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Derek Latta

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All Tabs

[Home](#) [Accounts](#) [Ideas](#) [Dealer Locator](#) [Literature Requests](#) [Console](#) [Cases](#) [Home](#) [Reports](#) [Dashboards](#) [Articles](#)[Customize Page](#) | [Printable View](#) | [Help for this Page](#)[Show Feed](#)[Case History \[5+\]](#) | [Case Comments \[24\]](#) | [Emails \[0\]](#) | [Attachments \[2\]](#) | [Case Categorizations \[1\]](#) | [Forms \[0\]](#) | [DTS Field Inspections \[0\]](#)

Case Detail

[Reopen Case](#) [Clone Closed Case](#)

Number of open vehicle campaigns = 1

PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name	[REDACTED]	Case Owner	[REDACTED]
Contact Email	[REDACTED]	Type	CA
Home Phone	[REDACTED]	Case Origin	Phone
Letter Sent Date		Executive Referral	✓
Letter Received Date		Exec-Received-Date	
Follow Up Date	3/7/2014	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	2/17/2014 2:41 PM
Social Media Involvement		Date/Time Closed	3/7/2014 12:16 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location		Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Case escalated to the Executive Team per email sent to the Tokyo Offices.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	35,000	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	JN1AZ0CP3B [REDACTED]	Part Number 1	87300-3NA0A
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	67
Model Line	LEAF	Beyond PT Warranty Miles1	0
Model Code	17211	Beyond PT Warranty Months1	43

Dealer Detail

Case Servicing Dealer	NISSAN SUNNYVALE	Data Net	✓
Case Servicing Dealer Region	West Region	Datanet Dealer Date	2/18/2014
Responsible District	03	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	Please review the file.

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

System Information

Subject CUSTOMER [REDACTED] PHONE: [REDACTED] VIN:

Root Cause

Created By Rufus Hines, 2/17/2014 2:41 PM

Root Cause Code SCAV

Last Modified By NNAETL, 1/5/2019 1:20 AM

Root Cause Code (2)

Case Record Type CA Closed Case

Document ID [REDACTED]

Days Closed 2,107

Action Code NP8G

What action was taken? 8G Provided Other Information

Agent Comments

Agent Comments

Agent Next Step

Reopen Case

Clone Closed Case

Case History

[Case History Help](#)

Date	User	Action
3/7/2014 12:16 PM	Rufus Hines	Changed Case Record Type from CA to CA Closed Case. Changed Status from Open to Closed. Closed.
2/28/2014 4:50 PM	Rufus Hines	Changed Follow Up Date from 3/3/2014 to 3/7/2014.
2/28/2014 4:39 PM	Rufus Hines	Changed Follow Up Date from 2/28/2014 to 3/3/2014.

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Case Comments

New

[Case Comments Help](#)

Public Comment

Created By: [Rufus Hines](#) (3/7/2014 12:24 PM)

*** [Added after the case is closed.] ***

*****CORRECTION TO THE SUMMARY*****



C contacted Nissan Tokyo Offices regarding a part delay concern. C stated that C had been waiting on the part for several weeks after C's seat cushion occupant sensor in the seat was not working correctly. Initially, the dlr received defective parts from the supplier but eventually received the a non defective part that rectified the concern. Therefore, all matter have been resolved and this case closed.

Created By: [Rufus Hines](#) (3/7/2014 12:15 PM)

*****CASE SUMMARY*****



C contacted Nissan Tokyo Offices regarding a part delay concern. C stated that C had been waiting on the part for several weeks after getting in a vehicle accident. The part was finally received by C's body shop. Therefore, all matter have been resolved and this case is closed.

Created By: [Rufus Hines](#) (3/7/2014 12:13 PM)

Exec-RH contacted C who verified that C has received C's veh back. C thanked NNA for assisting in getting the part. Exec then apologized for the part delay. C then states that C is very happy to have C's veh back. Thereafter, the call ended mutually.

Created By: [Rufus Hines](#) (3/4/2014 8:24 AM)

****Update for part****



NML has provided an estimated air shipment date of 24-Mar for the Leaf seat. It is still possible that the piece already in-transit by sea will arrive a little earlier. The system will automatically fill the backorder with whichever piece arrives first.

Created By: [Rufus Hines](#) (3/4/2014 8:01 AM)

According to Parts Coordinator-Jimmy Pugh, the ETA for the part is on or about 3/10.

- Created By: [Rufus Hines](#) (2/28/2014 4:39 PM)
Exec-RH called C and stated that the part is on the way but will take about 3 weeks before it is received. Exec stated that if NNA is able to get the part earlier that Exec will call C back. Exec then told C that Exec will call C by EOB next Friday regardless with any updates.
- Created By: [Rufus Hines](#) (2/28/2014 4:31 PM)
According to TCS-Alan Sakimoto, NNA is still verifying the ETA on the part to see if NNA can get it earlier. However, if the part cannot get to NNA sooner, it will be here by the 3rd week in March as it is coming by sea.
- Created By: [Rufus Hines](#) (2/28/2014 2:32 PM)
Exec-RH reached out to Sr. DTS-Danny Guzman and Parts Coordinator-Jimmy Pugh to get an ETA on the part.
- Created By: [Rufus Hines](#) (2/25/2014 4:15 PM)
NNA is currently working with the supplier to get the new part. The part was received last week; however, it was defective. The dealer has reordered the part (87300-3NA0A) VOR order# [REDACTED]. The Sr. DTS and Engineering is involved to get the part expedited to dlr. However, NNA has not received an ETA for the part yet.
- Created By: [Rufus Hines](#) (2/25/2014 4:11 PM)
Exec-RH contacted C and informed that NNA is currently working on the ETA for the part. Exec told C that NNA will contact C by EOB on Friday regarding the matter.
- Created By: [Rufus Hines](#) (2/24/2014 3:13 PM)
DTS-Danny Guzman contacted Exec back and stated that engineering is reviewing the matter.
- Created By: [Rufus Hines](#) (2/24/2014 3:12 PM)
SM has ordered a new seat cushion for the veh with teh occupant sensor. SM states that VOR order# [REDACTED] for Part # 87300-3NA0A has been upgraded to CSC.
- Created By: [Rufus Hines](#) (2/24/2014 2:53 PM)
Exec-RH left DTS-Danny Guzman a call requesting a call back.
- Created By: [Rufus Hines](#) (2/21/2014 5:03 PM)
Exec-RH called C. Exec informed C that NNA is still reviewing the matter and will contact C by EOB on Tuesday.
- Created By: [Rufus Hines](#) (2/21/2014 5:02 PM)
Exec-RH spoke with DTS-Danny Guzman who informed that dlr is still working on the repair of the veh. DTS stated that there will be an update by Monday.
- Created By: [Rufus Hines](#) (2/19/2014 3:36 PM)
Parts Coordinator-JP states that the part should come in by tomorrow.
- Created By: [Rufus Hines](#) (2/19/2014 12:45 PM)
Exec-RH called C and stated that the matter is being reviewed. Exec told C that Exec will call C back by EOB on Friday.
- Created By: [Rufus Hines](#) (2/19/2014 12:40 PM)
Exec-RH reached out to Parts Coordinator-JP to get a more precise ETA on the part.
- Created By: [Inactive User](#) (2/18/2014 4:55 PM)
Story from current RO [REDACTED]
code b1018 and b1021 stored installed seat bottom for replacement of o c s control unit recheck and code b1018 erased but b1021 stayed as per repair manual src-41/42 replaced diag. control unit still code b1021 stores and will not erase call techline and was recommended to replace main body harness and recheck thanks for choosing nissan sunnyvale #21148 and #21156 terry and dave
SM ADD; RC [REDACTED] VCAN [REDACTED] REPWITH RC [REDACTED] AND NEW VCAN N [REDACTED]
PART PROCUREMENT DELAY DUE TO WIRE HARNESS ON SEAT CUSHION NOT MATCHING W/ORIGINAL. 2/18 SM ADD; RECAP- SRC41 & 42 START WITH HARNESS
INSPECTION-RESULTS OK> REPLACE SEAT CUSHION>REPLACE CONTROL UNIT>REPLACE BODY HARNESS. STILL CODES APPEAR. PER THL>REC REPLACE DASH MAIN HARNE:
SM STOP. DUE TO INITIAL DELAY AND DPIC STORY THAT VENDOR HAD ISSUE SUPPLING CORRECT SEAT CUSHION (3 MONTH DELAY DUE TO WIRE HARNESS NOT MATCHING UF W/ORIGINAL) SM INSTRUCT TO EXCHANGE SEAT CUSHION W/KNOWN GOOD PART OFF USED CAR. TECH PERFORMED SWAP, FIXED CAR. WE HAVE A DEFECTIVE NEW PART, 87300-3NA0A. REPLACEMENT ORDERED CSC# [REDACTED] DPIC EST ALLOCATION 3/14+2-3.
- Created By: [Rufus Hines](#) (2/18/2014 4:50 PM)
SM-Bob states that C came in October 13, 2013 and had a airbag light on. SM states that the seat airbag sensor needed to be replaced. However, the wrong part came in from Japan. SM states th the correct part finally came in a couple of weeks ago. SM states that the code reoccurred after the part was replaced. SM states that the diagnostic senor was replaced and the wiring harness. SM states that dlr was also advised to replaced the another wiring harness. SM states that SM believed that the part received was defective so SM halted any additional repairs. SM states that SM end up swapping the seat cushion from another known good veh and the problem was corrected. SM states that this makes it clear that the part that was received was faulty. SM states that the part has been been ordered again and the ETA is 3/15/14.
- Created By: [Rufus Hines](#) (2/17/2014 3:02 PM)
Exec-RH called C. C stated that C is having a concerns with the airbag sensor passenger seat. C states that the dlr does not know what is causing the problem. C states that C has been dealing w the concern for about 6 months. Exec-RH told C that NNA will review the matter and contact C by EOB on Wednesday.
- Created By: [Rufus Hines](#) (2/17/2014 2:45 PM)
Exec-RH called C and left a message @ [REDACTED] requesting a call back.
- Created By: [Rufus Hines](#) (2/17/2014 2:44 PM)
****C wrote the following email to Nissan Tokyo Offices****
- From: [REDACTED]
Sent: 14/02/14 1:53
(original message is English. Below is a translation)
Subject: failure of air bag sensor, Nissan Leaf
[name] [REDACTED]
[mail address] [REDACTED]
[gender] Female女性
[model] Nissan Leaf リーフ
[registered] 2011 May
[purchase date] 2011 May
[purchased from] [REDACTED] Redwood City, CA
[service] [REDACTED] Sunnyvale, CA
[message]
I live in California.
SRS air gab warning lamp lit and then I asked the service shop to check. They confirmed there is something wrong with the assistant seat. I believe the headquarters already received contact from the service shop. But I also send a mail to you to make sure with communication.
This has been left unsolved for more than half a year. This is the matter of safety thus your most prompt repairment would be highly appreciated. I would like you to contact me directly.
Telephone number (in US) [REDACTED]
VIN: JN1AZ0CP3B [REDACTED] model year [REDACTED]
Manufacturing year: 2011
- Created By: [Rufus Hines](#) (2/17/2014 2:42 PM)
*****Case escalated to the Executive Team per email sent to the Tokyo Offices*****

Emails

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No Emails Available

Attachments

[View All](#)[Attachments Help](#)

Action	File Name	Size	Last Modified	Created By
View	[REDACTED].pdf	127KB	2/18/2014 4:55 PM	Inactive User
View	[REDACTED].pdf	162KB	2/18/2014 4:55 PM	Inactive User

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 C
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CC [REDACTED]	NSN DEALER PARTS DEPT.	CRASH PART PURCHASE (NISSAN)	PARTS AVAILABILITY (BACKORDER)	QC	3/7/2014	YP	BD	217500	OC
Forms									
									Forms Help
No records to display									
DTS Field Inspections									
									DTS Field Inspections Help
No records to display									
^ Back To Top									
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[Home](#) [Accounts](#) [Ideas](#) [Dealer Locator](#) [Literature Requests](#) [Console](#) [Cases](#) [Home](#) [Reports](#) [Dashboards](#) [Articles](#)

Case

[REDACTED]

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Show Feed

[Case History](#) | [Case Comments](#) | [Emails](#) | [Attachments](#) | [Case Categorizations](#) | [Forms](#) | [DTS Field Inspections](#)

Case Detail

Reopen Case

Clone Closed Case

PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name	[REDACTED]	Case Owner	[REDACTED]
Contact Email	[REDACTED]	Type	CA
Home Phone	[REDACTED]	Case Origin	Voicemail
Letter Sent Date		Executive Referral	☐
Letter Received Date		Exec-Received-Date	
Follow Up Date	9/25/2014	Status	Closed
Supporting Documents	☐		
CA Multiple Repairs	☐	Date/Time Opened	9/10/2014 7:39 AM
Social Media Involvement	☐	Date/Time Closed	9/25/2014 6:46 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Lorain	Executive Summary	☐
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	VEH CONCERN		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	SANTA Cruz nissan
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	23,431	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	JN1AZ0CP1B1 [REDACTED]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN		68

		Beyond Basic Warranty Months1	
Model Line	LEAF	Beyond PT Warranty Miles1	0
Model Code	17211	Beyond PT Warranty Months1	43

Dealer Detail

Case Servicing Dealer	<u>SANTA CRUZ NISSAN</u>	Data Net	☒
Case Servicing Dealer Region	West Region	Datanet Dealer Date	9/17/2014
Responsible District	03	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	Airbag sensor

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	<u>David Jones</u>

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		

System Information

Subject	CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: [REDACTED]	Root Cause	
Created By	<u>Bryan Buganski</u> , 9/10/2014 7:39 AM	Root Cause Code	SCWR
Last Modified By	<u>NNAETL</u> , 1/2/2019 11 57 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[REDACTED]
Days Closed	1,905		
Action Code	NT3B		
What action was taken?	3B Declined – Out of Warranty		

Agent Comments

Agent Comments
Agent Next Step

[Reopen Case](#) [Clone Closed Case](#)**Case History**[Case History Help](#)

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Case Comments

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DTS Field Inspections

DTS Field Inspections Help

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Case Detail

[Reopen Case](#) [Clone Closed Case](#)

Number of open vehicle campaigns = 1

PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name	[REDACTED]	Case Owner	[REDACTED]
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	2/25/2015	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	2/20/2015 1:54 PM
Social Media Involvement		Date/Time Closed	2/25/2015 1:05 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Lorain	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	40,000	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	JN1AZ0CP2B [REDACTED]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	4,000
Make	NISSAN	Beyond Basic Warranty Months1	68
Model Line	LEAF	Beyond PT Warranty Miles1	0
Model Code	17311	Beyond PT Warranty Months1	44

Dealer Detail

Case Servicing Dealer	PACIFIC NISSAN	Data Net	☐
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	x

Bluetooth

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

Related Items

Approved Check Requests \$0.00

Goodwill Offered

VCAN

Goodwill Processed 0

Vehicle Service Contract

VSC Reprint Request Email

Contact Name [REDACTED]

Sales & Service Campaign Specific Information

Hot Alert Date

Home Phone [REDACTED]

LS Response Time

Work Phone

Mobile Phone

Email

Alternate Email

Verbatims

Alert Trigger Verbatim

Survey Verbatim

Dealer Action History

NNA Notes

Customer Conversation Notes

DTS Inspection

DTS Inspection Date

DTS Inspection Date Confirmed?

DTS Request Type

Notes for DTS (Vehicle Concerns)

Inspection Time/Notes

Appointment Time:

Notes to Agent:

System Information

Subject

CUSTOMER: [REDACTED] PHONE: [REDACTED]
JN1AZ0CP2B [REDACTED]

Root Cause

Created By

Betsy Nickoloff 2/20/2015 1:54 PM

Root Cause Code

SNFA

Last Modified By

NNAETL 12/22/2018 12:01 AM

Root Cause Code (2)

Case Record Type

CA Closed Case

Document ID

Days Closed

1,752

Action Code

NT3B

What action was taken?

3B Declined - Out of Warranty

Agent Comments

Agent Comments

Agent Next Step

Reopen Case

Clone Closed Case

Case History

[Case History Help](#)

Date	User	Action
2/25/2015 1:05 PM	Betsy Nickoloff	Changed Case Record Type from CA to CA Closed Case. Changed Status from Open to Closed. Closed.
2/20/2015 1:55 PM	Betsy Nickoloff	Changed Follow Up Date from 2/20/2015 to 2/25/2015.
2/20/2015 1:54 PM	Betsy Nickoloff	Changed Subject to CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: JN1AZ0CP2B [REDACTED]

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Case Comments

New

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Public Comment

Created By: Betsy Nickoloff (2/25/2015 1:04 PM)

LAS contacting c on [REDACTED] at 2:01PM and reached vmx. LAS left vmx including case number, name, and contact info.

LAS contacting c on [REDACTED] at 2:02PM and spoke with c

LAS explained that as the veh is outside of warranty and the battery replacement would not have caused the need for this repair and NNA will be unable to offer OOW FA. c understood. call ended mutually.

LAS closing case

SUMMARY

RECEIVED CASE OF C SEEKING OOW FA WITH OCCUPANT SENSOR CONTROL MODULE

LAS REVIEWED WITH DLR AND FOM

FOM DECLINED

LAS ISSUED DENIAL OF GW

Created By: Betsy Nickoloff (2/25/2015 1:00 PM)

LAS received response from FOM-Shenee Alexander advising GW will be declined. FOM included correspondence from TCS-Stephen Thomas advising the occupant sensor control module would not have failed due to a battery replacement and the failure at this time is coincidental to the battery having been recently replaced.

Created By: Betsy Nickoloff (2/24/2015 1:31 PM)

LAS contacting dlr at 2:18PM and spoke with SA-Sark as dlr does not currently have SM.

LAS inquired into the status of c's veh. SA states there is an internal failure of the occupant sensor control module. SA states that the previous work on the battery replacement is not definite to have caused this concern or need for repair.

LAS requested warranty prices between parts and labor for the repair. SA provided parts: \$1738.18 and labor: \$104.

LAS thanked SA, call ended mutually.

LAS sent email to FOM-Shenee Alexander requesting OOW FA

Created By: [Betsy Nickoloff](#) (2/20/2015 1:59 PM)
LAS UNABLE TO DATA NET

Created By: [Betsy Nickoloff](#) (2/20/2015 1:59 PM)
LAS received call from c.

LAS verified c's contact information.

LAS inquired further into c's concerns. c states that c had c's battery replaced and since then c has had intermittent concerns with the airbag light flashing. c states the dlr quoted c at \$3k for the repair. c states c is requesting FA because c has been going back and forth with the dlr on this concern for some time and c has a feeling this is related to the battery replacement.

LAS agreed to review.

LAS advised LAS will follow up Wednesday 2/25. c agreed.

LAS provided case and contact information. c understood. call ended.

LAS setting follow up for Wednesday 2/25 with task to review with dlr prior.

Emails

[Send an Email](#)[Emails Help](#)

No Emails Available

Attachments

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No records to display

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 C
CC	[REDACTED]	NISSAN PRODUCT INQUIRIES	LEAF	GENERAL INQUIRY	QA	2/20/2015	ZR	AZ	307000	OF
CC	[REDACTED]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	OOW GOODWILL ASSISTANCE REQUEST	14	2/25/2015	YI	BK	233500	OA

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DTS Field Inspections

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[^ Back To Top](#)

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All Tabs

[Home](#) [Accounts](#) [Ideas](#) [Dealer Locator](#) [Literature Requests](#) [Console](#) [Cases](#) [Home](#) [Reports](#) [Dashboards](#) [Articles](#)[Customize Page](#) | [Printable View](#) | [Help for this Page](#)[Show Feed](#)[Case History \[5+\]](#) | [Case Comments \[5\]](#) | [Emails \[0\]](#) | [Attachments \[0\]](#) | [Case Categorizations \[1\]](#) | [Forms \[0\]](#) | [DTS Field Inspections \[0\]](#)

Case Detail

[Reopen Case](#) [Clone Closed Case](#)

Number of open vehicle campaigns = 2

PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name	[REDACTED]	Case Owner	[REDACTED]
Contact Email		Type	CA
Home Phone		Case Origin	Phone
Letter Sent Date		Executive Referral	☐
Letter Received Date		Exec-Received-Date	
Follow Up Date	7/24/2015	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	7/21/2015 4:03 PM
Social Media Involvement		Date/Time Closed	7/22/2015 11:54 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Lorain	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Vehicle Concern battery of leaf.		

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN1AZ0CP1B [REDACTED]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	66
Model Line	LEAF	Beyond PT Warranty Miles1	0
Model Code	17211	Beyond PT Warranty Months1	42

Dealer Detail

Case Servicing Dealer	MOSSY NISSAN ESCONDIDO	Data Net	☐
Case Servicing Dealer Region	West 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

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: JN1AZ0CP18 PHONE: VIN:

Root Cause

Created By Sunny Regalado, 7/21/2015 4:03 PM

Root Cause Code SCIN

Last Modified By NNAETL, 12/22/2018 2:27 AM

Root Cause Code (2)

Case Record Type CA Closed Case

Document ID

Days Closed 1,605

Action Code NT8G

What action was taken? 8G Provided Other Information

Agent Comments

Agent Comments

Agent Next Step

Reopen Case

Clone Closed Case

Case History

[Case History Help](#)

Date	User	Action
7/22/2015 11:54 AM	Christopher Anderson	Changed Status from Open to Closed. Closed.
7/21/2015 4:39 PM	Christopher Anderson	Changed Follow Up Date from 7/21/2015 to 7/24/2015.
7/21/2015 4:26 PM	Christopher Anderson	Changed Case Owner from Sunny Regalado to Christopher Anderson.
7/21/2015 4:07 PM	Sunny Regalado	Changed Description.

