title is: [redacted] and [redacted] My case # is [redacted] The dealership is Crossroads Nissan in Wake Forest NC. I will be going to the dealership after lunch around 2pm. today. SMS: Hello [redacted] Thank you for providing this information as we were able to locate your case (30083964). We see that you last spoke with your Specialist on March 29th. At this time, if you have further questions regarding this communication, we encourage you to speak again with your Specialist as he is in the best position to assist. We will continue to document our conversation and any additional details in your case. If you would like to receive a second opinion from an alternative dealer, you may locate local dealers at http://www.nissanusa.com/nissandealers/. Warm regards, Michelle *****
	Created By: Kathryn Ludwikowski (3/30/2018 10:48 AM) *** [Added after the case is closed.] *** SMS-KL documenting C's social media activity via Facebook.
✓	***** C: Your consumer affairs guy Japo told me Nissan has made a decision not to replace or buy back the Rogue. Apparently customer satisfaction doesn't matter. *****
✓	Created By: Carrie Featherstone (3/30/2018 9:51 AM) *** [Added after the case is closed.] *** SMS-CF documenting SMS response to C: *****

SMS: Pamela, thank you for bringing your concerns to our attention. We want you to feel safe in your Rogue and are sorry to learn of your dissatisfaction. We welcome you to send us a Private Message via our page with your VIN, case number and name on the title so that we can ensure your full feedback is being documented in your case. Please keep in mind that our departments work in tandem, and we are unable to alter any decisions already made by your Specialist. If you have questions regarding your most recent communication, please call 1-800-NISSAN-1, Monday through Friday from 7 a.m. to 10 p.m. and Saturday from 7 a.m. to 5 p.m. CT and reference your case number to be directed appropriately. Thank you.

SMS: Pamela, we see that we've responded to your other post here: http://nssn.co/LOUfSt. Thank you.

*****

Created By: Carrie Featherstone (3/30/2018 9:50 AM)
*** [Added after the case is closed.] ***
SMS-CF documenting C's Facebook post:
*****

C: I have a story that I want to share because this is bigger than me. I have tried to have this issue resolved over the last several weeks to no avail.

As you are all aware there have been a lot of stories in the news about malfunctioning new technology on a variety of vehicles. Some of this new technology is now becoming standard. Nissan is one of those.

We bought a 2017 Nissan Rogue around Oct last year. It was 5 months old when on March 4th we were crossing the railroad tracks when the "Forward Emergency Braking" system started chiming and came to an abrupt stop. Heads lunged forward and startled. Crossing railroad tracks with the chiming made me think of the blinking lights and bells that sound as the arms come down to keep you from crossing the tracks. I was confused by the actions of the car. My first thought was that the car stopped us to keep us from hitting a train. When my brain finally comprehended there was NOTHING in the path of our vehicle, I unbuckled my seat belt, I felt there must be a train on the tracks close by. I must flee for my life! It was a horrendous experience. Looking in the rear view mirror, several cars almost rear ended us because of the sudden stop. I couldn't catch my breath! The brake released and we moved across several tracks in front of us. I had a severe panic attack. It was quite some time before I calmed down. We then proceeded to our destination. I will be moving to that area soon and those railroad tracks have to be crossed coming and going.

That following Monday the dealership was contacted and we took the vehicle in on Tuesday of that week. They said they didn't even have the part in the United States and didn't know when it would be repaired. After
✓ several weeks, it was repaired, according to them. It was a sensor.

I wish I could say that I would be comfortable with that braking system after the new part part was put in. I haven't had a panic attack in 15 or 20 years. I'm 53 years old and I thought I was having a heart attack. I thought we were getting ready to die. I will not drive anything I'm not in control of. While the commercials make this system seem like a lifesaver, I now question that. So many scenarios pop into my head. My main concern is for others who may have a similar issue with that system and could have accidents and injuries. There was NOTHING in the path of our vehicle and it stopped us ON the railroad tracks. That's unacceptable.