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Case Comments

New

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Public Comment

Created By: [Christopher Anderson](#) (7/22/2015 11:54 AM)

LAS contacted C on

LAS reached C, advised call recorded, C understood

LAS advised of SA statements

C confirmed, states returned LEAF to non NNA dlr, no longer owns veh

✓ LAS apologized LEAF was not for C and LAS and C ended call mutually.

C called in upset with range and dashboard light

SA states battery operation is normal, light due to seat belt

C states returned veh

CASE CLOSED>

Created By: [Christopher Anderson](#) (7/22/2015 11:09 AM)

LAS contacted dlr @

LAS reached SA-Javier

✓ SA states that battery tested operating as normal. states C has lost 3 capacity gauge bars and has 9 remaining. SA states that light that was not turning off was the seat belt light due to C not wear

a seat belt

LAS thanked and LAS and SA ended call mutually

✓ Created By: [Christopher Anderson](#) (7/21/2015 4:38 PM)

LAS received call from CRR-SR

C states that recently purchased LEAF from non NNA dlr on 7/18, however veh is having concerns, C is upset, states took to dlr and dlr is telling c they have to wait for diagnostic test results

C states if had known veh had these concerns would not have purchased

LAS apologized, LAS called dlr and spoke to SA-Javier

SA states that veh light is showing a possible airbag sensor concerns ,still diagnosing and is running EV battery test. states no results quite yet
LAS advised would d follow up with dlr tomorrow, SA understood
LAS connected back with C and advised of SA statements, LAS advised that all LAS can do is wait for dlr to diagnose veh to see whats going on until further action can be taken
C upset, states no lack of urgency.
LAS apologized, advised not much LAS can do in these situation, advised would follow up with dlr and contact C again NLT 7/24
C understood
LAS and C ended call mutually.

Created By: [Sunny Regalado](#) (7/21/2015 4:28 PM)

cr-sr received call from c stating that c's veh is at the dealer to be diagnosed battery not fully charged.
cr-sr verified c's account none and create account.

cr-sr c said veh at dealer this morning and c waited for a call for up date for 4 hr. then c called the dealer and was advice that c will be contacted again, c was received a call after an hour.
cr-sr c said that c's issue is already forwarded to Tennessee and still in warranty as the service dep. said.
cr-sr called dealer for more info but manger mark cosentino and service divisor is not available.
cr-sr transfer c to leaf,for more assistance.

Created By: [Sunny Regalado](#) (7/21/2015 4:07 PM)

veh concern battery of leaf.

Emails

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Attachments

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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 C
CC	[REDACTED]	NISSAN PRODUCT INQUIRIES	LEAF	GENERAL INQUIRY	QA	7/21/2015	ZR	AZ	307000	OF

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[Back To Top](#)

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All Tabs

[Home](#) [Accounts](#) [Ideas](#) [Dealer Locator](#) [Literature Requests](#) [Console](#) [Cases](#) [Home](#) [Reports](#) [Dashboards](#) [Articles](#)[Customize Page](#) | [Printable View](#) | [Help for this Page](#)[Show Feed](#)[Case History \[5+\]](#) | [Case Comments \[1\]](#) | [Emails \[0\]](#) | [Attachments \[0\]](#) | [Case Categorizations \[1\]](#) | [Forms \[0\]](#) | [DTS Field Inspections \[0\]](#)

Case Detail

[Reopen Case](#) [Clone Closed Case](#)

Number of open vehicle campaigns = 2

PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name	[REDACTED]	Case Owner	[REDACTED]
Contact Email	[REDACTED]	Type	CA
Home Phone	[REDACTED]	Case Origin	Phone
Letter Sent Date		Executive Referral	☐
Letter Received Date		Exec-Received-Date	
Follow Up Date	12/2/2015	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	12/1/2015 6:47 PM
Social Media Involvement		Date/Time Closed	12/1/2015 6:49 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Lorain	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description			

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage		XTIME Appointment Number	

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN1AZ0CP3B [REDACTED]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	64
Model Line	LEAF	Beyond PT Warranty Miles1	0
Model Code	17211	Beyond PT Warranty Months1	40

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

Home Phone [REDACTED]

LS Response Time

Work Phone

Mobile Phone

Email

Alternate Email

Verbatims

Alert Trigger Verbatim

Survey Verbatim

Dealer Action History

NNA Notes

Customer Conversation Notes

DTS Inspection

DTS Inspection Date

DTS Inspection Date Confirmed?

DTS Request Type

Notes for DTS (Vehicle Concerns)

Inspection Time/Notes

Appointment Time:

Notes to Agent:

System Information

Subject CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: [REDACTED]

Root Cause

Created By Christopher Anderson, 12/1/2015 6:47 PM

Root Cause Code SCIN

Last Modified By NNAETL, 12/19/2018 11:11 PM

Root Cause Code (2)

Case Record Type CA Closed Case

Document ID [REDACTED]

Days Closed 1,473

Action Code NT8G

What action was taken? 8G Provided Other Information

Agent Comments

Agent Comments

Agent Next Step

Reopen Case

Clone Closed Case

Case History

[Case History Help](#)

Date	User	Action
12/1/2015 6:49 PM	Christopher Anderson	Changed Status from Open to Closed. Closed.
12/1/2015 6:47 PM	Christopher Anderson	Changed Follow Up Date from 12/1/2015 to 12/2/2015. Changed VIN to JN1AZ0CP3B[REDACTED] Changed Subject to CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: JN1AZ0CP3B[REDACTED]

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Case Comments

New

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Public	Comment
✓	Created By: Christopher Anderson (12/1/2015 6:48 PM) LAS received call from C, verified C info C states that is experiencing airbag sensor concerns, states believes should be a part of recall ALS advised C that VIN is not affected by campaign for airbag sensor, advised C needs to take veh to dir C understood LAS and C ended call mutually.

Emails

Send an Email

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Attachments

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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 C
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CC [REDACTED]	NISSAN PRODUCT LEAF INQUIRIES	GENERAL INQUIRY QA	12/1/2015	ZR	AZ	307000	OF
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HomeAccountsIdeasDealer LocatorLiterature RequestsConsoleCasesHomeReportsDashboardsArticles

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[Case History \[5\]](#) | [Case Comments \[8\]](#) | [Emails \[1\]](#) | [Attachments \[0\]](#) | [Case Categorizations \[1\]](#) | [Forms \[0\]](#) | [DTS Field Inspections \[0\]](#)

Case Detail

Reopen CaseClone Closed Case

Number of open vehicle campaigns = 2

PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name	[REDACTED]	Case Owner	[REDACTED]
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	1/6/2016	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	1/5/2016 6:16 PM
Social Media Involvement		Date/Time Closed	1/6/2016 6:07 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Lorain	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Follow up on air bag decision.		

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		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	JN1AZ0CP2B [REDACTED]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	59
Model Line	LEAF	Beyond PT Warranty Miles1	0
Model Code	17211	Beyond PT Warranty Months1	35

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			

https://nissanna.my.salesforce.com/500F000000mx3hVIAQ

12/13/2019

Related Items

Approved Check Requests \$0.00

Goodwill Offered

VCAN

Goodwill Processed 0

Vehicle Service Contract

VSC Reprint Request Email

Contact Name [REDACTED]

Sales & Service Campaign Specific Information

Hot Alert Date

Home Phone [REDACTED]

LS Response Time

Work Phone

Mobile Phone

Email

Alternate Email

Verbatims

Alert Trigger Verbatim

Survey Verbatim

Dealer Action History

NNA Notes

Customer Conversation Notes

DTS Inspection

DTS Inspection Date

DTS Inspection Date Confirmed?

DTS Request Type

Notes for DTS (Vehicle Concerns)

Inspection Time/Notes

Appointment Time:

Notes to Agent:

System Information

Subject CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: [REDACTED]

Root Cause

Created By Ricco Daniels 1/5/2016 6:16 PM

Root Cause Code SCIN

Last Modified By NNAETL 12/19/2018 11:47 PM

Root Cause Code (2)

Case Record Type CA Closed Case

Document ID [REDACTED]

Days Closed 1,437

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
1/6/2016 6:07 PM	Ricco Daniels	Changed Status from Open to Closed. Closed.
1/5/2016 6:43 PM	Ricco Daniels	Changed Description.
1/5/2016 6:16 PM	Ricco Daniels	Changed Follow Up Date from 1/5/2016 to 1/6/2016. Changed VIN to JN1AZ0CP2B [REDACTED]

[Show more »](#) | [Go to list »](#)

Case Comments

New

[Case Comments Help](#)

Public	Comment
✓	Created By: Ricco Daniels (1/6/2016 6:15 PM) *** [Added after the case is closed.] *** Cx called back for follow up on e-mail. LAS_RD informed part is on order from dealer and dealer will call soon as part arrives. Cx understands, LAS_RD informed case will be closed pending further contact from Cx. Call ended mutually.
✓	Created By: Ricco Daniels (1/6/2016 6:06 PM) Summary—Cx called stating there passenger airbag light will not turn off, Dealer advised no one to sit in front, but there were no recalls or campaigns, and to call Nissan. And part was not covered. Outcome LAS_RD called dealer who had Justin in Warranty authorize part Cx will be contacted by dealer when part arrives. LAS_RD left VM and e-mail w/ CB#, Case#, X [REDACTED] closing pending further contact.
✓	Created By: Ricco Daniels (1/6/2016 6:04 PM) LAS_RD also sent follow up e-mail.
✓	Created By: Ricco Daniels (1/6/2016 6:03 PM) LAS_RD called Glendale Nissan and spoke to

SA_Joshua Fuentes, who stated Part is ordered and ETA is estimated is a about a week.
 LAS_RD called ED Wood @
 Left VM part is on order dealer agreed to Call Cx as soon as part arrives. ETA is aprox 1 week
 LAS_RD will close case pending further contact as all is in dealer hands now if there are any issues Cx may contact LAS. Left VM w/CB# case#, X

✓ Created By: Ricco Daniels (1/6/2016 4:20 PM)
 LAS_RD called GLENDALE NISSAN @
 LAS_RD spoke to Angie Elvir who checked that the part (Occupant Sensor) is ordered and no ETA..
 SA_AE stated SA_JF will be back within the Hour and LAS_RD provided CB# and X:

✓ Created By: Ricco Daniels (1/5/2016 6:50 PM)
 LAS_RD called ED Wood @
 to inform of dealer decision and follow up for appt, If Cx has appt will close.

✓ Created By: Ricco Daniels (1/5/2016 6:47 PM)
 SA_JF called Stating Justin from Call center. gave approval, LAS_RD asked if Cx could be brought on for appt, SA_JF asked if he could call Cx tomorrow when he has an ETA, LAS agreed. Follow up with Cx.

✓ Created By: Ricco Daniels (1/5/2016 6:42 PM)
 Cx called stating there passenger airbag light will not turn off, Dealer advised no one to sit in front, but there were no recalls or campaigns, and to call Nissan. (Glendale Nissan) SERVICE ADVISER Joshua Fuentes. LAS_RD verified all Cx info, Cx purchased from PUENTE HILLS NISSAN according to warranty book Airbags are covered under power train warranty.as part of restraining system.
 LAS_RD spoke to Service Adviser Angie Elvir who transferred to SA_JF stated the sensor is covered but comes with cushioning system and that is not covered. LAS_RD informed SA_JF who then stated he would Pre Approval for approval. LAS_RD informed if a denial is given to provide first and last name and position and x. LAS_RD informed Cx of info. and will follow up with Cx.

Emails

[Send an Email](#)
[Emails Help](#)

Action	Status	Subject	Email Address	Message Date
Reply To All Del	Sent	 Your inquiry to Nissan [ref: 500F0mx3hV:ref 1 1/6/2016Case: Dear , Thank you for taking the time to contact...		1/6/2016 6:04 PM

Attachments

[Attachments Help](#)

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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 C
CC		NISSAN PRODUCT INQUIRIES	LEAF	GENERAL INQUIRY	QA	1/5/2016	ZR	AZ	307000	OF

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[^ Back To Top](#)

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Help & Training

All Tabs

HomeAccountsIdeasDealer LocatorLiterature RequestsConsoleCasesHomeReportsDashboardsArticles

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[Case History \[5+\]](#) | [Case Comments \[21\]](#) | [Emails \[2\]](#) | [Attachments \[0\]](#) | [Case Categorizations \[4\]](#) | [Forms \[0\]](#) | [DTS Field Inspections \[0\]](#)

Case Detail

Reopen CaseClone Closed Case

Number of open vehicle campaigns = 1
PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name	[REDACTED]	Case Owner	[REDACTED]
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	6/9/2016	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	5/23/2016 3:56 PM
Social Media Involvement		Date/Time Closed	6/9/2016 4:32 PM
Maritz Customer Id		Multiple Repairs	No
Case Owner Location	Lorain	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	2		
Description	GW veh concern		

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN1AZ0CP0B[REDACTED]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	68
Model Line	LEAF	Beyond PT Warranty Miles1	0
Model Code	17211	Beyond PT Warranty Months1	44

Dealer Detail

Case Servicing Dealer	KING WINDWARD NISSAN	Data Net	☒
Case Servicing Dealer Region	Nissan Northwest Region	Datanet Dealer Date	5/24/2016
Responsible District	05	Dealer Instructions	
Shared With		Requested Dealer Action	x

Bluetooth

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

Related Items

Approved Check Requests \$0.00

Goodwill Offered

VCAN

Goodwill Processed 0

Vehicle Service Contract

VSC Reprint Request Email

Contact Name [REDACTED]

Sales & Service Campaign Specific Information

Hot Alert Date

Home Phone [REDACTED]

LS Response Time

Work Phone [REDACTED]

Mobile Phone

Email

Alternate Email

Verbatims

Alert Trigger Verbatim

Survey Verbatim

Dealer Action History

NNA Notes

Customer Conversation Notes

DTS Inspection

DTS Inspection Date

DTS Inspection Date Confirmed?

DTS Request Type

Notes for DTS (Vehicle Concerns)

Inspection Time/Notes Appointment Time:

Notes to Agent:

System Information

Subject CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: [REDACTED]

Root Cause

Created By Tiffany Bair, 5/23/2016 3:56 PM

Root Cause Code SNFA

Last Modified By NNAETL, 12/18/2018 10:27 PM

Root Cause Code (2)

Case Record Type CA Closed Case

Document ID [REDACTED]

Days Closed 1,282

Action Code NT3B

What action was taken? 3B Declined - Out of Warranty

Agent Comments

Agent Comments

Agent Next Step

[Reopen Case](#) [Clone Closed Case](#)

Case History

Date	User	Action
6/9/2016 4:32 PM	Tiffany Bair	Changed Status from Open to Closed. Closed.
6/9/2016 1:21 PM	Managed Services	Changed Status from Closed to Open.
6/9/2016 1:19 PM	Tiffany Bair	Changed Status from Open to Closed. Closed.

[Show more »](#) | [Go to list »](#)

Case Comments

[New](#)[Case](#)

Public Comment

- ✓ Created By: [Tiffany Bair](#) (6/9/2016 4:32 PM)
LAS noting c e-mailed stating displeasure at denial.
LAS reclosing case.
- Created By: [Tiffany Bair](#) (6/9/2016 1:16 PM)
LAS received inbound call from c.
LAS advised c that unfortunately LAS is unable to assist c with seat repair.
LAS advised c that c was just assisted with OOW battery replacement.
C stated that this will color c's opinion of Nissan but that c understands.
C declined further assistance, thanked, and call was ended mutually.
- ✓ SUMMARY
C called requesting assistance with OOW seat replacement.
FOM-PB denied as region just covered OOW battery replacement for c.
LAS advised c of denial.
NFAN
- SUMMARY
- ✓ Created By: [Tiffany Bair](#) (6/9/2016 10:49 AM)
LAS received vmx from c requesting call back on [REDACTED]
LAS noting c provided no call back time.

- ✓ Created By: **Tiffany Bair** (6/8/2016 2:01 PM)
LAS placed call to c on requested # [REDACTED] at 3:00 pm EST and left vmx requesting call back.
LAS provided c with case #, call back # and ext #, as well as follow up expectation of 06/09.
- ✓ Created By: **Tiffany Bair** (6/8/2016 9:31 AM)
LAS received vmx from c requesting call back on [REDACTED]
LAS noting c provided no call back time.
- ✓ Created By: **Tiffany Bair** (6/7/2016 4:06 PM)
LAS placed call to c on [REDACTED] at 5:05 pm EST and left vmx requesting call back.
LAS provided c with case #, call back # and ext #, as well as follow up expectation of 06/08.
- ✓ Created By: **Tiffany Bair** (6/7/2016 10:19 AM)
LAS received vmx from c requesting call back.
LAS noting c provided no call back #.
- ✓ Created By: **Tiffany Bair** (6/6/2016 2:31 PM)
LAS placed call to c on [REDACTED] at 3:30 pm EST and left vmx requesting call back.
LAS provided c with case #, call back # and ext #, as well as follow up expectation of 06/07.
- LAS sending follow up e-mail.
- ✓ Created By: **Tiffany Bair** (6/3/2016 2:12 PM)
LAS placed call to c on [REDACTED] at 3:10 pm EST and left vmx requesting call back.
LAS provided c with case #, call back # and ext #, as well as follow up expectation of 06/06.
- ✓ Created By: **Tiffany Bair** (6/3/2016 8:53 AM)
LAS received denial of GW from FOM-PB
- ✓ Created By: **Tiffany Bair** (6/2/2016 9:14 AM)
LAS received e-mail from FOM-PB:
If this is what you've stated to the customer I'm fine with that.
- LAS replied to e-mail advising that LAS had not declined or offered assistance as request amount is over LAS empowerment.
- ✓ Created By: **Tiffany Bair** (6/1/2016 9:01 AM)
LAS resent e-mail to FOM-PB
- ✓ Created By: **Tiffany Bair** (5/31/2016 2:09 PM)
LAS placed call to c on [REDACTED] at 3:06 pm EST and spoke with c.
LAS provided c with OBS.
- ✓ LAS advised c that no update was available.
C stated understanding and thanked LAS for reviewing c's request.
LAS advised c of follow up expectation of 06/03.
C stated thanks and confirmed LAS contact info and call was ended mutually.
- ✓ Created By: **Tiffany Bair** (5/31/2016 8:35 AM)
LAS received e-mail from RAM-DM advising:
Patrick is on vacation until Tuesday, since I have not seen the background of ownership maintenance etc. lets wait for Patrick to make a decision.
- ✓ Created By: **Tiffany Bair** (5/27/2016 9:56 AM)
LAS resent e-mail to FOM-PB and RAM-DM.
- ✓ Created By: **Tiffany Bair** (5/26/2016 2:00 PM)
LAS placed call to c on [REDACTED] at 2:46 pm EST and reached NIS #.
- ✓ LAS placed call to c on [REDACTED] at 2:57 pm EST and spoke with c.
LAS provided c with OBS.
LAS advised c no determination in case and that LAS would follow up with c NLT 05/31.
C stated understanding, confirmed LAS contact info and call was ended mutually.
- ✓ Created By: **Tiffany Bair** (5/26/2016 8:48 AM)
LAS noting no FOM or RAM response at this time.
- ✓ Created By: **Tiffany Bair** (5/25/2016 11:49 AM)
LAS received e-mail from OLM advising:
I left a voice mail for you yesterday, in any event her air bag light is on caused by the ocs sensor which is part of the seat assy. not serviced separately, the cost of the seat warranty price is 2412.6 labor. This leaf is out of its 5 year warranty by 32 days and also needs a ion battery which is out of warranty and is being good willed by my fom's approval Pat which was settled just last week. This series of events for this vehicle but at these amounts it's out of my hands what would Nissan like to do.
- LAS sent e-mail to FOM-PB and RAM-DM inquiring if further GW could be extended.
- ✓ Created By: **Tiffany Bair** (5/25/2016 9:22 AM)
LAS sent e-mail to OLM listed in SF and cc'd FOM-PB and RAM-RM as FOM is OOO.
- ✓ Created By: **Tiffany Bair** (5/24/2016 3:03 PM)
LAS placed call to dlr on [REDACTED] at 4:00 pm EST and left vmx for SM-Frank requesting call back.
LAS provided SM with c's first and last name, last 8 of VIN, LAS call back # and ext, LAS e-mail, and a brief description of c's concern.
LAS requested further information as well as part and labor breakdown of repair at warranty and c pay.
- ✓ Created By: **Tiffany Bair** (5/23/2016 3:58 PM)
C was transferred by CRR-Diana.
LAS verified info.
C states that the air bag light came on and that the whole front seat of the veh would need replaced.
C states that the part is \$2396 and that c's VSC does not cover this concern.
C states that c was advised that if this is not replaced the veh will not pass safety check.
C states c went to King Windward Nissan and spoke with SA-Renato.
LAS advised c that LAS would review request for FA but that LAS could not guarantee assistance.
C stated understanding and was provided case #, LAS call back # and ext #.
LAS provided c with follow up expectation of 05/26 and call was ended mutually.

Emails

[Send an Email](#)

Action	Status	Subject	Email Address	Message
Reply To All Del	New	Re: Your inquiry to Nissan I ref: 00DA09j8L_500F0usSCrref1 Mahalo Tiffany for all your work on this. I do need to express that I am not...	[REDACTED]	6/9/201
Reply To All Del	Sent	Your inquiry to Nissan I ref: 00DA09j8L_500F0usSCrref1 6/6/2016Case [REDACTED] Dear [REDACTED] Thank you for taking the time to con...	[REDACTED]	6/6/201

Attachments

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Case Categorizations

[Case Cat](#)

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory
CC	[REDACTED]	NISSAN PRODUCT INQUIRIES	LEAF	GENERAL INQUIRY	QA	6/9/2016	ZR	AZ	307000

CC [REDACTED]	INTERIOR (NON-ELECTRIC)	SEAT CUSHION (CLOTH/FABRIC/STUFFING/LEATHER)	OOW GOODWILL ASSISTANCE REQUEST	QA	6/9/2016	YI	AU	190500
CC [REDACTED]	INTERIOR (NON-ELECTRIC)	SEAT (SEAT/LEVER/POSITIONER)	OOW GOODWILL ASSISTANCE REQUEST	22	6/9/2016	YI	AU	190000
CC [REDACTED]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	GENERAL INQUIRY	QA	6/9/2016	ZR	BK	233500

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Case Detail

[Reopen Case](#) [Clone Closed Case](#)

Number of open vehicle campaigns = 2

PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name		Case Owner	
Contact Email		Type	CA
Home Phone		Case Origin	Phone
Letter Sent Date		Executive Referral	☐
Letter Received Date		Exec-Received-Date	
Follow Up Date	11/17/2016	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	11/14/2016 1:00 PM
Social Media Involvement		Date/Time Closed	11/16/2016 2:20 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Lorain	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Airbag Repair concern		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	49,993	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	JN1AZ0CP5B	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	13,993
Make	NISSAN	Beyond Basic Warranty Months1	63
Model Line	LEAF	Beyond PT Warranty Miles1	0
Model Code	17211	Beyond PT Warranty Months1	39

Dealer Detail

Case Servicing Dealer	NEW CITY NISSAN	Data Net	☐
Case Servicing Dealer Region	Nissan Northwest Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	Please provide info

Bluetooth

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

Related Items

Approved Check Requests \$0.00

Goodwill Offered

VCAN

Goodwill Processed 0

Vehicle Service Contract

VSC Reprint Request Email

Contact Name [REDACTED]

Sales & Service Campaign Specific Information

Hot Alert Date

Home Phone [REDACTED]

LS Response Time

Work Phone [REDACTED]

Mobile Phone

Email

Alternate Email

Verbatims

Alert Trigger Verbatim

Survey Verbatim

Dealer Action History

NNA Notes

Customer Conversation Notes

DTS Inspection

DTS Inspection Date

DTS Inspection Date Confirmed?

DTS Request Type

Notes for DTS (Vehicle Concerns)

Inspection Time/Notes

Appointment Time:

Notes to Agent:

System Information

Subject

CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: [REDACTED]

Root Cause

Created By Christopher Anderson, 11/14/2016 1:00 PM

Root Cause Code SNFA

Last Modified By NNAETL, 12/14/2018 10:00 PM

Root Cause Code (2)

Case Record Type CA Closed Case

Document ID [REDACTED]

Days Closed 1,122

Action Code NT1C

What action was taken? 1C NNA Goodwill (portion of repair)

Agent Comments

Agent Comments

Agent Next Step

Reopen Case

Clone Closed Case

Case History

[Case History Help](#)

Date	User	Action
11/16/2016 2:20 PM	Christopher Anderson	Changed Status from Open to Closed. Closed.
11/16/2016 1:09 PM	Christopher Anderson	Changed Follow Up Date from 11/16/2016 to 11/17/2016.
11/15/2016 2:28 PM	Christopher Anderson	Changed Follow Up Date from 11/17/2016 to 11/16/2016.
11/14/2016 1:04 PM	Christopher Anderson	Changed Follow Up Date from 11/15/2016 to 11/17/2016.

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Case Comments

New

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Public	Comment
☒	Created By: Christopher Anderson (11/16/2016 2:20 PM) LAS received call from C LAS advised of GW decision, advised NNA would cover 65% C thanked is glad to hear, asked what to do LAS advised that SA-Ralon and SM-Chandler of dlr have been informed of decision and C should call dlr and discuss further pricing and appt. C understood, no further questions LAS and C ended call mutually. Summary C requesting OOW OCS assistance LAS received GW info from dlr, submitted to FOM FOM replied with offer of 75% off assistance LAS relayed decision to C C accepted happily, will call DLR CASE CLOSED Created By: Christopher Anderson (11/16/2016 1:08 PM) LAS contacting C on [REDACTED] phone rang out LAS unable to leave VMX LAS contacting cell # [REDACTED] LAS reached error message stating C not accepting calls at this time.

- ✓ Created By: [Christopher Anderson](#) (11/15/2016 2:28 PM)
LAS sent follow up email as unable to reach C by phone.
- Created By: [Christopher Anderson](#) (11/15/2016 2:27 PM)
LAS contacting C on [REDACTED]
phone rang once and call disconnected
LAS attempted 3 times to same result

LAS contacted C on [REDACTED]
LAS reached NIS error message.
- ✓ Created By: [Christopher Anderson](#) (11/15/2016 2:24 PM)
LAS received response from FOM-PB advising
- "Based on the information, lets offer the customer 75% GW coverage towards the repair and they will be responsible for the balance of 25%."
- ✓ Created By: [Christopher Anderson](#) (11/15/2016 1:14 PM)
LAS sent GW request to FOM-PB
- ✓ Created By: [Christopher Anderson](#) (11/15/2016 1:04 PM)
LAS noting part that failed is occupant sensor.
- Created By: [Christopher Anderson](#) (11/15/2016 1:03 PM)
LAS received response from SM-Chandler
- "
- We do not have the vehicle. No other vehicle on file. Last know miles as of 11/09/16 was 49,993.
- Good customer with decent history. Maint and Sec plus contracts.
- ✓ Internal failure of part, don't think it was from customer negligence.
- Part price at warranty rate - \$2275.96
Labor at warranty rate - \$136.00
- total - \$2411.96
- Based on the customer's years out of warranty we can goodwill 20% DI which would be \$482.39.
- Part is on National Back order so it might take some time to get in."
- ✓ Created By: [Christopher Anderson](#) (11/14/2016 1:10 PM)
LAS received email address for SM-Chandler of dlr from RCAS-CM
LAS sent email and CC'ed FOM requesting GW info
- ✓ Created By: [Christopher Anderson](#) (11/14/2016 1:04 PM)
LAS sent email to RCAS-CM of region requesting service manager contact info and email
- Created By: [Christopher Anderson](#) (11/14/2016 1:02 PM)
LAS received call from C
LAS verified C info
C states went to dlr b/c airbag light was flashing
C states was told by dlr that to repair will cost 2499 + tax
C states isnt quite sure exactly whats wrong but was given a part # and parts/labor break down on the RO C received
C is asking NNA for OOW assistance, states ahs a VSC and it doesnt cover this concern.
C states spoke: SA- Kamuela Kalei
- ✓ C states took veh to dlr last week on 11/9
LAS explained OOW procedure, advised no guarantees
C understood
LAS advised would follopw up with C again in 3 biz days
C understood
LAS provided contact info and ext and case #
LAS and C ended call mutually.
Part:2225 87300-3NADA
Labor:274
Total:2499 + tax

Emails

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Action	Status	Subject	Email Address	Message Date
Reply To All Del	Sent	Your inquiry to Nissan [ref: 00DA09j8L_5000G13wfx1:ref] 11/16/2016 Case # [REDACTED] VIN # JN1AZ0CP5B [REDACTED] Dear VINCENT MAT...	[REDACTED]	11/16/2016 1:09 PM
Reply To All Del	Sent	Your inquiry to Nissan [ref: 00DA09j8L_5000G13wfx1:ref] 11/15/2016 Case # [REDACTED] VIN # JN1AZ0CP5B [REDACTED] Dear VINCENT MAT...	[REDACTED]	11/15/2016 2:28 PM

Attachments

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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 C
CC [REDACTED]		NISSAN PRODUCT INQUIRIES	LEAF	GENERAL INQUIRY	QA	11/16/2016	ZR	AZ	307000	OF
CC [REDACTED]		RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	11/16/2016	YX	BK	233500	OA

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Case Detail

Reopen CaseClone Closed Case

Number of open vehicle campaigns = 2

PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name		Case Owner	
Contact Email		Type	CA
Home Phone		Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	1/17/2017	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	12/28/2016 2:40 PM
Social Media Involvement		Date/Time Closed	1/16/2017 1:51 PM
Maritz Customer Id		Multiple Repairs	No
Case Owner Location	Lorain	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Airbag OOW concerns		

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	10,670	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	JN1AZ0CP6C	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	58
Model Line	LEAF	Beyond PT Warranty Miles1	0
Model Code	17212	Beyond PT Warranty Months1	34

Dealer Detail

Case Servicing Dealer	CHRIS MYERS NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	12/28/2016
Responsible District	04	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	Please provide info

Bluetooth

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

https://nissanna.my.salesforce.com/5000G0000167foxQAA

12/13/2019

Related Items

Approved Check Requests \$0.00

Goodwill Offered

VCAN

Goodwill Processed 0

Vehicle Service Contract

VSC Reprint Request Email

Contact Name [REDACTED]

Sales & Service Campaign Specific Information

Hot Alert Date

Home Phone [REDACTED]

LS Response Time

Work Phone

Mobile Phone

Email

Alternate Email

Verbatims

Alert Trigger Verbatim

Survey Verbatim

Dealer Action History

NNA Notes

Customer Conversation Notes

DTS Inspection

DTS Inspection Date

DTS Inspection Date Confirmed?

DTS Request Type

Notes for DTS (Vehicle Concerns)

Inspection Time/Notes Appointment Time:

Notes to Agent:

System Information

Subject CUSTOMER [REDACTED] PHONE [REDACTED] VIN: [REDACTED]

Root Cause

Created By Christopher Anderson, 12/28/2016 2:40 PM

Root Cause Code SNFA

Last Modified By NNAETL, 12/14/2018 11:27 PM

Root Cause Code (2)

Case Record Type CA Closed Case

Document ID [REDACTED]

Days Closed 1,061

Action Code NT3B

What action was taken? 3B Declined - Out of Warranty

Agent Comments

Agent Comments

Agent Next Step

Reopen Case

Clone Closed Case

Case History

Date	User	Action
1/16/2017 1:51 PM	Christopher Anderson	Changed Status from Open to Closed. Closed.
1/16/2017 10:29 AM	Christopher Anderson	Changed Follow Up Date from 1/16/2017 to 1/17/2017.
1/11/2017 12:29 PM	Christopher Anderson	Changed Follow Up Date from 1/11/2017 to 1/16/2017.
1/6/2017 10:24 AM	Christopher Anderson	Changed Follow Up Date from 1/6/2017 to 1/11/2017.

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Case Comments

New

Case

Public Comment

Created By: [Christopher Anderson](#) (1/16/2017 1:49 PM)

LAS contacting C on [REDACTED]

LAS reached C, advised call recorded, C understood.

LAS advised C of FOM decision

C understood

LAS apologized

LAS and C ended call mutually.

C contacting LAS requesting OOW assistance with OCS repair

FOM denied

LAS informed C

CASE CLOSED

Created By: [Christopher Anderson](#) (1/16/2017 1:41 PM)

LAS received response from FOM-KM advising no GW to be offered.

Created By: [Christopher Anderson](#) (1/16/2017 10:29 AM)

LAS contacting dlr

LAS reached SM-LM VMX

LAS left VMX requesting warranty pricing on needed repair

LAS sent email t FOM requesting assistance as SM is unresponsive to LAS.

Created By: Christopher Anderson (1/11/2017 12:29 PM)
 LAS contacted C on [REDACTED]
 LAS reached C, advised call recorded, C understood
 LAS apologized for delay, advised LAS still waiting for some dir info, advised would follow up with c again in 3 biz days
 C understood
 LAS and C ended call mutually.

Created By: Christopher Anderson (1/11/2017 12:26 PM)
 LAS contacted dir @ [REDACTED]

- ✓ LAS reached SA-kathy who advised SM-Lynn not in
- ✓ LAS advised SM was supposed to get LAS warranty pricing on C OCS concern, LAS bee nwaiting for a week.
- ✓ SA states cant get for LAS, but will get with SM-Lynn when returns and advise LAS called,
- ✓ LAS thanked and LAS and C ended call mutually.

Created By: Christopher Anderson (1/10/2017 10:22 AM)
 ✓ LAS sent an email to SM-LM as still has not received warranty pricing from DLR
 LAS CC'ed FOM KM

Created By: Christopher Anderson (1/6/2017 10:24 AM)
 LAS contacte DLR @ LAS contacting dir @ [REDACTED]
 LAS reached SM-Lynn
 SM states has been buy, hasn't been able to get warranty pricing. States will send today
 ✓ LAS thanked provided email address and LAS and SM ended call

 ✓ LAS contacted C on [REDACTED]
 LAS reached C, advised call recorded, C understood
 LAS informed C that LAS still in review, advised would follow up again in 3 biz days
 C understood
 LAS and C ended call mutually.

Created By: Christopher Anderson (1/5/2017 3:41 PM)
 ✓ LAS contacting dir @ [REDACTED]
 ✓ LAS reached SM-Lynn VMX
 ✓ LAS LAS left VMX advising needed warranty pricing for battery
 ✓ LAS thanked and ended call

Created By: Christopher Anderson (1/3/2017 1:02 PM)
 ✓ LAS contacted C on [REDACTED]
 ✓ LAS reached C, advised call recorded, C understood
 ✓ LAS advised C still in review of OOW, advised would follow up on 1.6
 C understood
 LAS and C ended call mutually.

Created By: Christopher Anderson (1/3/2017 12:59 PM)
 LAS contacted dir @ [REDACTED]
 LAS reached SM-LM
 LAS asked GW questions
 C did not have pricing info, stated would email to LAS later
 LAS thanked and LAS and C ended call

Please answer the following questions for RCAS.

- 1.) Has the c come in for any major services?: NO
- 2.) Does the c have any other veh on file?: No
- 3.) What repair does the customer need?: OCS is not reading on passenger front seat, in order to repair entire seat fram needs to be replaced
- ✓ 4.) What is the cause of failure?: internal
- ✓ 5.) Is the failure due to C misuse?: No
- 6.) What is Warranty pricing of parts & labor?
- Parts:
- Labor:
- 7.) Does the SM have any recommendations?: Would not recommend GW as has only seen veh 3 times over life of veh.
- 8.) Is the SM willing to participate (if yes please explain what the SM will offer?): NO
- 9.) Is there is any related history?: No
- 10.) What is the mileage of the veh?: 10,670
- 11.) What is customer pay with the dir?: maybe 100\$
- 12.) Is the veh at the dir?: Not @ dir

Created By: Christopher Anderson (12/30/2016 10:32 AM)
 ✓ LAS contacted dir @ [REDACTED]
 ✓ LAS reached SM-LM VMX
 ✓ LAS left VMX advising of needed info and requesting response
 ✓ LAS provided contact info and ext and LAS ended VMX,.

Created By: Christopher Anderson (12/29/2016 10:30 AM)
 ✓ LAS contacted dir @ [REDACTED]
 ✓ LAS reached SM-LM VMX
 ✓ LAS left VMX advising of needed info and requesting response
 ✓ LAS provided contact info and ext and LAS ended VMX,.

Created By: Christopher Anderson (12/28/2016 3:06 PM)
 ✓ LAS received response from RCAS advising:

✓ [REDACTED] Lynn Morri

LAS sending GW questions to SM Lynn requesting needed repair info.

- ✓ Created By: Christopher Anderson (12/28/2016 3:02 PM)
- ✓ LAS sent email to RCAS of region(RCAS-SJ) requesting SM name and contact info to ask GW questions.

- ✓ Created By: Christopher Anderson (12/28/2016 2:58 PM)
- ✓ LAS received call from C
- ✓ LAS verified C info and updated SF account.
- ✓ C states airbag light is blinking in on C veh, took to dir and was advised that cushion needs to be replaced, isn't quite sure of official diagnosis, but was told repair would be at least 3500\$ for part if nNA assistance OOW
- ✓ LAS apologized for concerns, advised of GW philosophy, advised no guarantee, advised of process and timeframes, advised would follow up with C again every 3 biz days
- ✓ C understood
- ✓ LAS asked GW questions, provided case # and LAS contact info and ext, advised next call would be 1/3/2017
- ✓ C understood

LAS and C ended call mutually.

RCAS Asked C when Veh Started Experiencing concerns?:about week before 12/20

RCAS asked if multiple repairs... When What was done and Where(if applicable): n.a

Rcas Asked c if diagnostic was done at an authorized NNA dealership within the last 90 days?: Yes

RCAS asked C Where did c have the diagnostic performed? which dealership? Date?: CHRIS MYERS NISSAN 12/20/2016

RCAS asked who did C speak with at the Dealership?:Preston Sanders/Kathy Rogan

RCAS asked what is the diagnostic?: needs right front seat cushion frame, airbag concerns. C actually is sure of what exactly.

RCAS asked c is veh operable:Yes

RCAS asked c where is c's VEH at this time with c or at dlr?:

RCAS asked how much is the repair?: 3500 just for parts alone

RCAS asked what kind of resolution c is seeking from RCAS:

RCAS asked c Where does c service the VEH at?(if at the dealership how often): CHRIS MYERS NISSAN

Emails

[Send an Email](#)

No Emails Available

Attachments

No records to display

Case Categorizations

[Case Cat](#)

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory
CC	[REDACTED]	NISSAN PRODUCT INQUIRIES	LEAF	GENERAL INQUIRY	QA	12/28/2016	ZR	AZ	307000
CC	[REDACTED]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	POOR OR IMPROPER OPERATION	14	12/28/2016	YX	BK	233500
CC	[REDACTED]	INTERIOR (NON-ELECTRIC)	SEAT CUSHION (CLOTH/FABRIC/STUFFING/LEATHER)	POOR OR IMPROPER OPERATION	QA	12/28/2016	YX	AU	190500

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[Home](#) [Accounts](#) [Ideas](#) [Dealer Locator](#) [Literature Requests](#) [Console](#) [Cases](#) [Home](#) [Reports](#) [Dashboards](#) [Articles](#)[Customize Page](#) | [Printable View](#) | [Help for this Page](#)[Show Feed](#)[Case History \[5+\]](#) | [Case Comments \[18\]](#) | [Emails \[0\]](#) | [Attachments \[0\]](#) | [Case Categorizations \[1\]](#) | [Forms \[0\]](#) | [DTS Field Inspections \[0\]](#)

Case Detail

[Reopen Case](#) [Clone Closed Case](#)

Number of open vehicle campaigns = 1

PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name	[REDACTED]	Case Owner	[REDACTED]
Contact Email	[REDACTED]	Type	CA
Home Phone	[REDACTED]	Case Origin	Phone
Letter Sent Date		Executive Referral	☐
Letter Received Date		Exec-Received-Date	
Follow Up Date	3/16/2017	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	3/8/2017 12:57 PM
Social Media Involvement		Date/Time Closed	3/28/2017 6:06 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Lorain	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	2		
Description	occupant sensor set repair		

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	14,000	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN1AZ0CP3C [REDACTED]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	Nissan	Beyond Basic Warranty Months1	57
Model Line	LEAF	Beyond PT Warranty Miles1	0
Model Code	17212	Beyond PT Warranty Months1	32

Dealer Detail

Case Servicing Dealer	MAUS NISSAN OF CRYSTAL RIVER	Data Net	☐
Case Servicing Dealer Region	Southeast 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 \$0.00

Goodwill Offered

VCAN

Goodwill Processed 0

Vehicle Service Contract

VSC Reprint Request Email

Contact Name [REDACTED]

Sales & Service Campaign Specific Information

Hot Alert Date

Home Phone [REDACTED]

LS Response Time

Work Phone

Mobile Phone

Email

Alternate Email

Verbatims

Alert Trigger Verbatim

Survey Verbatim

Dealer Action History

NNA Notes

Customer Conversation Notes

DTS Inspection

DTS Inspection Date

DTS Inspection Date Confirmed?

DTS Request Type

Notes for DTS (Vehicle Concerns)

Inspection Time/Notes Appointment Time:

Notes to Agent:

System Information

Subject CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: [REDACTED]

Root Cause

Created By William Criswell, 3/8/2017 12:57 PM

Root Cause Code SCIN

Last Modified By NNAETL, 12/15/2018 12:58 AM

Root Cause Code (2)

Case Record Type CA Closed Case

Document ID [REDACTED]

Days Closed 990

Action Code NT1B

What action was taken? 1B NNA Goodwill (entire repair)

Agent Comments

Agent Comments

Agent Next Step

Reopen Case

Clone Closed Case

Case History

[Case History Help](#)

Date	User	Action
3/28/2017 6:06 PM	Jason Crowe	Changed Status from Open to Closed. Closed.
3/28/2017 6:04 PM	Jason Crowe	Changed Reopen Date from 3/17/2017 to 3/28/2017. Changed Status from Closed to Open.
3/17/2017 1:06 PM	Jason Crowe	Changed Status from Open to Closed.