I've explained the trauma and have been talking with someone in consumer affairs with Nissan Corporate to try and come to a reasonable solution. I asked that Nissan put us into another vehicle without that system. I've been discussing this with them and dealership for weeks! Today Nissan Corporate called and said they would NOT replace the vehicle, or buy the title. So, they are trying to make me drive a vehicle that I don't feel safe in. It's the only vehicle I have.

I've done the research. I'm not the only one having an issue with the Forward Emergency Braking" system. After reading the other reviews, I now know this is bigger than me. Why do they not address this issue before someone gets badly hurt? Does there have to be a fatality? Shouldn't this issue be investigated? Read the reviews! There have been little babies in the back seat while stopped on railroad tracks. This makes me cry.

#Nissan #NissanUSA #NationalTransportationSaftelyBoard #NorthCarolinaAutoDealershipAssociation #BBB #ABC20/20 #60Minutes #GMA #WRAL #MonicaLaliberte #WTVD #DianeWilson #NCAttorneyGeneral

[C SHARED LINK TO POST TWICE]

*****

Created By: Japo Savatphonh (3/29/2018 3:43 PM)
RCAS-JS is closing Case as no further assistance can be offered at this time.

CASE SUMMARY
✓ C contacted Nissan CA requesting assistance with buy back due to Front Emergency Braking issue.
STATEMENT OF DECISION
RCAS-JS advised C the Case has been thoroughly reviewed and Nissan is not in the position to offer assistance at this time.
RCAS-JS reviewed Case with SRCAS-Courtney and should offer 1 month veh payment.
C refused further assistance when decision was given of RHR.

Created By: Japo Savatphonh (3/29/2018 12:46 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 C's case have been fully reviewed.
✓ RCAS-JS states NNA is not in the potion to replace or repurchase C's veh at this time.
RCAS-JS states RCAS-JS will send C the letter of the decision.
RCAS-JS states there will be a BBB Automotive hotline for C to contact.
C states C will be contacting them.
C states C is an activist.

*C terminated the phone call.

Created By: Japo Savatphonh (3/29/2018 12:39 PM)
Inbound voicemail from C at [redacted]

Created By: Japo Savatphonh (3/29/2018 11:09 AM)
✓ RCAS-JS reached out to NMAC.
C did not finance veh with NMAC.

Created By: Japo Savatphonh (3/29/2018 11:08 AM)
✓ RCAS-JS reviewed case with SRCAS-Courtney.
SRCAS-C states 1 veh payment should be offered to C.
Find out what C's veh payment amount is.

Created By: Japo Savatphonh (3/29/2018 11:06 AM)
✓ 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 4/2
RCAS-JS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.

Created By: Diamond Milan (3/29/2018 10:40 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 recommends RCAS reimburse C for one or two veh payments.
ARBS noting if C goes back into dealer for concern, please resubmit RHR.

Created By: Diamond Milan (3/29/2018 10:34 AM)
ARBS noting the following veh summary:

In Service date: 11/11/2017
State: NC
Retail State: NC
Days Down: 14
Last Reported mileage: 3,548

[redacted] 1 service visit for safety shield system stop vehicle without warning and nothing in front of vehicle... Replaced ICC sensor and calibrated

No Open Campaigns
1 warranty Case: [redacted]
NO Additional CA Cases.
1 Tech Line [redacted]
No VSC's
No DTS Inspections

Created By: Diamond Milan (3/29/2018 10:30 AM)
ARBS noting ARBS received case with Sr. Planner: FD.

Created By: Diamond Milan (3/29/2018 10:29 AM)
ARBS noting veh history:

3/6/2018 @ 3,548 miles... RO Number [redacted] 14 days down
Concern
[redacted] 1. CUSTOMERS STATES SAFETY SHIELD SYSTEM STOP VEHICLE WITHOUT WARNING AND NOTHING IN FRONT OF VEHICLE. AND WILL NOT RESPOND TO GAS PEDAL.
Action
1. FOUND CODES C1A16-97 AND C1A18-54 STORED. CONTACTED TECH LIN DUE TO SAFETY ISSUE AND OTHER COMPLAINTS OF SAME ISSUE ON TECH LINE DATA BASE. STEVE WELLS CAME TO DEALERSHIP TO ASSIST. COULD NOT GET TARGET BOARD SET TO VEHICLE. PERFORME 4 WHEEL ALIGNMENT. ST REPLACED ICC SENSOR AND CALIBRATED PER STEVE WELLS RECOMENDATION.

✓

Created By: Japo Savatphonh (3/27/2018 1:59 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 3/29
RCAS-JS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.

Created By: Nicki Barror (3/27/2018 12:47 PM)
DRTS received the RHR. The RHR was assigned to ARBS Diamond Milan for review.

Created By: Japo Savatphonh (3/22/2018 1:00 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.
C states if NNA have made a decision to take the veh?
C states C is not going to drive the veh.

RCAS-JS understood C's concerns.
RCAS-JS states at this time no decision have been made.

C understood.
RCAS-JS states if C have any other questions?
C states no.
Call ended mutually.

Created By: John Rogue (3/20/2018 1:02 PM)
CRR-JR VERIFIED Account information including: C's name, home & e-mail address,
phone number & best contact number
CRR-JR VERIFIED VEH Information including: VIN #, Current Mileage, Warranty & Service History
CRR-JR CHECKED for open recalls/campaigns and found: 0
CRR-JR CHECKED for previous UNRELATED Case(s) and found: 0
CRR-JR CHECKED previous RELATED Case(s) and found: 0
CRR-JR NOTED concern is: RCAS follow up

CRR-JR received inbound call from C.

C stated C has a case and provided case number C stated C is looking to hear from the RCAS currently working on C's case
C stated C does not feel safe in the VEH
C stated C no longer wants the VEH

CRR-JR understood C's concerns and advised C of the follow up date set
CRR-JR stated that C's concerns will be documented and sent to the regional specialist for further review
CRR-JR asked C if there was anything else CRR-JR could assist with.

C declined.

CRR-JR informed C that Case will be notified to the Regional Consumer Affairs Specialist who will contact the C by close of business day 3/22/18 regarding C's concern.

C understood.

CRR-JR provided C with agent ID 7319311 and case numbe[redacted]964
CRR-JR noting C's best contact number is [redacted]

Call ended mutually

Created By: Japo Savatphonh (3/20/2018 10:11 AM)
RCAS-JS reviewed case with Arbs - Dakota McGregor and Arbs-Sam.
No IIR needed at this time as C refused assistance and veh is repaired by the DLR.
RHR needs to be submitted.

Created By: Japo Savatphonh (3/20/2018 10:09 AM)
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 had the veh only for 3 month.
C states C don't want to drive any veh with this Front Emergency Braking system in the veh.
C states C does not like how the computer controlled the veh with this system.
C states at this point C needs another veh.

C states C's credit can't be pulled as C is in the process of buying a home.
C states C only wants a fair solution.

C states C don't want to be charged for loaner at this time.
RCAS-JS is sorry for the concerns.
RCAS-JS states RCAS-JS was informed by the DLR that C's veh is repaired and ready to be picked up.
RCAS-JS explained the RHR process and C understood.
C states C don't feel like C should be paying for the loaner veh.

C states C does not feel comfortable with C's current veh.
RCAS-JS states RCAS-JS will begin the RHR process.