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Case Comments

New

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Public	Comment
	Created By: William Criswell (4/4/2017 2:38 PM) Last Modified By: William Criswell (4/4/2017 2:38 PM) *** [Added after the case is closed.] *** *Case Summary*
✓	LAs received call from C about OCS failing C is OOW so LAS informed C could look into OOW assistance LAS followed up with DLR and DLR stated C is good customer and deserves coverage of repair LAS followed up with FOM and FOM agreed to cover repair LAS informed DLR LAS informed C and C was thankful CASE CLOSED
✓	Created By: William Criswell (4/4/2017 2:37 PM) Last Modified By: William Criswell (4/4/2017 2:38 PM) *** [Added after the case is closed.] *** copy off goodwill form sent to fom
	3 CUSTOMER INFORMATION Dealer: MAUS NISSAN OF CRYSTAL RIVER

Dealer Code:
5572

Customer Name:

Case

Year / Model:
2012 Nissan leaf

Mileage:
14000

VIN:

Customer's Request:
assistance

REPAIR ORDER CONTENTS

Complaint:
occupant sensors

Cause:
na

Primary Failed Part:

Cost (Warranty Rate):
3562.67 part and 114 labor

Correction:
na

Current Status of Vehicle:
on road not repaired

Dealer Service Manager Input:
should get assistance all maint done at dealership has been good customer

Vehicle Maintained:
dealership

Other Purchases or History with Dealer:
na

CUSTOMER PERSPECTIVE

Non-Cancelled VSC:
na

VSC Cancelled
na

Related History:
na

Multiple Warranty Repairs:
na

Nissan/Infiniti Ownership Loyalty:
2

OOW
Basic: 3/36000 Powertrain:

Total Customer Pay
1200

First Owner of this Vehicle:
yes

If mentioned, repurchase intentions:
as an infiniti

- ✓ Created By: William Criswell (4/4/2017 2:28 PM) | Last Modified By: William Criswell (4/4/2017 2:28 PM)
*** [Added after the case is closed.] ***
dealership called to verify that repair covered as we referred to notes on 3/28 and confirmed

- ✓ Created By: Jason Crowe (3/28/2017 6:05 PM)
LAS received call from C about OCS failing
C is OOW so LAS informed C could look into OOW assistance
LAS followed up with DLR and DLR stated C is good customer and deserves coverage of repair
LAS followed up with FOM and FOM agreed to cover repair
LAS informed DLR
✓ LAS informed C and C was thankful
C called back in and stated there was an issue with DLR and coverage amount
C states DLR told C that C responsible for 1500
LAS placed call to DLR and got clarification that there was a mixup with paperwork
DLR stated will be ordering parts and calling C to schedule
LAS called C to inform and C understood
CASE CLOSED

- ✓ Created By: Jason Crowe (3/17/2017 1:06 PM)
LAS placed call to C
LAS clarified parts ordered C is not responsible for any cost
LAS adv DLR will call once parts in
C thanked LAS
Call ended mutually

- ✓ Created By: Jason Crowe (3/17/2017 1:03 PM)
LAS placed call to DLR
LAS spoke to SM Cory
SM Cory clarified that there was a mixup with paperwork wording and C is fully covered
SM Cory stated parts already ordered and C will be called to sched appointment once parts are in

LAS thanked SM
Call ended mutually

Created By: [Jason Crowe](#) (3/17/2017 1:03 PM)

LAS returned Call to C
C states was told responsible for 1500 on repair
LAS adv would call DLR
C call disconnected

Created By: [Amanda Kapogines](#) (3/17/2017 12:07 PM)

*** [Added after the case is closed.] ***
CRR AK received an inbound call from [REDACTED]

C wanted to speak to previous agent working on case with James or Jason Crowe
C did not have case number

CRR AK confirmed wifes name, address, and telephone number
CRR AK provided case number [REDACTED]
CRR AK advised C CRR AK would transfer C to leaf consumer affairs

C stated okay

CRR AK spoke with Leaf agent however C disconnected the call

Call between CRR AK and Leaf agent ended mutually

Created By: [Jason Crowe](#) (3/14/2017 11:56 AM)

LAS placed call to C at [REDACTED]
LAS informed C of NNA decision to cover 100% of repair
C was very happy and thankful
LAS adv C that LAS let SM know and SM will let all SAs know
LAS informed C to contact DLR to get appointment set up
C understood
Call ended mutually

Case Summary

LAS received call from C about OCS failing
C is OOW so LAS informed C could look into OOW assistance
LAS followed up with DLR and DLR stated C is good customer and deserves coverage of repair
LAS followed up with FOM and FOM agreed to cover repair
LAS informed DLR
LAS informed C and C was thankful
CASE CLOSED

Created By: [Jason Crowe](#) (3/14/2017 11:53 AM)

LAS contacted DLR
LAS spoke to SM Cory
LAS informed of FOM offer to cover 100%
SM asked for email and adv will let SAs know
LAS sent email to SM

Created By: [Jason Crowe](#) (3/14/2017 11:49 AM)

LAS noting FOM-AR provided reply:

Please repair as a gesture of good will.

Created By: [William Criswell](#) (3/13/2017 11:18 AM) | Last Modified By: [William Criswell](#) (3/13/2017 11:18 AM)

las submitted goodwill to fom
las made outbound call to [REDACTED] and advised case still under review and will follow up on 3/16
las gave contact information las gave case assistant JC contact information

Created By: [Jason Crowe](#) (3/10/2017 12:28 PM) | Last Modified By: [Jason Crowe](#) (3/10/2017 12:28 PM)

LAS placed call to DLR at [REDACTED]
LAS asked for SA David
LAS spoke to SA David and adv looking for warranty pricing
SA David states left VM on LAS-WC phone with info
SA David says does not have info available on call for LAS
LAS thanked SA David and adv will get with LAS-WC for pricing info on Monday

Created By: [William Criswell](#) (3/9/2017 12:46 PM) | Last Modified By: [William Criswell](#) (3/9/2017 12:46 PM)

cannot data net

Created By: [William Criswell](#) (3/9/2017 12:45 PM) | Last Modified By: [William Criswell](#) (3/9/2017 12:45 PM)

las made outbound call to dealership and spoke to sa david who stated good service and should be assisted las gave c information and will call with pricing

Created By: [William Criswell](#) (3/8/2017 1:03 PM) | Last Modified By: [William Criswell](#) (3/8/2017 1:04 PM)

c called and stated that occupant sensor had gone off
las verified information
c stated air bag light is on had been to dealership who reset and then lights back on dealers quoted 4100 for repairs
las explained oow process and made no promises
las advised of follow up on 3/13
las gave case and contact information

Emails

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Attachments

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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 C
	CC [REDACTED]	NISSAN PRODUCT INQUIRIES	LEAF	GENERAL INQUIRY	QA	3/14/2017	ZR	AZ	307000	OF

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DTS Field Inspections

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Case Detail

[Reopen Case](#) [Clone Closed Case](#)

Number of open vehicle campaigns = 2

PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name	[REDACTED]	Case Owner	[REDACTED]
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	4/18/2017	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	4/17/2017 10:25 AM
Social Media Involvement		Date/Time Closed	4/17/2017 10:33 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Lorain	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	airbag and brakes concern		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	54,000	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	JN1AZ0CPXB[REDACTED]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	18,000
Make	NISSAN	Beyond Basic Warranty Months1	66
Model Line	LEAF	Beyond PT Warranty Miles1	0
Model Code	17211	Beyond PT Warranty Months1	42

Dealer Detail

Case Servicing Dealer		Data Net	☐
Case Servicing Dealer Region		Datanet Dealer Date	
Responsible District	00	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	review

Bluetooth

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

Related Items

Approved Check Requests \$0.00

Goodwill Offered

VCAN

Goodwill Processed 0

Vehicle Service Contract

VSC Reprint Request Email

Contact Name [REDACTED]

Sales & Service Campaign Specific Information

Hot Alert Date

Home Phone [REDACTED]

LS Response Time

Work Phone [REDACTED]

Mobile Phone

Email

Alternate Email

Verbatims

Alert Trigger Verbatim

Survey Verbatim

Dealer Action History

NNA Notes

Customer Conversation Notes

DTS Inspection

DTS Inspection Date

DTS Inspection Date Confirmed?

DTS Request Type

Notes for DTS (Vehicle Concerns)

Inspection Time/Notes

Appointment Time:

Notes to Agent:

System Information

Subject CUSTOMER [REDACTED] PHONE [REDACTED] VIN: [REDACTED]

Root Cause

Created By William Criswell, 4/17/2017 10:25 AM

Root Cause Code SCIN

Last Modified By NNAETL, 12/15/2018 1:07 AM

Root Cause Code (2)

Case Record Type CA Closed Case

Document ID [REDACTED]

Days Closed 970

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
4/17/2017 10:33 AM	William Criswell	Changed Status from Open to Closed. Closed.
4/17/2017 10:25 AM	William Criswell	Changed Work Phone to [REDACTED] Changed Follow Up Date from 4/17/2017 to 4/18/2017. Changed VIN to JN1AZ0CPXB [REDACTED]

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Case Comments

New

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Public	Comment
☒	Created By: William Criswell (4/17/2017 10:32 AM) Last Modified By: William Criswell (4/17/2017 10:32 AM) c called about occupant sensor and brake concern las verified information c stated dealership is quoting price of 3300 for seat replacemnt and is not sure if it will fix also stated brakes a grtbbing and dealership stated is normal and c could replace a module for 900 that may fix concern not sure las explained oow process and made no promises las also advised to get second dionostic if not happy with dealership las advised would reimbursch for second if not charged las also advised may look into dts after tech line case had been opened c understood and will take to another dealership las gave case and contactd information

Emails

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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 C
CC	[REDACTED]	NISSAN PRODUCT INQUIRIES	LEAF	GENERAL INQUIRY	QA	4/17/2017	ZR	AZ	307000	OF

Forms

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DTS Field Inspections

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Case Detail

Reopen CaseClone Closed Case

Number of open vehicle campaigns = 2

PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name	[REDACTED]	Case Owner	[REDACTED]
Contact Email	[REDACTED]	Type	CA
Home Phone		Case Origin	Phone
Letter Sent Date		Executive Referral	☐
Letter Received Date		Exec-Received-Date	
Follow Up Date	6/1/2017	Status	Closed
Supporting Documents		Date/Time Opened	4/27/2017 12:03 PM
CA Multiple Repairs		Date/Time Closed	6/2/2017 11:51 AM
Social Media Involvement	☒	Multiple Repairs	No
Martiz Customer Id		Executive Summary	
Case Owner Location	Lorain	Executive Actions To Resolve	
Texting Status			
Case Reopen Count	1		
Description	Warranty questions/ OOW		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage	41,000	Related Vehicle Make	Nissan
Current Mileage	42,707	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN1AZ0CP1B[REDACTED]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	6,707
Make	NISSAN	Beyond Basic Warranty Months1	51
Model Line	LEAF	Beyond PT Warranty Miles1	0
Model Code	17211	Beyond PT Warranty Months1	27

Dealer Detail

Case Servicing Dealer	COGGIN NISSAN	Data Net	☒
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	5/18/2017
Responsible District	D8	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	X

Bluetooth

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

https://nissanna.my.salesforce.com/5000G00001BXIPQQA5

12/13/2019

Related Items

Approved Check Requests \$0.00

Goodwill Offered

VCAN

Goodwill Processed 0

Vehicle Service Contract

VSC Reprint Request Email

Contact Name Scott Carr

Sales & Service Campaign Specific Information

Hot Alert Date

Home Phone

LS Response Time

Work Phone [REDACTED]

Mobile Phone

Email

Alternate Email

Verbatims

Alert Trigger Verbatim

Survey Verbatim

Dealer Action History

NNA Notes

Customer Conversation Notes

DTS Inspection

DTS Inspection Date

DTS Inspection Date Confirmed?

DTS Request Type

Notes for DTS (Vehicle Concerns)

Inspection Time/Notes

Appointment Time:

Notes to Agent:

System Information

Subject CUSTOMER: [REDACTED] PHONE: VIN: JN1AZ0CP1B [REDACTED]

Root Cause

Created By Jason Crowe 4/27/2017 12:03 PM

Root Cause Code SCIN

Last Modified By NNAETL 12/15/2018 1:46 AM

Root Cause Code (2)

Case Record Type CA Closed Case

Document ID [REDACTED]

Days Closed 924

Action Code NT3B

What action was taken? 3B Declined - Out of Warranty

Agent Comments

Agent Comments

Agent Next Step

Reopen Case

Clone Closed Case

Case History

[Case History Help](#)

Date	User	Action
6/2/2017 11:51 AM	Jason Crowe	Changed Status from Open to Closed. Closed.
5/31/2017 11:27 AM	Jason Crowe	Changed Follow Up Date from 5/31/2017 to 6/1/2017.
5/30/2017 3:02 PM	Jason Crowe	Changed Follow Up Date from 6/1/2017 to 5/31/2017.
5/26/2017 1:44 PM	Jason Crowe	Changed Follow Up Date from 5/30/2017 to 6/1/2017.

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Case Comments

New

[Case Comments Help](#)

Public Comment

Created By: Kara Smoak (6/2/2017 12:54 PM)

*** [Added after the case is closed.] ***

SMS-KS documenting C's Facebook Activity

C: I took my 2012 Nissan Leaf in for warranty at Coggin Nissan on Atlantic in Jacksonville, FL concerning a safety issue with the passenger airbag being inoperable. According to the warranty book the "Airbags and related electronic control systems" fall under the 5 year, 60,000 mile warranty. I was told that the occupancy classification sensor is faulty and would cost \$2500.00 of my own hard earned money to repair because it is excluded from the airbag warranty, even though it is an electronic sensor only used by that system. I was then told by Nissan consumer affairs that Nissan has list of parts that they reserve the right to exclude from warranty and that this is not available to the consumer. I used to be an advocate of the Nissan Leaf as an electric car but now I know that they are cheap and have terrible resale value because Nissan produces a vehicle that doesn't even make it out of warranty before breaking and then fails to stand by their own written agreement. I welcome the Chevrolet Bolt, BMW I3 and other electric vehicles from other manufacturers and will tell everyone to not purchase a Nissan, lest they leave you stranded with a lemon.

C: I took my 2012 Nissan Leaf in for warranty at Coggin Nissan on Atlantic in Jacksonville, FL concerning a safety issue with the passenger airbag being inoperable. According to the warranty book the "Airbags and related electronic control systems" fall under the 5 year, 60,000 mile warranty. I was told that the occupancy classification sensor is faulty and would cost \$2500.00 of my own hard earned money to repair because it is excluded from the airbag warranty, even though it is an electronic sensor only used by that system. I was then told by Nissan consumer affairs that Nissan has list of parts that they reserve the right to exclude from warranty and that this is not available to the consumer. I used to be an advocate of the Nissan Leaf as an electric car but now I know that they are cheap and have terrible resale value because Nissan produces a vehicle that doesn't even make it out of warranty before breaking and then fails to stand by their own written agreement. I welcome the Chevrolet Bolt, BMW I3 and other electric vehicles from other manufacturers and will tell everyone to not purchase a Nissan, lest they leave you stranded with a lemon.

Created By: Jason Crowe (6/2/2017 11:51 AM) | Last Modified By: Jason Crowe (6/2/2017 11:51 AM)

LAS placed call to C at [REDACTED]
LAS adv C calling in regards to C request for OOW assistance

LAS adv unfortunately NNA not in a position to offer assistance at this time as C purchased veh well outside of basic warranty expiration
 C upset as C states airbag coverage is worded in a way that would indicate all parts fall under same warranty (powertrain)
 LAS adv that DLR works with warranty team who makes determination on what part is under what warranty
 C was very upset and stated would no longer buy a Nissan
 LAS apologized to C
 C ended call

Case Summary

C called in wanting to know if airbag covered under warranty
 LAS adv covered under powertrain
 C went to DLR and found C issue was with OCS and not airbag itself
 C was told OCS under basic warranty which is expired
 C contacted LAS to confirm
 LAS confirmed with DLR
 LAS adv can look into OOW assistance
 LAS requested service history from DLR
 LAS sent GW request to FOM-CR
 FOM-CR denied request as C purchased veh 2 yrs outside of warranty expiration
 LAS informed C of decision
 C upset with decision and states will no longer buy nissan
 CASE CLOSED

Created By: Jason Crowe (5/31/2017 11:27 AM)

LAS placed call to C at [REDACTED]

✓

LAS left VM

LAS adv calling with decision

LAS left callback #

Created By: Chuck Rice (5/30/2017 2:05 PM)

FOM Goodwill Request feedback from SF1

Action: Denied

Approver Detail: Lack of service loyalty. Lack of purchase loyalty.

Last Action By: Chuck Rice

Date of Last Action: 2017-05-30 15:05:29

CA Agent Name/Phone extension: Jason Crowe / [REDACTED]

CA Case number: [REDACTED]

Created By: Jason Crowe (5/30/2017 1:29 PM)

LAS placed call to C

LAS asked pre-owned info for veh

✓

C states:

Purchase Date: April 21st 2017

Mileage on Purchase: 41000

LAS thanked C

Call ended mutually

Created By: Jason Crowe (5/26/2017 2:51 PM)

LAS received response from SM:

1.) Has the c come in for any major services?
 No

2.) Does the c have any other veh on file?
 No

3.) What repair does the customer need?
 Needs OCS replaced

4.) What is the cause of failure?
 Internal Short

5.) Is the failure due to C misuse?
 No

✓

6.) What is Warranty pricing of parts & labor?

Part 2563.44 labor 92.80

7.) Does the SM have any recommendations?
 I would not recommend GW assistance

8.) Is the SM willing to participate (if yes please explain what the SM will offer)?
 We would not participate in any offer

9.) Is there is any related history?
 No

10.) What is the mileage of the veh?
 42450

11.) What has the customer paid for at the dlr?
 Nothing

12.) Is the veh at the dlr?
 No

Created By: Jason Crowe (5/26/2017 1:42 PM)

LAS placed call to C at [REDACTED]

✓

LAS left VM for C

LAS adv C is OOW and LAS will be reviewing for possible OOW assistance

LAS adv will contact in 3 biz days

LAS left contact #

✓

Created By: Jason Crowe (5/26/2017 1:39 PM)

LAS spoke with SM about C

SM confirms C is OOW for repair

LAS adv will be sending questions via email about GW

SM understood

Created By: Jason Crowe (5/26/2017 11:37 AM)

LAS placed call to DLR at

LAS asked for SM

LAS was sent to VM

LAS left VM asking for callback

LAS also emailed SM

Created By: Jason Crowe (5/23/2017 11:24 AM)

LAS placed call to C

LAS adv following up on case

LAS adv waiting on DLR

C understood

LAS adv will follow up in 3 biz days

Call ended mutually

Created By: Jason Crowe (5/23/2017 11:22 AM)

LAS placed call to DLR at

LAS asked for info on C repair

DLR stated would have contact LAS

LAS provided contact #

Created By: Jason Crowe (5/22/2017 2:06 PM)

LAS placed call to DLR at

LAS asked for info on C repair

DLR stated would look into it with SA associated to c RO

DLR states unable to get ahold of SA

DLR states will have SA call back with info

LAS provided contact #

Created By: Christopher Anderson (5/18/2017 10:31 AM)

Warranty questions

Created By: Christopher Anderson (5/18/2017 10:12 AM)

LAS unable to datanet, dlr not enabled for portal

LAS received call from C

LAS verified C info

C states called a couple of weeks ago and was told that airbag is covered under power train warranty by LAS-JC.

C states took veh to dlr and was told by SA-Josh McClure that the affected part is not the airbag itself but the OCS sensor has failed, C states SA advised not covered under power train and would upwards of \$3K to repair. C wants some assistance with either repairing under warranty or OOW assistance.

LAS advised has to go by dlr diagnosis, advised if it is OCS and not airbag itself, dlr is most likely right, OCS would normally be covered under 3 yr 36K mi basic warranty which has since expired.

LAS advised would have LAS-JC reach out to dlr and determine which warranty falls into and if is in fact OOW, would look into OOW assistance. LAS advised no guarantee, advised C of OOW GV

philosophy and parameters, reiterated no guarantee.

C understood

LAS attempted to provide case # and LAS-JC contact info and ext

C asked for it to be emailed.

LAS advised would do so.

LAS asked if C had any other questions or concerns.

C states no.

LAS and C ended call mutually.

C purchased veh pre-owned in 4/2017(last month)

Created By: Jason Crowe (4/27/2017 12:06 PM)

LAS received call from C

LAS verified C info

C said air bag light is on and wanted to know what air bag was covered under

LAS adv air bag is under power train warranty

C wanted to know if C veh still covered

LAS adv C warranty is good until 9/1/17

C understood

C wanted to know what capacity warranty was

LAS adv same time frame 9/1/17

C understood

Call ended mutually

Emails

[Send an Email](#)

[Emails Help](#)

Action	Status	Subject	Email Address	Message Date
Reply To All Del	Sent	Your inquiry to Nissan [ref: 00DA09J8L_5000G1BXIPQ.ref] 5/18/2017 Case # VIN # JN1AZ0CP1B Dear Scott Car...		5/18/2017 10:14 AM

Attachments

[Attachments Help](#)

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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 C
CC		NISSAN PRODUCT INQUIRIES	LEAF	GENERAL INQUIRY	QA	4/27/2017	ZR	AZ	307000	OF

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Case Detail

[Reopen Case](#) [Clone Closed Case](#)

Number of open vehicle campaigns = 1

PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name	[REDACTED]	Case Owner	[REDACTED]
Contact Email	[REDACTED]	Type	T5
Home Phone	[REDACTED]	Case Origin	Data Load
Letter Sent Date		Executive Referral	☐
Letter Received Date		Exec-Received-Date	
Follow Up Date	5/10/2017	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	5/9/2017 8:44 PM
Social Media Involvement		Date/Time Closed	5/10/2017 9:51 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Service Hot Alert		

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN1AZ0CP6B [REDACTED]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	69
Model Line	LEAF	Beyond PT Warranty Miles1	0
Model Code	17311	Beyond PT Warranty Months1	45

Dealer Detail

Case Servicing Dealer	MOSSY NISSAN POWAY	Data Net	☒
Case Servicing Dealer Region	West Region	Datanet Dealer Date	5/10/2017
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

Home Phone [REDACTED]

LS Response Time

Work Phone [REDACTED]

Mobile Phone

Email [REDACTED]

Alternate Email

Verbatims

Alert Trigger Verbatim

BRAND NPS REASON

I felt Nissan was more than fair handling my battery capacity issue even though it fell a bit outside of their warranty parameters.

DEALER NPS REASON

I felt my needs were understood and the service rep (Eli) worked diligently to resolve my issues.

IMPROVEMENTS TO SERVICE EXPERIENCE

Eli and Mossy Nissan were really great in helping with my latest issues. Nissan corporate was great in addressing my battery capacity issues in a more than fair manner. But I think that Nissan needs to address the excessive cost associated with airbag system repair (and have it covered under extended warranty), at more than \$3000 to replace a passenger airbag sensor, that was a sizable fraction of what the car cost me to begin with.

Survey Verbatim

Dealer Action History

NNA Notes

Customer Conversation Notes

DTS Inspection

DTS Inspection Date

DTS Inspection Date Confirmed?

DTS Request Type

Notes for DTS (Vehicle Concerns)

Inspection Time/Notes

Appointment Time:

Notes to Agent:

System Information

Subject

CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: [REDACTED]

Root Cause

Created By

FFETL 5/9/2017 8:44 PM

Root Cause Code

SCCP

Last Modified By

NNAETL 12/14/2018 10:19 PM

Root Cause Code (2)

Case Record Type

CA Closed Case

Document ID [REDACTED]

Days Closed

947

Action Code

NT8M

What action was taken?

8M Referred Customer to Other Dept (Cell Phone Provider, Internet Provider, Local DMV, Police, etc.)

Agent Comments

Agent Comments

Agent Next Step

Reopen Case

Clone Closed Case

Case History

[Case History Help](#)

Date	User	Action
5/10/2017 9:51 AM	Bereniz Lopez	Changed Status from Open to Closed. Closed.
5/10/2017 9:49 AM	Bereniz Lopez	Changed Data Net from false to true.

Case Comments

[New](#)[Case Comments Help](#)

Public Comment

Created By: [Bereniz Lopez](#) (5/10/2017 9:49 AM)
RCAS-BL shared case on data net.Created By: [Bereniz Lopez](#) (5/10/2017 9:48 AM)
RCAS-BL is closing Case as no further assistance can be offered at this time.***CASE SUMMARY***
C contacted Nissan CA per T5 stating C was happy with Nissan.Created By: [Bereniz Lopez](#) (5/10/2017 9:48 AM)
BRAND NPS REASON

I felt Nissan was more than fair handling my battery capacity issue even though it fell a bit outside of their warranty parameters.

DEALER NPS REASON

I felt my needs were understood and the service rep (Eli) worked diligently to resolve my issues.

IMPROVEMENTS TO SERVICE EXPERIENCE

Eli and Mossy Nissan were really great in helping with my latest issues. Nissan corporate was great in addressing my battery capacity issues in a more than fair manner. But I think that Nissan nee

to address the excessive cost associated with airbag system repair (and have it covered under extended warranty), at more than \$3000 to replace a passenger airbag sensor, that was a sizable fraction of what the car cost me to begin with.

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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 C
CC	[REDACTED]	ENGINE ELECTRICAL	BATTERY	GENERAL INQUIRY	QA	5/10/2017	ZR	AF	131500	QA

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Case Detail

[Reopen Case](#) [Clone Closed Case](#)

Number of open vehicle campaigns = 1
PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name	[REDACTED]	Case Owner	[REDACTED]
Contact Email	[REDACTED]	Type	CA
Home Phone	[REDACTED]	Case Origin	Phone
Letter Sent Date		Executive Referral	☐
Letter Received Date		Exec-Received-Date	
Follow Up Date	7/17/2017	Status	Closed
Supporting Documents		Date/Time Opened	7/6/2017 5:13 PM
CA Multiple Repairs		Date/Time Closed	7/17/2017 3:06 PM
Social Media Involvement		Multiple Repairs	No
Martiz Customer Id		Executive Summary	
Case Owner Location	Westlake	Executive Actions To Resolve	
Texting Status			
Case Reopen Count	1		
Description	OOW Assistance		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	14,300	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN1AZ0CP6B [REDACTED]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	62
Model Line	LEAF	Beyond PT Warranty Miles1	0
Model Code	17511	Beyond PT Warranty Months1	38

Dealer Detail

Case Servicing Dealer	STERLING MCCALL NISSAN	Data Net	☒
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	7/6/2017
Responsible District	D8	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	X

Bluetooth

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

Related Items

Approved Check Requests \$0.00

Goodwill Offered

VCAN

Goodwill Processed 0

Vehicle Service Contract

VSC Reprint Request Email

Contact Name [REDACTED]

Sales & Service Campaign Specific Information

Hot Alert Date

Home Phone [REDACTED]

LS Response Time

Work Phone

Mobile Phone

Email

Alternate Email

Verbatims

Alert Trigger Verbatim

Survey Verbatim

Dealer Action History

NNA Notes

Customer Conversation Notes

DTS Inspection

DTS Inspection Date

DTS Inspection Date Confirmed?

DTS Request Type

Notes for DTS (Vehicle Concerns)

Inspection Time/Notes

Appointment Time:

Notes to Agent:

System Information

Subject

CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: [REDACTED]

Root Cause

Created By Jason Crowe 7/6/2017 5:13 PM

Root Cause Code SCIN

Last Modified By NNAETL 12/12/2018 10:01 PM

Root Cause Code (2)

Case Record Type CA Closed Case

Document ID [REDACTED]

Days Closed 879

Action Code NT1C

What action was taken? 1C NNA Goodwill (portion of repair)

Agent Comments

Agent Comments

Agent Next Step

Reopen Case

Clone Closed Case

Case History

[Case History Help](#)

Date	User	Action
7/17/2017 3:06 PM	Jason Crowe	Changed Status from Open to Closed.
		Closed.
7/17/2017 2:31 PM	Managed Services	Changed Reopen Date to 7/17/2017.
		Changed Status from Closed to Open.
7/17/2017 1:47 PM	Jason Crowe	Changed Status from Open to Closed.

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Case Comments

New

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Public	Comment
	Created By: Jason Crowe (7/17/2017 3:05 PM) LAS placed call to C at [REDACTED] LAS adv of offer 80% C said already working with DLR C thanked LAS Call ended mutually
✓	*Case Summary* LAS received call from C stating battery at 8 bars and is OOW LAS adv can look into OOW assistance LAS reached out to DLR and got C veh info LAS submitted GW request to FOM FOM-LM approved 80% LAS informed C of offer C thanked LAS CASE CLOSED
✓	Created By: Jason Crowe (7/17/2017 1:44 PM) LAS placed outbound call to c at [REDACTED] LAS left VMX with case and contact info
✓	Created By: Jason Crowe (7/14/2017 12:18 PM) LAS placed outbound call to c at [REDACTED] LAS left VMX with case and contact info

✓ Created By: **Jeffrey Cruz** (7/13/2017 12:26 PM)
LAS placed outbound call to c at [REDACTED]
LAS left VMX with case and contact info

Created By: **Laura McCoy** (7/12/2017 2:18 PM)
FOM Goodwill Request feedback from SF1
Action: Partially Approved
Approver Detail: Following the grid, cp of 20% and I'll gw the rest.
Last Action By: Laura McCoy
Date of Last Action: 2017-07-12 15:18:57
CA Agent Name/Phone extension: Jason Crowe / [REDACTED]
CA Case number: [REDACTED]

✓ Created By: **Jason Crowe** (7/11/2017 2:10 PM)
LAS placed call to C [REDACTED]
LAS left VM for C

✓ LAS adv should have update by end of week
LAS adv will follow up in 3 biz days
LAS left callback #

✓ Created By: **Jason Crowe** (7/11/2017 11:53 AM)
LAS noting submitted GW Request to FOM

Created By: **Jason Crowe** (7/10/2017 2:49 PM)
LAS noting received response from SM:

- 1.) Has the c come in for any major services? YES, ONE
- 2.) Does the c have any other veh on file? No
- 3.) What repair does the customer need? THE SRS (AIR BAG LIGHT) ON
- 4.) What is the cause of failure? THE PASS FRONT SEAT OCCUPENCY SENSOR
- 5.) Is the failure due to C misuse? UNKNOWN, VEH WAS IN THE BODY SHOP 05-20-14 FOR \$3,305.45 OF REPAIRS
- 6.) What is Warranty pricing of parts & labor? \$3046.09
- ✓ Parts: \$2,954.09
Labor: \$92.00 (.80)
- 7.) Does the SM have any recommendations? New customer
- 8.) Is the SM willing to participate (if yes please explain what the SM will offer)? \$0
- 9.) Is there is any related history? NO
- 10.) What is the mileage of the veh? 14,265 AS OF 30 MAR 2017
- 11.) What has the C paid for at the dlr? \$0
- 12.) Is the veh at the dlr? NO

✓ Created By: **Jason Crowe** (7/6/2017 5:17 PM)
LAS received call from C
LAS verified C info
C calling in because C needs \$3230 Repair, seat cushion assembly + OCS B1018 Code
C states with low mileage of 14300 to have to pay for this expensive of a repair is asking a lot
C asking if NNA can assist
LAS adv can look into OOW assistance
LAS adv no guarantees
C understood
LAS adv will follow up with DLR and then follow up with C in 3 biz days
LAS provided C case # and contact #
Call ended mutually

Emails

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Action	Status	Subject	Email Address	Message Date
Reply To All Del	New	RE: Your inquiry to Nissan [ref: 00DA09j8L_5000G1ESfMA:ref] Hi Jason, Thanks for your email. The best phone number to contact me is 303...	[REDACTED]	7/17/2017 2:30 PM
Reply To All Del	Sent	Your inquiry to Nissan [ref: 00DA09j8L_5000G1ESfMA:ref] 7/17/2017 Case # [REDACTED] VIN # JN1AZ0CP68 [REDACTED] Dear [REDACTED]	[REDACTED]	7/17/2017 1:45 PM

Attachments

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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 C
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CC [REDACTED]	NISSAN PRODUCT LEAF INQUIRIES	GENERAL INQUIRY QA	7/17/2017	ZR	AZ	307000	OF
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Case Detail

[Reopen Case](#) [Clone Closed Case](#)

PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name	[REDACTED]	Case Owner	[REDACTED]
Contact Email	[REDACTED]	Type	CA
Home Phone		Case Origin	Phone
Letter Sent Date		Executive Referral	☐
Letter Received Date		Exec-Received-Date	
Follow Up Date	9/5/2017	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	8/21/2017 2:12 PM
Social Media Involvement		Date/Time Closed	9/1/2017 6:38 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Westlake	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Airbag sensor OOW		

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	51,000	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	JN1AZ0CP6B [REDACTED]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	15,000
Make	NISSAN	Beyond Basic Warranty Months1	65
Model Line	LEAF	Beyond PT Warranty Miles1	0
Model Code	17211	Beyond PT Warranty Months1	40

Dealer Detail

Case Servicing Dealer	JIM FALK MOTORS OF MAUI	Data Net	☐
Case Servicing Dealer Region	Nissan Northwest Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	please review for OOW

Bluetooth

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

Related Items

Approved Check Requests \$0.00

Goodwill Offered

VCAN

Goodwill Processed 0

Vehicle Service Contract

VSC Reprint Request Email

Contact Name [REDACTED]

Sales & Service Campaign Specific Information

Hot Alert Date

Home Phone [REDACTED]

LS Response Time

Work Phone [REDACTED]

Mobile Phone

Email

Alternate Email

Verbatims

Alert Trigger Verbatim

Survey Verbatim

Dealer Action History

NNA Notes

Customer Conversation Notes

DTS Inspection

DTS Inspection Date

DTS Inspection Date Confirmed?

DTS Request Type

Notes for DTS (Vehicle Concerns)

Inspection Time/Notes

Appointment Time:

Notes to Agent:

System Information

Subject CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: [REDACTED]

Root Cause

Created By Jeffrey Cruz 8/21/2017 2:12 PM

Root Cause Code SCIN

Last Modified By NNAETL 12/12/2018 9:35 PM

Root Cause Code (2)

Case Record Type CA Closed Case

Document ID [REDACTED]

Days Closed 833

Action Code NT8G

What action was taken? 8G Provided Other Information

Agent Comments

Agent Comments

Agent Next Step

Reopen Case

Clone Closed Case

Case History

[Case History Help](#)

Date	User	Action
9/1/2017 6:38 PM	Jeffrey Cruz	Changed Status from Open to Closed. Closed.
8/30/2017 3:28 PM	Jeffrey Cruz	Changed Follow Up Date from 8/30/2017 to 9/5/2017.
8/29/2017 12:30 PM	Bryan Buganski	Changed Follow Up Date from 8/29/2017 to 8/30/2017.
8/28/2017 2:40 PM	Jeffrey Cruz	Changed Follow Up Date from 8/28/2017 to 8/29/2017.

[Show more »](#) | [Go to list »](#)

Case Comments

New

[Case Comments Help](#)

Public Comment

Created By: [Jeffrey Cruz](#) (9/1/2017 6:30 PM)

LAS placed outbound call to c

LAS read OBS

LAS advised c of 100% offer c thanked and asked for next course of action

LAS advised c to contact dlr for appointment

c thanked

✓ LAS and c mutually ended call

LAS emailed dlr update

SUMMARY

c called in requesting oow

FOM approved 100%

Created By: [Tsutomu Miyazaki](#) (9/1/2017 11:47 AM)

FOM Goodwill Request feedback from SF1

Action: Approved

Approval Options: 100%

Approver Detail: FOM - Approved 100% GW for the repair to agree with the agent, since the customer concern is safety concern, the customer has been OOW(PT warranty) only by 13 months and has been a loyal customer for Nissan and the dealership. Tom Miyazaki

Last Action By: Tsutomu Miyazaki

Date of Last Action: 2017-09-01 12:47:27

CA Agent Name/Phone extension: Jeffrey Cruz /

CA Case number: [REDACTED]

Created By: Jeffrey Cruz (9/1/2017 11:14 AM)
LAS documenting SM response

1) Customer has been here for minor maintenance - 1 brake fluid service, 1 alignment and recalls. The only time here for repair work was with Air bag light on RO [REDACTED] 04/2017 we advised they need FRONT PASSENGER SEAT CUSHION ASSEMBLY (87300-3NA8A)

2) I don't see another vehicle on file under customer name

3) FRONT PASSENGER SEAT CUSHION ASSEMBLY (87300-3NA8A)

4) FOUND DTC CODE. B1018. OCS UNIT
FAIL. INSPECTED HARNESS AND CONNECTOR. OK. FOUND OCS UNIT WITHIN SEAT CUSHION ASSEMBLY WITH OPEN CIRCUIT

✓ 5) Don't believe it is because of misuse

6) \$2,585.00+ tax

7) Replace cushion

8) No

9) 04/2017 customer declined repairs and no prior history

10) 51,279

11) \$3904.

12) Not at Dealer

Created By: Jeffrey Cruz (8/30/2017 3:27 PM)

LAS placed outbound call to c at [REDACTED]

LAS read OBS

✓ LAS advised c case still under review
c thanked

LAS and c mutually ended call

Created By: Jeffrey Cruz (8/30/2017 3:27 PM)

LAS placed outbound call to dlr at [REDACTED]

LAS read OBS

✓ LAS advised SM sean need info for OOW request
SM agreed to work via email

LA emailed questions

LAS and SM mutually ended call

Created By: Iain Hadden (8/30/2017 1:01 PM)

CRR-I.H <OPENED or VERIFIED> Account Info including: C's name, home & email address, phone# & best contact#

CRR-I.H VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History

CRR-I.H CHECKED for open recalls/campaigns and found: 0

CRR-I.H CHECKED for previous UNRELATED Case(s) and found: 0

CRR-I.H CHECKED previous RELATED Case(s) and found: 0

CRR-I.H NOTED concern is: seeking update on case [REDACTED]

C called in stating that C has been playing telephone tag with C's RCAs agent

C stated they received call but was unavailable

C stated they would also prefer to be called at [REDACTED]

CRR-I.H advised C that email will be sent to agent B.B requesting update on case

CRR-I.H asked C if any further assistance may be provided

C declined

Call ended mutually

CRR-I.H sending email to agent B.B for update on case

Created By: Bryan Buganski (8/29/2017 12:30 PM)

LAS assisting

LAS placed a call to C on [REDACTED] and reached a ringing phone with no VMX

LAS sent a no-contact email to C and moved the follow up date to 8/30/17

Created By: Jeffrey Cruz (8/28/2017 2:39 PM)

✓ LAS placed outbound call to c at [REDACTED]
LAS could not leave VMX due to VMX not being setup
LAS sent follow up email

Created By: Jeffrey Cruz (8/25/2017 1:30 PM)

LAS forgot to document c stated will be out of town on EST timezone and may not have service

✓ LAS placed outbound call to c at [REDACTED] 3 times
phone rang for 5 minutes
LAS disconnected call

Created By: Jeffrey Cruz (8/24/2017 1:54 PM)

LAS documenting could not datanet

LAS placed outbound call to c at [REDACTED] 3 times
phone rang for 5 minutes
LAS disconnected call

✓ Created By: Jeffrey Cruz (8/24/2017 1:52 PM)
LAS placed outbound to dlr at [REDACTED]
LAS left VMX with case and contact info

Created By: Jeffrey Cruz (8/21/2017 2:17 PM)

LAS received inbound call from c

LAS verified info

c/s airbag sensor malfunctioned in veh

c/s is being charged 3k to replace seat

c/s would like to know if NNA would assist

✓ LAS advised c of open campaign for 2g
LAS advised c of OOW process, no guarantees
c understood

LAS verified dlr and veh info

LAS advised c will contact dlr and follow up with c in 3 biz days

LAS provided c case # and ext

LAS and c mutually ended call

Emails

[Send an Email](#)

[Emails Help](#)

Action	Status	Subject	Email Address	Message Date
Reply To All Del	Sent	 Your inquiry to Nissan [ref: 00DA09i8L_5000G1GHhYi:ref] 8/29/2017 Case # [REDACTED] VIN # JN1AZ0CP6B [REDACTED] Dear [REDACTED], ...	[REDACTED]	8/29/2017 12:29 PM
Reply To All Del	Sent	 Your inquiry to Nissan [ref: 00DA09i8L_5000G1GHhYi:ref] 8/28/2017 Case # [REDACTED] VIN # JN1AZ0CP6B [REDACTED] Dear [REDACTED], ...	[REDACTED]	8/28/2017 2:40 PM

Attachments[Attachments Help](#)

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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 C
CC [REDACTED]		NISSAN PRODUCT INQUIRIES	LEAF	GENERAL INQUIRY	QA	9/1/2017	ZR	AZ	307000	OF

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Case Detail

[Reopen Case](#) [Clone Closed Case](#)

Number of open vehicle campaigns = 2

PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name	[REDACTED]	Case Owner	[REDACTED]
Contact Email	[REDACTED]	Type	CA
Home Phone	[REDACTED]	Case Origin	Phone
Letter Sent Date		Executive Referral	☐
Letter Received Date		Exec-Received-Date	
Follow Up Date	11/3/2017	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/24/2017 9:52 PM
Social Media Involvement		Date/Time Closed	11/3/2017 1:18 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Westlake	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	OOW		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	29,718	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	JN1AZ0CP6B [REDACTED]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	64
Model Line	LEAF	Beyond PT Warranty Miles1	0
Model Code	17211	Beyond PT Warranty Months1	40

Dealer Detail

Case Servicing Dealer	TONY NISSAN	Data Net	✓
Case Servicing Dealer Region	Nissan Northwest Region	Datanet Dealer Date	10/27/2017
Responsible District	05	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	X

Bluetooth

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

Related Items

Approved Check Requests \$0.00

Goodwill Offered

VCAN

Goodwill Processed 0

Vehicle Service Contract

VSC Reprint Request Email

Contact Name [REDACTED]

Sales & Service Campaign Specific Information

Hot Alert Date

Home Phone [REDACTED]

LS Response Time

Work Phone

Mobile Phone

Email

Alternate Email

Verbatims

Alert Trigger Verbatim

Survey Verbatim

Dealer Action History

NNA Notes

Customer Conversation Notes

DTS Inspection

DTS Inspection Date

DTS Inspection Date Confirmed?

DTS Request Type

Notes for DTS (Vehicle Concerns)

Inspection Time/Notes

Appointment Time:

Notes to Agent:

System Information

Subject CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: [REDACTED]

Root Cause

Created By Iain Hadden, 10/24/2017 9:52 PM

Root Cause Code SCFA

Last Modified By NNAETL, 12/13/2018 10:26 PM

Root Cause Code (2)

Case Record Type CA Closed Case

Document ID [REDACTED]

Days Closed 770

Action Code NT1C

What action was taken? 1C NNA Goodwill (portion of repair)

Agent Comments

Agent Comments

Agent Next Step

Reopen Case

Clone Closed Case

Case History

[Case History Help](#)

Date	User	Action
11/3/2017 1:18 PM	<u>Jason Crowe</u>	Changed Status from Open to Closed. Closed.
11/3/2017 12:46 PM	<u>Jason Crowe</u>	Changed Follow Up Date from 11/6/2017 to 11/3/2017.
11/2/2017 1:43 PM	<u>Jason Crowe</u>	Changed Follow Up Date from 11/2/2017 to 11/6/2017.
11/2/2017 10:52 AM	<u>Jason Crowe</u>	Changed Follow Up Date from 11/6/2017 to 11/2/2017.