Repair History Review - Per SOP 3.19
Why do you want to return the vehicle to Nissan North America?
- C don't feel safe driving the veh with the FEB system.
Where is the vehicle currently?
- CROSSROADS NISSAN OF WAKE FOREST
Where was the vehicle purchased?
- CROSSROADS NISSAN OF WAKE FOREST
Was it purchased new or used?
- New purchase
If used, when was the vehicle purchased?
- NA
Where is the vehicle serviced?
- CROSSROADS NISSAN OF WAKE FOREST
Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers?
- None

RCAS-JS states RCAS-JS will start the preliminary questions on C's concerns.
C states an engineer took pictures of C's veh.
C states there was trash on the sensor of C's veh.

C states this is unacceptable.
C states C wished there was a solution made before C started this.

**C terminated the phone call before finishing IIR.

Created By: Japo Savatphonh (3/13/2018 8:39 AM)
RCAS-JS is unable to Datanet.

Created By: Japo Savatphonh (3/13/2018 8:38 AM)
RCAS-JS is closing Case as no further assistance can be offered at this time.

CASE SUMMARY
Inbound email from the DLR Service Manager - Dale Campo.
SM-DC states to open up a CA case per TechLine as C was having issues with the Front Emergency Braking issue.
STATEMENT OF DECISION
RCAS-JS was unable to reach C to gather preliminary information about C's incident.

Created By: Japo Savatphonh (3/13/2018 8:37 AM)
RCAS-JS contacted C at [redacted] left VMX including Case number, name, and RCAS-JS contact of [redacted]
RCAS-JS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.

✓ **Created By: Japo Savatphonh (3/12/2018 9:39 AM)**
Outbound email attempting to contact C.

✓ **Created By: Japo Savatphonh (3/12/2018 9:37 AM)**
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 3/13
RCAS-JS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.
RCAS-JS states RCAS-JS was requesting some preliminary information from C about the Front Emergency Braking issue C have experienced.

✓ **Created By: Japo Savatphonh (3/9/2018 2:28 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 3/12
RCAS-JS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.

Created By: Japo Savatphonh (3/8/2018 7:19 AM)
Inbound email from the DLR Service Manager - Dale Campo.
SM-DC states to open up a CA case per TechLine as C was having issues with the Front Emergency Braking issue.
SM-DC states Safety Shield System stop veh without warning and nothing in front of the veh and will not respond to gas pedal.
SM-DC states C's veh would stop automatically on railroad tracks and the system is thinking there is something in front of the veh.

SM-DC states the DLR have found the laser is damaged and is not pointing straight.

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	3/8/2018	YX	AV	320500	OA

Forms

Forms Help

No records to display

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Case [redacted]

Show Feed

Case History [5+] | Case Comments [84] | Case Categorizations [1] | Forms [1]

Case Detail

Reopen Case | Clone Closed Case

Number of open vehicle campaigns = 1

Account Name	[redacted]	Case Owner	[redacted] Markita Scott
Contact Email		Type	CA
Home Phone	[redacted]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	6/15/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	3/8/2018 3:39 PM
Social Media Involvement		Date/Time Closed	6/18/2018 8:18 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	1		
Description	Consumer Affairs Voluntary Repurchase due to 2 visits and 41 days out of service for FEB malfunction.		

Call Script

Who contacted us?	Dealer	Vehicle Maintained Location	Nissan of Westbury
# Vehicles Owned	1	Previous Repair Date	2/27/2018
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	68	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	5/7/2018
IIR Date		RHR Completed	5/10/2018
IIR	[redacted]	Customer Document Requested	
		Date Requested	
		Customer Document Received	
		Date Received	

Vehicle Information

Vehicle	KNMAT2MV0JF[redacted]	Part Number 1	
Model Year	2018	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	0
Model Line	ROGUE	Beyond PT Warranty Miles1	0
Model Code	22018	Beyond PT Warranty Months1	0

Dealer Detail

Case Servicing Dealer	NISSAN OF WESTBURY	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	$25,162.09	Goodwill Offered	
		VCAN	
		Goodwill Processed	0
		Vehicle Service Contract	
		VSC Reprint Request	Email