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Case Comments

New

[Case Comments Help](#)

Public Comment

Created By: Jason Crowe (11/3/2017 1:16 PM)
LAS placed call to C
LAS adv calling with update on case
LAS adv NNA can cover 70% and DLR will cover 15%
C was very happy and thanked LAS
LAS adv C to contact SM at DLR
C thanked again
Call ended mutually



SUMMARY
C called in requesting assistance with repairs for OCS and AC Compressor
LAS adv can look into OOW assistance
LAS contacted DLR and got gw info
LAS submitted request
DLR adv will cover 15%
FOM-TM approved 70%
LAS informed C
CASE CLOSED



Created By: Jeffrey Cruz (11/1/2017 3:32 PM)
LAS placed outbound call to c at [REDACTED]
LAS read OBS
LAS advised c case still under review
c thanked

c/s veh wont start after battery replacement and asked for advise
 LAS directed c to dlr
 c thanked
 LAS and c mutually ended call

Created By: **Jeffrey Cruz** (11/1/2017 3:24 PM)

LAS placed outbound call to FOM at [REDACTED]
 LAS left VMX requesting clarification on goodwill answer

Created By: **Tsutomu Miyazaki** (10/31/2017 8:41 PM)

FOM Goodwill Request feedback from SF1

Action: Partially Approved

Approval Options: other

Approver Detail: FOM Approved 70% Goodwill for the 2011 Leaf per Nissan GW grid since the customer has been OOW for 39 months. Tom Miyazaki

Last Action By: Tsutomu Miyazaki

Date of Last Action: 2017-10-31 21:41:18

CA Agent Name/Phone extension: Jason Crowe / [REDACTED]

CA Case number: [REDACTED]

Created By: **Jason Crowe** (10/30/2017 4:24 PM)

LAS noting SM sent response to GW Questions:

1.) Has the c come in for any major services? CUSTOMER DID 1 SERVICE IN 2012 AND 2 TIRE ROTATIONS HERE

2.) Does the c have any other veh on file? CUSTOMER DOES HAVE A COUPLE OF OTHER NISSAN VEHICLES.

3.) What repair does the customer need? AC COMPRESSOR AND PASS SEAT – OCCUPANT SENSOR FOR SEAT NOT READING PROPERLY.

4.) What is the cause of failure? COMPRESSOR AND OCCUPANT SENSOR FOR PASS SEAT

5.) Is the failure due to C misuse? DONT SEE ANY ABUSE

6.) What is Warranty pricing of parts & labor for each repair?

✓ Parts: SEAT \$2650.00 AC COMPRESSOR \$1050.00

Labor: SEAT \$150.00 AC COMPRESSOR \$375.00

7.) Does the SM have any recommendations? WE CAN DO A PARTIAL GOODWILL AND SEE IF GUEST IS WILLING TO PAY DIFFERENCE.

8.) Is the SM willing to participate (if yes please explain what the SM will offer)? WE CAN DO A 15% DISCOUNT ON PARTS AND LABOR

9.) Is there is any related history? AUGUST OF 2014 CUSTOMER SAID AC FELT WARM, WE COULD NOT VERIFY CONCERN

10.) What is the mileage of the veh? 29718 WAS MILEAGE OCT 24, 2017

11.) What is customer pay with the dlr? \$3517.00 + TAX FOR THE SEAT REPLACEMENT FOR THE AIRBAG LIGHT, AND THE AC IS \$2192.00 + TAX FOR THE AC COMPRESSOR REPLACEMENT

12.) Is the veh at the dlr? VEHICLE IS NOT HERE

✓ Created By: **Jason Crowe** (10/30/2017 10:49 AM)

LAS sent email to A-SM regarding C OOW request

Created By: **Jason Crowe** (10/27/2017 1:21 PM)

LAS placed call to C at [REDACTED]

LAS adv calling regarding C case

LAS confirmed repairs needed with C

C states OCS and AC compressor

C states quoted \$5000 not including labor

C is only at 29718 mi on 2011 LEAF and is original owner

✓ C owns multiple LEAFs and promotes LEAF to friends

LAS adv can look into OOW assistance

LAS adv no gaurantees

LAS adv will follow up with DLR

LAS adv will follow up with C in 3 biz days

C understood and thanked LAS

LAS provided case # and contact #

Call ended mutually

Created By: **Iain Hadden** (10/24/2017 10:01 PM)

CASE SUMMARY

C is seeking OW financial assistance with numerous repairs needed in C's Nissan Leaf

CUSTOMER: [REDACTED]

Best contact: [REDACTED]

VIN: JN1AZ0CP8B [REDACTED]

mileage- 29, 729 miles

TONY NISSAN

case pending decision from RCAS

Created By: **Iain Hadden** (10/24/2017 10:00 PM)

CRR-I.H <OPENED or VERIFIED> Account Info including: C's name, home address, & best contact#

CRR-I.H VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History

CRR-I.H CHECKED for open recalls/campaigns and found: 0

CRR-I.H CHECKED for previous UNRELATED Case(s) and found: 0

CRR-I.H CHECKED previous RELATED Case(s) and found: 0

CRR-I.H NOTED concern is: seeking OW financial assistance with numerous repairs needed in C's Nissan Leaf

C called in asking for assistance with getting C's Nissan Leaf serviced
C stated that C loved the VEH so much that C got a second 2011 Leaf in 2013
C stated that C had no problems with the VEH until first major battery replacement and then C stated it all seemed to go wrong
C stated that within days of C's getting car back after battery replacement C noticed engine light on the dashboard blinking contently
XC took VEH back to Nissan DLR for diagnosis and was advised that C needs new A/C compressor as A/C blows hot air as well as new airbag seat sensor
C was quoted at \$55000 just for the parts labor not included for this repair
C feels that the cost of the repair is obscene and C would like Nissan to assist or totally cover the cost of the repair for C as C feels that after bringing Nissan so much business the DLR is simply not offering anything to C
C is seeking OW financial assistance with numerous repairs needed in C's Nissan Leaf

CRR-IH advised C that case will be sent to RCAS for review
CRR-IH advised C that RCAS will contact C by end of next business day
CRR-IH asked C if any further assistance may be provided
C declined
CRR-IH provided C with cases [REDACTED]
Best contact [REDACTED]
Call ended mutually
CRR-IH sending case to RCAS for review

Emails[Send an Email](#)[Emails Help](#)

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Attachments[Attachments Help](#)

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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 C
CC	[REDACTED]	NISSAN PRODUCT INQUIRIES	LEAF	GENERAL INQUIRY	QA	11/3/2017	ZR	AZ	307000	OF

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Case Detail

Reopen CaseClone Closed Case

Number of open vehicle campaigns = 1

PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name	[REDACTED]	Case Owner	[REDACTED]
Contact Email	[REDACTED]	Type	CA
Home Phone	[REDACTED]	Case Origin	Phone
Letter Sent Date		Executive Referral	☐
Letter Received Date		Exec-Received-Date	
Follow Up Date	12/8/2017	Status	Closed
Supporting Documents		Date/Time Opened	11/27/2017 12:03 PM
CA Multiple Repairs		Date/Time Closed	12/8/2017 2:06 PM
Social Media Involvement		Multiple Repairs	No
Martiz Customer Id		Executive Summary	
Case Owner Location	Westlake	Executive Actions To Resolve	
Texting Status			
Case Reopen Count	2		
Description	Airbag concern		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	0	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	42,983	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN1AZ0CP3B [REDACTED]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	6,983
Make	NISSAN	Beyond Basic Warranty Months1	64
Model Line	LEAF	Beyond PT Warranty Miles1	0
Model Code	17211	Beyond PT Warranty Months1	40

Dealer Detail

Case Servicing Dealer	NEW CITY NISSAN	Data Net	☐
Case Servicing Dealer Region	Nissan Northwest 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			

https://nissanna.my.salesforce.com/5000G00001KpXK4QAN

12/13/2019

Related Items

Approved Check Requests \$0.00

Goodwill Offered

VCAN

Goodwill Processed 0

Vehicle Service Contract

VSC Reprint Request Email

Contact Name [REDACTED]

Sales & Service Campaign Specific Information

Hot Alert Date

Home Phone [REDACTED]

LS Response Time

Work Phone [REDACTED]

Mobile Phone

Email

Alternate Email

Verbatims

Alert Trigger Verbatim

Survey Verbatim

Dealer Action History

NNA Notes

Customer Conversation Notes

DTS Inspection

DTS Inspection Date

DTS Inspection Date Confirmed?

DTS Request Type

Notes for DTS (Vehicle Concerns)

Inspection Time/Notes

Appointment Time:

Notes to Agent:

System Information

Subject

CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: [REDACTED]

Root Cause

Created By

Jeffrey Cruz 11/27/2017 12:03 PM

Root Cause Code

SNFA

Last Modified By

NNAETL 12/13/2018 9:40 PM

Root Cause Code (2)

Case Record Type

CA Closed Case

Document ID

Days Closed

735

Action Code

NT1C

What action was taken?

1C NNA Goodwill (portion of repair)

Agent Comments

Agent Comments

Agent Next Step

Reopen Case

Clone Closed Case

Case History

[Case History Help](#)

Date	User	Action
12/8/2017 2:06 PM	Jeffrey Cruz	Changed Status from Open to Closed. Closed.
12/5/2017 3:35 PM	Jeffrey Cruz	Changed Follow Up Date from 12/6/2017 to 12/8/2017.
12/5/2017 3:23 PM	Jeffrey Cruz	Changed Follow Up Date from 12/5/2017 to 12/6/2017.
11/30/2017 1:17 PM	Bryan Buganski	Changed Follow Up Date from 11/28/2017 to 12/5/2017.

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Case Comments

New

[Case Comments Help](#)

Public Comment

Created By: [Jeffrey Cruz](#) (12/8/2017 2:06 PM)

LAS placed outbound call to c at [REDACTED]

LAS read OBS

LAS advised c LAS able to offer 50% on repair

c asked for mailing address or email to write in

LAS provided

c thanked

✓ LAS and c mutually ended call

LAS emailed SM notifying of GW offer

SUMMARY

c called in having issues with OCS and asked for OOW

LAS contacted dlr and FOM

FOM Approved 50%

LAS notified c and dlr

Created By: [Tsutomu Miyazaki](#) (12/8/2017 10:27 AM)

FOM Goodwill Request feedback from SF1

Action: Partially Approved

Approval Options: other

Approver Detail: Approved 50% GW for the repair cost - The car has a safety concern and the customer has a service contract but the customer bought the car as a used and no service history at Nissan dealership. FOM will approve supporting 50% of the cost through GW. Tom Miyazaki

Last Action By: Tsutomu Miyazaki

Date of Last Action: 2017-12-08 11:27:40
 CA Agent Name/Phone extension: Jeffrey Cruz /
 CA Case number:

Created By: Jeffrey Cruz (12/7/2017 11:29 AM)
 LAS documenting SM response:

- 1.) Has the c come in for any major services? NO
- 2.) Does the c have any other veh on file? NO
- 3.) What repair does the customer need? OCS sensor (passenger side cushion assy)
- 4.) What is the cause of failure? internal failure
- 5.) Is the failure due to C misuse? NO
- 6.) What is Warranty pricing of parts & labor?
 87300-3NABA - \$2574.31 RQ52AA - 1.0 @ \$136.00
 TOTAL - \$2710.31
- 7.) Does the SM have any recommendations? NO
- 8.) Is the SM willing to participate (if yes please explain what the SM will offer)? NO
- 9.) Is there is any related history? NO
- 10.) What is the mileage of the veh? 42,983
- 11.) What is customer pay with the dir? \$140.00
- 12.) Is the veh at the dir? NO

Created By: Jeffrey Cruz (12/5/2017 3:35 PM)
 LAS received transfer from LAS BB
 c/s calling in reference to VMX
 LAS advised c case still under review
 ✓ c/s feels should be a recall related concern
 LAS advised c LAS does not make that decision which is why c is undergoing OOW process
 c understood
 c/s if answer does not come to c liking c wanted address to write a letter stating c dissatisfaction
 LAS thanked c for time
 LAS and c mutually ended call

✓ Created By: Jeffrey Cruz (12/5/2017 3:23 PM)
 LAS placed outbound call to c at
 LAS left VMX with case # and contact info

Created By: Jeffrey Cruz (12/5/2017 3:22 PM)
 LAS placed outbound call to dir at
 LAS read OBS
 LAS advised calling in reference to c concerns
 ✓ SM understood
 LAS asked for email to correspond regarding OOW
 SM agreed
 LAS emailed regarding concerns
 LAS thanked for time
 call ended mutually

Created By: Bryan Buganski (11/30/2017 1:22 PM)
 C called back in and confirmed C's info
 ✓ C stated that C has been to DLR for diagnosis for the passenger side airbag control unit.
 C stated that C was provided a price of \$2700 to repair C's LEAF and C is asking for assistance from NNA
 LAS apologized for this concern and advised C that LAS-JC will follow up with DLR and then C on 12/5/17 and C agreed and call ended mutually
 LAS setting task for LAS-JC to call DLR

Created By: Jeffrey Cruz (11/30/2017 11:50 AM)
 LAS received inbound call from c
 c gave case # as verification
 c/s wanted to see what would qualify something being covered under warranty
 ✓ LAS advised c would need to be diagnosed
 c thanked
 LAS and c mutually ended call

SUMMARY
 c called in concerned with airbag
 LAS referred c to dir

Created By: Jeffrey Cruz (11/27/2017 12:04 PM)
 LAS received inbound call from c
 LAS verified c info including mailing address email phone # and vin
 c/s wanted to know if airbag is covered under warranty
 ✓ LAS advised c will need to contact dir and have a diagnosis performed c understood
 c asked what is covered under warranty
 LAS advised c unsure but if something comes up dir can check if is covered
 c thanked
 LAS offered case # and ext
 c declined
 LAS and c mutually ended call

Emails

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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 C
CC		NISSAN PRODUCT INQUIRIES	LEAF	GENERAL INQUIRY	QA	11/27/2017	ZR	AZ	307000	OF

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Case Detail

[Reopen Case](#) [Clone Closed Case](#)

PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name	[REDACTED]	Case Owner	[REDACTED]
Contact Email	[REDACTED]	Type	CA
Home Phone	[REDACTED]	Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exeo-Received-Date	
Follow Up Date	3/5/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	2/26/2018 3:46 PM
Social Media Involvement		Date/Time Closed	3/2/2018 3:59 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Westlake	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	OOW Request - OCS Unit		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	8,781	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	JN1AZ0CP9B [REDACTED]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	68
Model Line	LEAF	Beyond PT Warranty Miles1	0
Model Code	17211	Beyond PT Warranty Months1	44

Dealer Detail

Case Servicing Dealer	TONY NISSAN	Data Net	✓
Case Servicing Dealer Region	Nissan Northwest Region	Datanet Dealer Date	2/26/2018
Responsible District	05	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	X

Bluetooth

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

Related Items

Approved Check Requests \$0.00

Goodwill Offered

VCAN

Goodwill Processed 0

Vehicle Service Contract

VSC Reprint Request Email

Contact Name [REDACTED]

Sales & Service Campaign Specific Information

Hot Alert Date

Home Phone [REDACTED]

LS Response Time

Work Phone [REDACTED]

Mobile Phone

Email

Alternate Email

Verbatims

Alert Trigger Verbatim

Survey Verbatim

Dealer Action History

NNA Notes

Customer Conversation Notes

DTS Inspection

DTS Inspection Date

DTS Inspection Date Confirmed?

DTS Request Type

Notes for DTS (Vehicle Concerns)

Inspection Time/Notes

Appointment Time:

Notes to Agent:

System Information

Subject CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: [REDACTED]

Root Cause

Created By Jason Crowe 2/26/2018 3:46 PM

Root Cause Code SCIN

Last Modified By NNAETL 12/11/2018 11:02 PM

Root Cause Code (2)

Case Record Type CA Closed Case

Document ID [REDACTED]

Days Closed 651

Action Code NT8G

What action was taken? 8G Provided Other Information

Agent Comments

Agent Comments

Agent Next Step

Reopen Case

Clone Closed Case

Case History

Ca

Date	User	Action
3/2/2018 3:59 PM	Jeffrey Cruz	Changed Status from Open to Closed. Closed.
3/2/2018 1:59 PM	Jason Crowe	Changed Follow Up Date from 3/2/2018 to 3/5/2018.
3/1/2018 3:31 PM	Jason Crowe	Changed Subject from CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: JN1AZ0CP9B [REDACTED] to CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: [REDACTED] Changed Follow Up Date from 3/1/2018 to 3/2/2018.

[Show more »](#) | [Go to list »](#)

Case Comments

New

Case C

Public Comment

Created By: Jeffrey Cruz (3/2/2018 3:57 PM)
LAS received inbound call from c
c gave case # as verification
LAS advised c of 90% offer
c thanked
LAS advised c if wanted to take up offer to contact dlr to move forward
c thanked for help
LAS and c mutually ended call

SUMMARY
c called in requesting OOW
LAS contacted dlr and FOM
FOM approved 90%
LAS notified c and dlr

Created By: Jason Crowe (3/2/2018 1:58 PM)
LAS placed call to C
LAS left VM for C
LAS adv C has update on case
LAS left contact # for LAS-JC in event C calls back after LAS-JMC is on vacation

Created By: Tsutomu Miyazaki (3/2/2018 12:29 PM)

FOM Goodwill Request feedback from SF1

Action: Partially Approved

Approval Options: 90/10%

Approver Detail: FOM - Approved 90% GW support for the repair. The customer has been OOW by 23 months and the original owner of the car and the car has low mileage. Since the concern is a FOM will provide 90% GW per Nissan GW grid. Tom Miyazaki

Last Action By: Tsutomu Miyazaki

Date of Last Action: 2018-03-02 13:29:18

CA Agent Name/Phone extension: Jason Crowe / [REDACTED]

CA Case number: [REDACTED]

✓ Created By: Jason Crowe (3/2/2018 12:10 PM)
LAS noting submitted GW Request to FOM

Created By: Jason Crowe (3/2/2018 12:04 PM)
SM replied with gw information:

1.) Has the c come in for any major services? No, customer did pay for a broken antenna and a battery check. They did one service but it was prepaid maintenance

2.) Does the c have any other veh on file? A few

3.) What repair does the customer need? Air bag light on, needs passenger seat cushion

4.) What is the cause of failure? sensor in seat not reading properly according to dg tree

5.) Is the failure due to C misuse? no

6.) What is Warranty pricing of parts & labor?

✓ Parts: \$2850

Labor: \$260

7.) Does the SM have any recommendations? Its only Nissan on file

8.) Is the SM willing to participate (if yes please explain what the SM will offer)? no

9.) Is there is any related history? no

10.) What is the mileage of the veh? 8781

11.) What is customer pay with the dir? \$950 Since 4/15/11

12.) Is the veh at the dir? no

✓ Created By: Jason Crowe (2/27/2018 1:00 PM)
LAS noting sent email to SM about C inquiry

Created By: Jason Crowe (2/26/2018 3:51 PM)

LAS received transfer of C from CA

CA agent verified VIN and C name

LAS verified with C phone/address/email

C calling in because C took veh in for airbag light and was told \$3000 repair on OCS Unit

C states is original owner and veh only has 8700 mi on it

✓ C states nobody even sits in passenger seat

C wants to know if NNA can assist

LAS adv can look into OOW assistance, but no gaurantees

LAS adv will follow up with DLR then follow up with C

C understood and thanked LAS

LAS provided C case # and contact #

LAS adv will follow up in 3 biz days

Call ended mutually

Emails

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No Emails Available

Attachments

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Case Categorizations

[Case Categ](#)

Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Cr
	CC [REDACTED]	INTERIOR ELECTRICAL	SENSOR/SOLENOID/VALVE/SWITCH	OOW GOODWILL ASSISTANCE REQUEST	11	3/2/2018	YI	AV	198000

Forms

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Case Detail

[Reopen Case](#) [Clone Closed Case](#)

Number of open vehicle campaigns = 1

PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name	[REDACTED]	Case Owner	[REDACTED]
Contact Email	[REDACTED]	Type	CA
Home Phone	[REDACTED]	Case Origin	Phone
Letter Sent Date		Executive Referral	☐
Letter Received Date		Exec-Received-Date	
Follow Up Date	3/13/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	3/1/2018 9:56 AM
Social Media Involvement		Date/Time Closed	3/12/2018 1:59 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Westlake	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	1		
Description	Airbag Light		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	15,882	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	JN1AZ0CP9C [REDACTED]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	61
Model Line	LEAF	Beyond PT Warranty Miles1	0
Model Code	17212	Beyond PT Warranty Months1	37

Dealer Detail

Case Servicing Dealer	FORT LAUDERDALE NISSAN	Data Net	☐
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	12	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	Please review and provide information

Bluetooth

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

Related Items

Approved Check Requests \$0.00

Goodwill Offered

VCAN

Goodwill Processed 0

Vehicle Service Contract

VSC Reprint Request Email

Contact Name [REDACTED]

Sales & Service Campaign Specific Information

Hot Alert Date

Home Phone [REDACTED]

LS Response Time

Work Phone [REDACTED]

Mobile Phone

Email

Alternate Email

Verbatims

Alert Trigger Verbatim

Survey Verbatim

Dealer Action History

NNA Notes

Customer Conversation Notes

DTS Inspection

DTS Inspection Date

DTS Inspection Date Confirmed?

DTS Request Type

Notes for DTS (Vehicle Concerns)

Inspection Time/Notes

Appointment Time:

Notes to Agent:

System Information

Subject CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: [REDACTED]

Root Cause

Created By Christopher Anderson, 3/1/2018 9:56 AM

Root Cause Code SCFA

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 641

Action Code NT3B

What action was taken? 3B Declined - Out of Warranty

Agent Comments

Agent Comments

Agent Next Step

Reopen Case

Clone Closed Case

Case History

[Case History Help](#)

Date	User	Action
3/12/2018 1:59 PM	Christopher Anderson	Changed Status from Open to Closed. Closed.
3/12/2018 1:47 PM	Christopher Anderson	Changed Follow Up Date from 3/12/2018 to 3/13/2018.
3/7/2018 9:21 AM	Christopher Anderson	Changed Follow Up Date from 3/2/2018 to 3/12/2018.
3/7/2018 9:16 AM	Christopher Anderson	Changed Case Servicing Dealer to FORT LAUDERDALE NISSAN.

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Case Comments

New

[Case Comments Help](#)

Public Comment

Created By: [Christopher Anderson](#) (3/12/2018 1:58 PM)
This Case can not be shared with the Dealer because the Dealer is not Enabled for the Dealer Portal.

Created By: [Christopher Anderson](#) (3/12/2018 1:57 PM)
LAS received call from C
LAS thanked C for returning vmx
LAS advised C of GW denial.
C asked why wasnt concern covered under recall like 2013's
LAS informed C recalls are VIN specific.
C understood, no further questions.
LAS thanked and ended call mutually

✓ Summary

C called in requesting OOW Air bag assistance
LAS collected veh info from dlr
LAS submitted to FOM
FOM declined
C informed of declination
C upset but understood
CASE CLOSED

✓ Created By: [Christopher Anderson](#) (3/12/2018 1:47 PM)

LAS contacting C on [REDACTED]

LAS reached C VMX
 LAS left VMX advising of case # and LAS contact info and ext.
 LAS thanked and ended call.

Created By: Julio Gutierrez (3/9/2018 2:54 PM)
 FOM Goodwill Request feedback from SF1
 Action: Denied
 Approval Options:
 Approver Detail: Aftermarket leather seats or modified seat. No goodwill.
 Last Action By: Julio Gutierrez
 Date of Last Action: 2018-03-09 15:54:51
 CA Agent Name/Phone extension: Christopher Anderson /
 CA Case number: [REDACTED]

Created By: Christopher Anderson (3/9/2018 2:04 PM)
 LAS received email back from SM-EB:
 1.) Has the c come in for any major services? No
 2.) Does the c have any other veh on file? No.
 3.) What repair does the customer need? Replacement of the right front seat bottom.
 4.) What is the cause of failure? Possible defective air bag seat sensor.
 5.) Is the failure due to C misuse? No evidence of misuse.
 6.) What is Warranty pricing of parts & labor? Customer pay labor must be added to remove and reinstall after market leather seat trim.

- ✓ Parts: \$3,186.78
 Warranty Labor: \$127.46
 Customer to labor to remove after market leather seat trim and install on new seat bottom: \$278.00 plus 6% sales tax
- 7.) Does the SM have any recommendations? No recommendations
 8.) Is the SM willing to participate (if yes please explain what the SM will offer)? NO
 9.) Is there is any related history? No
 10.) What is the mileage of the veh? 15,882
 11.) What is customer pay with the dlr? \$355
 12.) Is the veh at the dlr? Yes

✓ Created By: Christopher Anderson (3/7/2018 1:11 PM)
 LAS sent email requesting GW info to SM-EB

Created By: Christopher Anderson (3/7/2018 9:21 AM)
 LAS received call from C
 ✓ C states that took veh to Ft Lauderdale Nissan, C states that was told entire passenger side airbag module needs replaced, would be upwards of \$3K. C states SA was SA-Terry. Veh is still @ dlr.
 LAS advised would reach out to dlr, get info on diag, advised would review info and make decision. LAS advised would follow up with C every 3 biz days until decision has been reached.
 C understood, no further questions
 LAS and C ended call mutually.

Created By: Christopher Anderson (3/1/2018 10:06 AM)
 LAS recieved call from C
 LAS verified C info
 C states passenger side airbag light staying on even when someone sits in seat, took to dlr and dlr tried to resolve ut to no avail. C states dlr told C needs to diagnose and if repair needed most lik would not be covered under warranty. C states heard there was a recall on airbag sensor for LEAF, wants to know why there is no recall on C veh.
 ✓ LAS apologized for C concern, advised recalls are VIN specific, advised that recall does not affect C VIN or MY. LAS advised that LAS could review for OOW assistance, advised no guarantee. LA advised of OOW review process and procedure, advised C needs to have concern diagnosed first and call LAS back when dlr knows what needs repaired/replaced.
 C understood. C also had some questions regarding capacity loss warranty, states is down 3 bars.
 LAS advised C that veh is OOW for capacity loss, and no OOW assistance is available on LEAF batteries.
 C understood, no further questions.
 LAS provided case # and LAS contact info and ext and LAS and C ended call mutually.

Emails

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Attachments

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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 C
CC	[REDACTED]	NISSAN PRODUCT INQUIRIES	LEAF	GENERAL WARRANTY COVERAGE INQUIRY	QA	3/1/2018	VJ	AZ	307000	OF
CC	[REDACTED]	RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	OOW GOODWILL ASSISTANCE REQUEST	14	3/1/2018	YI	BK	233500	OA

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Case Detail

[Reopen Case](#) [Clone Closed Case](#)

Number of open vehicle campaigns = 1

PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name	[REDACTED]	Case Owner	[REDACTED]
Contact Email	[REDACTED]	Type	CA
Home Phone	[REDACTED]	Case Origin	Phone
Letter Sent Date		Executive Referral	☐
Letter Received Date		Exec-Received-Date	
Follow Up Date	3/29/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	3/26/2018 5:15 PM
Social Media Involvement		Date/Time Closed	3/29/2018 12:53 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Westlake	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Passenger AB sensor		

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	62,000	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	JN1AZ0CP6B [REDACTED]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	26,000
Make	NISSAN	Beyond Basic Warranty Months1	68
Model Line	LEAF	Beyond PT Warranty Miles1	2,000
Model Code	17211	Beyond PT Warranty Months1	44

Dealer Detail

Case Servicing Dealer	NEW CITY NISSAN	Data Net	☒
Case Servicing Dealer Region	Nissan Northwest Region	Datanet Dealer Date	3/29/2018
Responsible District	05	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	Please review and advise

Bluetooth

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

Related Items

Approved Check Requests \$0.00

Goodwill Offered

VCAN

Goodwill Processed 0

Vehicle Service Contract

VSC Reprint Request Email

Contact Name [REDACTED]

Sales & Service Campaign Specific Information

Hot Alert Date

Home Phone [REDACTED]

LS Response Time

Work Phone [REDACTED]

Mobile Phone

Email

Alternate Email

Verbatims

Alert Trigger Verbatim

Survey Verbatim

Dealer Action History

NNA Notes

Customer Conversation Notes

DTS Inspection

DTS Inspection Date

DTS Inspection Date Confirmed?

DTS Request Type

Notes for DTS (Vehicle Concerns)

Inspection Time/Notes

Appointment Time:

Notes to Agent:

System Information

Subject CUSTOMER [REDACTED] PHONE: [REDACTED] VIN: [REDACTED]

Root Cause

Created By Bryan Buganski, 3/26/2018 5:15 PM

Root Cause Code SCIN

Last Modified By NNAETL, 12/11/2018 10:38 PM

Root Cause Code (2)

Case Record Type CA Closed Case

Document ID [REDACTED]

Days Closed 624

Action Code NT8G

What action was taken? 8G Provided Other Information

Agent Comments

Agent Comments

Agent Next Step

Reopen Case

Clone Closed Case

Case History

[Case History Help](#)

Date	User	Action
3/29/2018 12:53 PM	Christopher Anderson	Changed Status from Open to Closed. Closed.
3/29/2018 12:52 PM	Christopher Anderson	Changed Data Net from false to true.
3/26/2018 5:15 PM	Bryan Buganski	Changed Follow Up Date from 3/27/2018 to 3/29/2018.
3/26/2018 5:15 PM	Bryan Buganski	Changed Work Phone to [REDACTED]

[Show more »](#) | [Go to list »](#)

Case Comments

New

[Case Comments Help](#)

Public Comment

Created By: [Christopher Anderson](#) (3/29/2018 12:52 PM)

LAS contacting C on [REDACTED]

LAS reached C, advised call recorded, C understood

LAS informed C of 90% GW approval

C thanked LAS

LAS informed C to contact dir and get appt set up, welcomed C to contact NNA back if requires further assistance.

C understood

✓ LAS and C ended call mutually.

Summary

C requesting OOW assistance for airbag sensor

LAS-BB collected dir info and submitted GW form

FOM-TM approved 90%

LAS informed C

CASE CLOSED

✓ Created By: [Tsutomu Miyazaki](#) (3/29/2018 7:08 AM) | Last Modified By: [Christopher Anderson](#) (3/29/2018 12:52 PM)

FOM Goodwill Request feedback from SF1

Action: Partially Approved

Approval Options: 90/10%

Approver Detail: FOM - Approved 90% GW for the repair. Since the customer has been a good servicing customer, has a service contract and the concern is a safety concern, FOM will support to provide 90% GW for the repair. Tom Miyazaki

Last Action By: Tsutomu Miyazaki

Date of Last Action: 2018-03-29 08:08:44
CA Agent Name/Phone extension: Bryan Buganski /
CA Case number: [REDACTED]

- ✓ Created By: [Bryan Buganski](#) (3/28/2018 10:35 AM) | Last Modified By: [Christopher Anderson](#) (3/29/2018 12:52 PM)
LAS sent the GW request to the region

- Created By: [Bryan Buganski](#) (3/27/2018 3:27 PM) | Last Modified By: [Christopher Anderson](#) (3/29/2018 12:52 PM)
LAS placed a call to DLR and spoke to SA-Kevin
✓ LAS asked to confirm SM email address and SA provided email
LAS advised for SA to alert SM that LAS ius sending the GW questions and SA agreed and call ended

LAS sent email to SM with GW questions

- Created By: [Bryan Buganski](#) (3/27/2018 9:14 AM) | Last Modified By: [Christopher Anderson](#) (3/29/2018 12:52 PM)
LAS adding to last case comment

- ✓ C provided quote from DLR

Parts 43216
Labor \$286

- Created By: [Bryan Buganski](#) (3/26/2018 5:21 PM) | Last Modified By: [Christopher Anderson](#) (3/29/2018 12:52 PM)
LAS OPENED OR VERIFIED Veh Info including: VIN#, Current Mileage 62,051 , Warranty & Service History

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

- ✓ LAS VERIFIED Mailing address, contact number, email, and VIN
C called in asking for OOW FA for the Passenger side AB sensor that C was quoted over \$4000
LAS apologized for thsi concen and advised C there are no promis but LAS would look into all avenues of any possible OOW FA for this concern
C stated that C was an early adopter and wated for deliver for 9months
LAS apologized and provided C with follow up date of 3/29/18
LAS provided c with case and contac info and call ended mutuaally
LAS setting task to call DLR

Emails

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Attachments

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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 C
CC	[REDACTED]	NISSAN PRODUCT INQUIRIES	LEAF	GENERAL WARRANTY COVERAGE INQUIRY	QA	3/26/2018	VJ	AZ	307000	OF

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Case Detail

[Reopen Case](#) [Clone Closed Case](#)

PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name	[REDACTED]	Case Owner	[REDACTED]
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	4/30/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	4/20/2018 11:40 AM
Social Media Involvement		Date/Time Closed	4/30/2018 2:10 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Westlake	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	OOW Request - OCS		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	28,144	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	JN1AZ0CPXB[REDACTED]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	68
Model Line	LEAF	Beyond PT Warranty Miles1	0
Model Code	17211	Beyond PT Warranty Months1	44

Dealer Detail

Case Servicing Dealer	JIM FALK MOTORS OF MAUI	Data Net	☐
Case Servicing Dealer Region	Nissan Northwest Region	Datanet Dealer Date	
Responsible District	05	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	X

Bluetooth

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

Related Items

Approved Check Requests \$0.00

Goodwill Offered

VCAN

Goodwill Processed 0

Vehicle Service Contract

VSC Reprint Request Email

Contact Name [REDACTED]

Sales & Service Campaign Specific Information

Hot Alert Date

Home Phone [REDACTED]

LS Response Time

Work Phone [REDACTED]

Mobile Phone

Email

Alternate Email

Verbatims

Alert Trigger Verbatim

Survey Verbatim

Dealer Action History

NNA Notes

Customer Conversation Notes

DTS Inspection

DTS Inspection Date

DTS Inspection Date Confirmed?

DTS Request Type

Notes for DTS (Vehicle Concerns)

Inspection Time/Notes

Appointment Time:

Notes to Agent:

System Information

Subject

CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: [REDACTED]

Root Cause

Created By Jason Crowe 4/20/2018 11:40 AM

Root Cause Code SCIN

Last Modified By NNAETL 12/11/2018 10:02 PM

Root Cause Code (2)

Case Record Type CA Closed Case

Document ID [REDACTED]

Days Closed 592

Action Code NT3B

What action was taken? 3B Declined - Out of Warranty

Agent Comments

Agent Comments

Agent Next Step

Reopen Case

Clone Closed Case

Case History

[Case History Help](#)

Date	User	Action
4/30/2018 2:10 PM	Jason Crowe	Changed Status from Open to Closed. Closed.
4/27/2018 1:17 PM	Jason Crowe	Changed Follow Up Date from 4/27/2018 to 4/30/2018.
4/26/2018 1:27 PM	Jason Crowe	Changed Follow Up Date from 4/30/2018 to 4/27/2018.
4/25/2018 1:06 PM	Jason Crowe	Changed Follow Up Date from 4/25/2018 to 4/30/2018.

[Show more »](#) | [Go to list »](#)

Case Comments

New

[Case Comments Help](#)

Public Comment

Created By: [Jason Crowe](#) (4/30/2018 2:08 PM)
LAS placed call to C
LAS informed C NNA not in position to assist
C understood and said thank you for calling
Call ended mutually



SUMMARY
C called in stating OCS needs repaired C would like assistance
LAS adv can look into OOW assistance
LAS follow up with DLR and FOM
FOM-TM denied to due C purchasing veh OOW
LAS informed C
Case closed



Created By: [Jason Crowe](#) (4/27/2018 1:16 PM)
LAS placed call to C
LAS left VM
LAS adv update on case
LAS left contact #

Created By: [Tsutomu Miyazaki](#) (4/26/2018 1:00 PM)
FOM Goodwill Request feedback from SF1
Action: Denied
Approval Options:

Approver Detail: FOM Denied the GW request. The customer purchased the vehicle used when the vehicle has already been 3 years outside of warranty for this repair. Tom Miyazaki
Last Action By: Tsutomu Miyazaki
Date of Last Action: 2018-04-26 14:00:42
CA Agent Name/Phone extension: Jason Crowe / [REDACTED]
CA Case number: [REDACTED]

✓ Created By: Jason Crowe (4/26/2018 10:39 AM)
LAS noting DLR states \$128 for labor

Created By: Jason Crowe (4/25/2018 1:06 PM)
LAS placed call to C
LAS adv calling with case update
✓ LAS adv received info from dlr will have answer soon
LAS adv will follow up in 3 biz days
C understood
Call ended mutually

Created By: Jason Crowe (4/25/2018 10:40 AM)
LAS received response from SM at DLR:

1.) Has the c come in for any major services? NO

2.) Does the c have any other veh on file? NO

3.) What repair does the customer need? OCCUPANT SENSOR

4.) What is the cause of failure? OCS UNIT WITH OPEN CIRCUIT
NOT DETECTING PASSENGER IN SEAT

5.) Is the failure due to C misuse? No

6.) What is Warranty pricing of parts & labor?

✓ 87300-3NABA \$2559.67

Parts:

Labor:

7.) Does the SM have any recommendations? NO

8.) Is the SM willing to participate (if yes please explain what the SM will offer)? NO

9.) Is there is any related history? NO

10.) What is the mileage of the veh? 28,144

11.) What is customer pay with the dlr? \$3995.00

12.) Is the veh at the dlr? NO

✓ Created By: Jason Crowe (4/23/2018 1:36 PM)
LAS sent gw questions to SM

✓ Created By: Jason Crowe (4/23/2018 1:22 PM)
LAS unable to data net

Created By: Jason Crowe (4/20/2018 11:44 AM)
LAS received call from C
LAS verified C info
C calling in because C has OCS repair concern and is OOW
C states repair costs \$4000
C wants NNA to assist
C states C called in about battery concern last year and was denied assistance
C still feels C should have been helped on this too
✓ LAS apologized to C and adv why C was denied on case # [REDACTED]
LAS adv for C current concern can look into OOW assistance
LAS reminded C that C is OOW by 4 years so no gaurantees
C upset as issue is a safety concern
LAS adv will still look into assistance
C understood
LAS adv will follow up in 3 biz days
LAS provided case # [REDACTED]
Call ended mutually

Emails

[Send an Email](#)

[Emails Help](#)

No Emails Available

Attachments

[Attachments Help](#)

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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 C
CC [REDACTED]		NISSAN PRODUCT INQUIRIES	LEAF	GENERAL INQUIRY	QA	4/30/2018	ZR	AZ	307000	OF
CC [REDACTED]		RESTRAINT SYSTEM	AIRBAG CONTROL UNIT	OOW GOODWILL ASSISTANCE REQUEST	14	4/30/2018	Y1	BK	233500	OA

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Derek Latta

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Case Detail

[Reopen Case](#) [Clone Closed Case](#)

PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name	[REDACTED]	Case Owner	[REDACTED]
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	6/22/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	5/23/2018 5:50 PM
Social Media Involvement		Date/Time Closed	6/22/2018 11:24 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Westlake	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	7		
Description	OOW assistance		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	53,709	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	JN1AZ0CP4B [REDACTED]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	17,709
Make	NISSAN	Beyond Basic Warranty Months1	63
Model Line	LEAF	Beyond PT Warranty Miles1	0
Model Code	17111	Beyond PT Warranty Months1	39

Dealer Detail

Case Servicing Dealer	FENTON NIS LEE'S SUMMIT	Data Net	☐
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
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

Home Phone [REDACTED]

LS Response Time

Work Phone

Mobile Phone

Email

Alternate Email

Verbatims

Alert Trigger Verbatim

Survey Verbatim

Dealer Action History

NNA Notes

Customer Conversation Notes

DTS Inspection

DTS Inspection Date

DTS Inspection Date Confirmed?

DTS Request Type

Notes for DTS (Vehicle Concerns)

Inspection Time/Notes

Appointment Time:

Notes to Agent:

System Information

Subject CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: [REDACTED]

Root Cause

Created By Iain Hadden, 5/23/2018 5:50 PM

Root Cause Code SCFA

Last Modified By NNAETL, 12/10/2018 9:40 PM

Root Cause Code (2)

Case Record Type CA Closed Case

Document ID [REDACTED]

Days Closed 539

Action Code NT3B

What action was taken? 3B Declined - Out of Warranty

Agent Comments

Agent Comments

Agent Next Step

Reopen Case

Clone Closed Case

Case History

[Case History Help](#)

Date	User	Action
6/22/2018 11:24 AM	<u>Ashley Star</u>	Changed Status from Open to Closed. Closed.
6/22/2018 11:24 AM	<u>Ashley Star</u>	Changed Reopen Date from 6/15/2018 1:28 PM to 6/22/2018 11:24 AM. Changed Status from Closed to Open.
6/21/2018 10:41 AM	<u>Ashley Star</u>	Changed Status from Open to Closed.

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Case Comments

New

[Case Comments Help](#)

Public Comment

✓ Created By: Ashley Star (6/21/2018 10:40 AM)
Case Summary
+++++

LAS received call from c asking about OOW assistance for the OCS.
LAS informed that we would need an invoice for the parts and labor.
C understood.
C asked about the TCU asking to transmit data.
LAS informed that if the unit has been deactivated, then it shouldn't ask.
LAS directed c to a different dir.
C understood.
C asked about replacing the li-ion battery.
LAS informed of the new price.
C was upset that it had gone up.
C called back because the dir stated that the unit was deactivated despite the TCU info showing.
C stated that he was going to forgo the OCS replacement due to cost.
C stated that he was going to wait on the li-ion battery until the price drops back down.
LAS informed that the unit needs to be unplugged to be deactivated.
LAS called dir to inform.
Dir appreciated the info.
LAS informed c that the dir will correct the issue.
LAS closing case pending c call back

C called back requesting the OOW assistance.
 LAS requested RO.
 LAS spoke with the dir
 Dir stated that they didn't know what the parts needed were.
 LAS provided RO from previous dir.
 LAS submitted OOW request.
 OOW denied.
 LAS informed c.
 C was upset but accepted the answer.
 LAS closing case.

Created By: Ashley Star (6/21/2018 10:37 AM) | Last Modified By: Ashley Star (6/21/2018 10:37 AM)

LAS made outbound call to c
 LAS informed that the call may be recorded.

C understood.
 LAS informed

C is perplexed that the same part that failed for the 2013 is failing on the 2011

- ✓ C is also confused as to why the TSB for the 2013 campaign is for a 4 hour long appointment and the part was just the bottom of the seat, whereas with his, it is a shorter appointment and costs more.

C is upset about it and said that he will not be paying for the replacement, as he can't afford it.

C stated that he doesn't know how that effect NNA and his liability, but he will have to see from here.

LAS apologized.

C stated that he isn't upset with LAS, but just concerned about the future.

LAS and c ended call mutually

Created By: Ashley Star (6/21/2018 9:57 AM)

- ✓ LAS made outbound call to c.

LAS unable to reach.

LAS left VM.

Created By: James Dietz (6/21/2018 8:33 AM)

FOM Goodwill Request feedback from SF1

Action: Denied

Approval Options:

Approver Detail: FOM denies assistance

Not original owner, little service history

Last Action By: James Dietz

Date of Last Action: 2018-06-21 08:33:21

CA Agent Name/Phone extension: Ashley Star /

CA Case number:

- ✓ Created By: Ashley Star (6/20/2018 6:32 PM)

LAS adding SM answers for OOW questions:

2 total visits RO April 25th, 2018 52,817 miles (-0- Customer Pay) RO 189477 May 8, 2018 53,112 miles (-0- CP cost) for air bag light. Copies attached

1.) Has the c come in for any major services?

NO

2.) Does the c have any other veh on file?

No

3.) What repair does the customer need?

Unknown

4.) What is the cause of failure?

Unknown

5.) Is the failure due to C misuse?

Unable to answer

6.) What is Warranty pricing of parts & labor? \$2,401.20

Parts and Part Numbers: 87300-3NA8A \$2,240.00

Labor: \$161.20

7.) Does the SM have any recommendations?

We need information and the vehicle to diagnose before having recommendations

8.) Is the SM willing to participate (if yes please explain what the SM will offer)?

No

9.) Is there is any related history?
N/A

10.) What is the mileage of the veh?
Last visit 53,112 on May 8th

11.) What is customer pay with the dir?
ZERO

12.) Is the veh at the dir?
NO

Created By: **Ashley Star** (6/20/2018 2:27 PM)

LAS made outbound call to dir [REDACTED] in response to VM.
LAS requested to speak with SM.
LAS spoke with him about the RO.
✓ SM sent email asking if NNA would cover the cost.
LAS informed that we need the info from him to finish the request.
SM understood.
SM stated that he would call State Line Nissan to get the part info they provided then he would email LAS.
LAS and SM ended call mutually

Created By: **Ashley Star** (6/20/2018 2:01 PM)

LAS made outbound call to c.
LAS informed that the call may be recorded.
C understood.
LAS informed that we are working with the dir to get the assistance.
LAS informed that the dir didn't have the information about what was needed for the part.
C stated that they were the first ones to quote the \$2,000+ bill.
LAS informed that we received docs from State Line Nissan with the price.
C stated that he wanted to make sure that that was there per LAS instruction.
✓ LAS informed that we reach out more to the dir to get info.
C understood.
C stated that the TCU has been disconnected, as he took out his glovebox and disconnected the power cable.
C stated that he wanted to suggest that the TSB be modified so that it had pics and more direct instructions.
C stated that the TCU originally gave an error that the antenna was disconnected.
C stated that LAS was correct in that when the TCU was disconnected from the power, it showed stars.
LAS informed that we will doc the concern, but have no authority to change the TSB.
C understood.
LAS informed that we will reach out 6/25
C understood.
LAS and c ended call mutually

Created By: **Ashley Star** (6/20/2018 1:39 PM)

LAS made outbound call to dir [REDACTED]
✓ LAS requested to speak with SM Tim.
LAS spoke Jack
LAS was informed that SM was not available.
LAS left message for SM to call.

Created By: **Ashley Star** (6/19/2018 12:46 PM)

LAS made outbound call to dir [REDACTED]
LAS requested to speak with service
✓ LAS spoke with Jeff the Service Assistant Manager and requested RO to be faxed or emailed.
LAS confirmed the RO number: [REDACTED]
Jeff stated that he would print and fax it ASAP.
LAS and Jeff ended call mutually.

Created By: **Ashley Star** (6/18/2018 3:59 PM)

LAS made outbound call to dir [REDACTED]
LAS requested to speak with an SA in charge of the last RO.
✓ LAS spoke with Bobby, who stated that the SA for the veh wasn't available.
LAS asked for an email to send the OOW assistance questions and to get the part number and info.
LAS received email for Tim, the SM.
LAS sending email.
LAS and Bobby ended call mutually

✓ Created By: **Bryan Buganski** (6/15/2018 2:12 PM)

LAS noting case that C prefers to use Fenton Nissan

Created By: **Bryan Buganski** (6/15/2018 1:40 PM) | Last Modified By: **Bryan Buganski** (6/15/2018 2:12 PM)

C stated that because of the cost of the OCS, c was going to replace the seat himself. 2700 parts only + labor
✓ C stated that C can not do this repair with junk yard parts
✓ C stated that C disconnected the TCU himself
LAS advised C that LAS-AS will contact DLR in search of OOW FA for the OCS sensor but there is no guarantees and C understood
LAS offered C further assistance and C declined ending call
LAS setting task to call DLR and moving follow up to 6/20/18

✓ Created By: **Ashley Star** (5/31/2018 10:25 AM)

LAS closing case pending c call back

✓ Created By: **Ashley Star** (5/30/2018 12:50 PM)

LAS received call from c.
C stated that the TCU phone number is still ****
C stated that he is still seeing the TCU ID and the SIM ID.
LAS confirmed with research that the message and the TCU ID and SIM ID would not be available if the unit has no power and disconnected.
C offered to give the phone to Ben at the dir, as c was still at the dir.
LAS stated that we can speak with the dir.
LAS spoke with Ben about the situation.
Ben stated that he informed the tech Charles last night about what needed to be done to unplug the unit.
Charles stated that he would unplug it.
LAS informed that the unit can be removed from the veh to prevent that.
Dir stated that they would have that done.
C stated that he didn't need further assistance.
LAS and dir ended call mutually

LAS closing case pending c call bac

Created By: **Ashley Star** (5/29/2018 5:35 PM)

Case Summary

LAS received call from c asking about OOW assistance for the OCS.

LAS informed that we would need an invoice for the parts and labor.

C understood.

C asked about the TCU asking to transmit data.

LAS informed that if the unit has been deactivated, then it shouldn't ask.

LAS directed c to a different dlr.

✓ C understood.

C asked about replacing the li-ion battery.

LAS informed of the new price.

C was upset that it had gone up.

C called back because the dlr stated that the unit was deactivated despite the TCU info showing.

C stated that he was going to forgo the OCS replacement due to cost.

C stated that he was going to wait on the li-ion battery until the price drops back down.

LAS informed that the unit needs to be unplugged to be deactivated.

LAS called dlr to inform.

Dlr appreciated the info.

LAS informed c that the dlr will correct the issue.

LAS closing case pending c call back

Created By: **Ashley Star** (5/29/2018 5:06 PM)

LAS received call from c

C provided case number

C stated that he went to other dlrs to ask about the OCS

C stated that because of the cost of the OCS, c was going to replace the seat himself.

C stated that he had gone to State Line Nissan to discuss the TCU

Dlr informed c that the unit was disconnected because it wasn't connected to the network.

LAS informed that because the 2G network is not there, it wouldn't connect to the network.

C asked for the Service bulletin for the TCU deactivation

LAS informed that because it is proprietary Nissan information, LAS is unable to provide it to c.

C understood.

LAS offered to reach out to the dlr.

C asked to be placed on hold so that LAS can call dlr, as dlr is requesting the veh to be picked up

LAS made outbound call to dlr

LAS spoke with Aubrey and requested to speak with the service department.

LAS was transferred but it hung up.

LAS called dlr back and informed Aubrey what happened.

✓ Aubrey offered to place on hold to transfer

LAS was transferred to Ben in Service

LAS informed dlr that a deactivated unit requires for it to be unplugged.

Dlr stated that he didn't know that there was a way to unplug it.

LAS informed that the TCU and SIM are not supposed to show on a deactivated unit.

Dlr understood.

LAS and dlr ended call mutually

LAS informed c about dlr conversation

C stated that he would wait to pick up the veh until the dlr calls.

C stated that he is going to also hold off on the battery replacement as it is too high a price.

C stated that he is waiting till the price drops.

LAS informed that we can't control that but to keep an eye on it.

C understood.

C asked why the OCS was so much, and if it was that high in other veh.

LAS informed that we don't know why it costs so much, but it is important to the safety and air bag systems.

C understood.

LAS offered further assistance.

C declined.

LAS and c ended call mutually

Created By: **Ashley Star** (5/29/2018 4:41 PM)

LAS unable to datanet:

✓ Share Case with Dealer

WARNING

Warning

Service Manager does not have an active email address to send to. Please deselect that user/those users and either select different user(s) or click "Share with Dealer" with no users selected.

Sales Manager does not have an active email address to send to. Please deselect that user/those users and either select different user(s) or click "Share with Dealer" with no users selected.

Parts Manager does not have an active email address to send to. Please deselect that user/those users and either select different user(s) or click "Share with Dealer" with no users selected.

✓ Created By: **Ashley Star** (5/23/2018 6:35 PM)

LAS received call from c

LAS verified c phone, email, address and VIN

C asked about the price to replace the OCS.

C stated that it went out and the dlr quoted a price of \$2,000

LAS informed that we would not be able to provide the MSRP of the OCS, as we do not work with the parts

LAS informed c that he doesn't have the OCS campaign.

C understood.

LAS offered to look into OOW assistance.

C declined, stating that he would shop around and call back if need be.

LAS found the email and name for the SM: Tim Jones

C stated that he also wanted to know about the TCU deactivation.

C stated that he was still receiving transmission request messages and wanted them to go off.

LAS informed that with the deactivation, they were supposed to stop.

C confirmed that the car icon has a red slash through it in the UNIT ID screen.

C stated that the TCU ID has 2012-00 to start it and can see the SIM ID.

LAS informed that the information provided to us was that those were supposed to not be seen when the unit was deactivated.

LAS referred c to State Line Nissan for 2nd opinion, to confirm the deactivation.

C asked about the refurbished battery program in Japan, as his veh is at 8 bars and knows that it is outside of the capacity warranty.

LAS informed that due to EPA restrictions and other regulations, the US is unable to provide them.

LAS referred c to nissannews.com

C asked about the cost of the replacement.

LAS informed that it is \$7,500+tax/labor with a \$1,000 core charge.

LAS also informed of signature direct and to speak with FM at dlr to finance battery.

C stated that he had read that the MSRP of the battery replacement was \$5,500+tax/labor.

LAS informed that the price went up in the last few months.

C was upset over the raise in cost.

LAS informed c of the benefits.

C is disappointed of the price going up without the warning.

C stated that he bought the veh with the understanding of the previous price.

C stated that he will posting in the forums for other future LEAF owners to see.

C states that people will be expecting that the price

C states that the 24kwh and the 30kwh have the same dimensions, but why doesn't NNA allow for it to be in, even with the understanding of software engineering.

LAS informed that there were wiring changes to accommodate.

C stated that he wanted to make it known that this would be a good benefit to allow.
LAS informed that the case will be documented.
C was appreciative.
LAS sent email for POO, which includes case number.
LAS provided ext.
LAS and c ended call mutually.
LAS closing case pending c call back.

Created By: [Iain Hadden](#) (5/23/2018 5:52 PM)

CASE SUMMARY

C is seeking assistance with repairs needed to C's Nissan leaf VEH
CRR-IH provided C with leaf phone# not NMAC phone# -typo
CRR-IH closing case as no further assistance may be provided

Created By: [Iain Hadden](#) (5/23/2018 5:51 PM)

CRR-IH <OPENED or VERIFIED> Account Info including: C's name, home address, & best contact#
CRR-IH CHECKED for previous UNRELATED Case(s) and found: 0
CRR-IH CHECKED previous RELATED Case(s) and found: 0
CRR-IH NOTED concern is: seeking assistance with repairs needed to C's Nissan leaf VEH

C called in asking for assistance with repairs needed in C's Nissan leaf VEH

CRR-IH advised C that C will need to speak with Nissan leaf department for this inquiry
CRR-IH provided C with NMAC phone#
CRR-IH transferred C to Nissan leaf for further assistance
call ended

Emails

[Send an Email](#)[Emails Help](#)

Action	Status	Subject	Email Address	Message Date
Reply To All Del Read		Re: Proof of Ownership Document Request [ref: 00DA09i8L...5000G1WXqOg:ref] <i>Ashley, I wanted to let you know that the tou IDs never reset so I removed m...</i>	[REDACTED]	5/31/2018 7:51 AM
Reply To All Del Read		Re: Proof of Ownership Document Request [ref: 00DA09i8L...5000G1WXqOg:ref] <i>Ashley, it was good to talk to you today. Thank you very much for your help...</i>	[REDACTED]	5/23/2018 6:42 PM
Reply To All Del Sent		Proof of Ownership Document Request [ref: 00DA09i8L...5000G1WXqOg:ref] 5/23/2018 Case # [REDACTED] # JN1AZ0CP4B [REDACTED] Dear [REDACTED], Congratu...	[REDACTED]	5/23/2018 5:58 PM

Attachments

[View All](#)[Attachments Help](#)

Action	File Name	Size	Last Modified	Created By
View	RO[REDACTED].pdf	40KB	6/19/2018 12:57 PM	Ashley Star

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 C
	CC [REDACTED]	NISSAN PRODUCT INQUIRIES	LEAF	GENERAL WARRANTY COVERAGE INQUIRY	QA	5/23/2018	VJ	AZ	307000	OF

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Case Detail

Reopen CaseClone Closed Case

Number of open vehicle campaigns = 2

PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name		Case Owner	
Contact Email		Type	CA
Home Phone		Case Origin	Phone
Letter Sent Date		Executive Referral	
Letter Received Date		Exec-Received-Date	
Follow Up Date	8/14/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	7/19/2018 3:25 PM
Social Media Involvement		Date/Time Closed	8/14/2018 4:48 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	1		
Description	ARBS noting C is seeking assistance with a \$3,000 air bag repair. ARBS offered 20% assistance for the repair. C declined.		

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN1AZ0CP8B1	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	65
Model Line	LEAF	Beyond PT Warranty Miles1	0
Model Code	17311	Beyond PT Warranty Months1	41

Dealer Detail

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

Bluetooth

Phone Carrier		Bluetooth Ticket Status	
Phone Manufacturer		Phone Model	

Reported From Issue Categories	Phone Operating System
-----------------------------------	------------------------

Related Items

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

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: JN1AZ0CP88	PHONE:	VIN:	Root Cause
Created By	Travis Wilson	7/19/2018 3:25 PM		Root Cause Code
Last Modified By	NNAETL	12/9/2018 12:07 AM		Root Cause Code (2)
Case Record Type	CA Closed Case			Document ID
Days Closed	486			
Action Code	NL3B			
What action was taken?	3B Declined – Out of Warranty			

Agent Comments

Agent Comments
Agent Next Step

[Reopen Case](#) [Clone Closed Case](#)

Case History

Case History Help

Date	User	Action
8/14/2018 4:48 PM	Diamond Milan	Changed Status from Open to Closed. Closed.
8/14/2018 4:48 PM	Diamond Milan	Changed Description.
8/10/2018 3:38 PM	Diamond Milan	Changed Follow Up Date from 8/10/2018 to 8/14/2018.
8/8/2018 4:36 PM	Diamond Milan	Changed Follow Up Date from 8/8/2018 to 8/10/2018.

[Show more »](#) | [Go to list »](#)

Case Comments

New

Case Comments Help

Public Comment

Created By: [Diamond Milan](#) (8/14/2018 4:48 PM)
service airbag

Created By: [Diamond Milan](#) (8/14/2018 4:47 PM)
ARBS is closing case as no further assistance can be offered at this time.
ARBS noting C is seeking assistance with a \$3,000 air bag repair.
ARBS offered 20% assistance for the repair.
C declined.

ARBS-DM reviewing case and notes the following service visits:

02/13/13 @ 12865 Miles, RO: - Days Down: 1 @ DLR- 5380
CONCERN:
1. Recall P1274 VCM/TCU repro NTB12-015
ACTION:
1. Performed software updates per recall

04/21/14 @ 18709 Miles, RO: - Days Down: 2 @ DLR- 5380
CONCERN:
1. Recall P3227 HV battery and charger repro NTB13-061

2. batteries, both I-keys

ACTION:

1. Performed updates per recall and test drove veh
2. Repl'd both fob batteries

08/18/15 @ 25370 Miles, RO: [REDACTED] - Days Down: 9 @ DLR- 5380

CONCERN:

1. CS when driving, front of veh noisy – growling rubbing metal noise
2. CS rear of veh seems more bouncy than before when going over bumps/dips

ACTION:

1. Found front right hub bearing noisy, binding/deformed. Repl'd hub bearing with all related parts and test drove
2. Found both rear shocks noisy – leaking/deformed seals. Repl'd both rear shocks and test drove.

07/08/16 @ 29064 Miles, RO: [REDACTED] - Days Down: 2 @ DLR- 5380

CONCERN:

1. Please check Leaf main battery, conditions, operations efficiency
2. CS rear brakes area noisy – growling rubbing metal grinding noise
3. CS front engine area noisy when accel – taking off from stop and over bumps – thump sound

ACTION:

1. Completed, passed all inspections and tests
2. Found rear hub bearing noisy, deformed/binding. Repl'd one side rear hub bearing with all related parts, test drove
3. Found rear motor mount deformed, separating. Repl'd motor mount with all related parts, test drove

05/01/18 @ 36729 Miles, RO: [REDACTED] - Days Down: 2 @ DLR- 5424

CONCERN:

1. CS SRS warning light on, flashing in dash
2. CS battery check
3. Battery service

ACTION:

1. Found pass airbag OCS sensor no good, open circuit inside seat cushion. Skip for now
2. Leaf main battery showing 7bar at full charge, capacity dropping – weak soon, skip for now
3. Found Leaf start up battery no good, 11.92V weak, 242CCA weak, rated at 410CCA. Repl'd with new, tested new battery and test drove veh

Created By: Diamond Milan (8/14/2018 4:46 PM)

ARBS placed a call to C at [REDACTED]

ARBS explained to C that ARBS had a chance to review Cs case.
ARBS understand that C is seeking assistance on the repair for the vehicle.

C stated the air bag is not working and it is a safety feature.

C stated C the repair is 3,000.

C stated C feels like it should be covered since it is a safety feature.

ARBS explained that NNA has warranties on the vehicle to cover different concerns and repairs.

ARBS explained that C is outside of all of the warranties related the component.

ARBS explained to C that C is responsible for repairs.

C stated C had a seat belt concern a while back that was covered.

ARBS explained that the seat belt warranty expires in 2021.

ARBS advised C that ARBS can assist with 20% of the repair.

C declined.

C stated C wouldn't spend that much on this vehicle.

C thanked ARBS for information.

Call ended mutually.

Created By: Diamond Milan (8/14/2018 4:36 PM)

ARBS noting ARBS placed a call to C at [REDACTED]

No answer, left vmax with contact information and case number

Created By: Diamond Milan (8/10/2018 3:37 PM)

ARBS noting ARBS placed a call to C.

ARBS noting C answered but did not hear ARBS.

C ended call.

ARBS called C back twice but got a busy signal.

Created By: Diamond Milan (8/8/2018 4:29 PM)

ARBS noting ARBS placed a call to C at [REDACTED]

No answer, left vmax with contact information and case number

Created By: Diamond Milan (8/8/2018 4:28 PM)

ARBS noting ARBS received vmax from C.

Created By: Leslie Griffin (8/7/2018 11:31 AM)

NIS [REDACTED] DRTS-LG rec'd Case Closed from BBB on 08/07/18, dated same. This is due to not receiving C's signed Customer Claim Form.

Created By: Diamond Milan (8/6/2018 2:46 PM)

ARBS noting ARBS placed a call to C at [REDACTED]

No answer, left vmax with contact information and case number.

Created By: Diamond Milan (8/1/2018 3:26 PM)

ARBS noting ARBS placed a call to C at [REDACTED]

No answer, left vmax with contact information and case number.

Created By: Diamond Milan (8/1/2018 3:23 PM)

ARBS noting the following timestamp on BBB website:

1

Okuda_Ronald_MRF_Response.pdf

MFR-19-Dmilan

PDF

16:22:26

08/01/18

Created By: Diamond Milan (8/1/2018 3:17 PM)

ARBS-DM reviewing case and notes the following service visits:

02/13/13 @ 12865 Miles, RO: [REDACTED] - Days Down: 1 @ DLR- 5380

CONCERN:

1. Recall P1274 VCM/TCU repro NTB12-015

ACTION:

1. Performed software updates per recall

04/21/14 @ 18709 Miles, RO: [REDACTED] - Days Down: 2 @ DLR- 5380

CONCERN:

1. Recall P3227 HV battery and charger repro NTB13-061

2. batteries, both I-keys

ACTION:

1. Performed updates per recall and test drove veh
2. Repl'd both fob batteries

08/18/15 @ 25370 Miles, RO: [REDACTED] - Days Down: 9 @ DLR- 5380

CONCERN:

1. CS when driving, front of veh noisy – growling rubbing metal noise
2. CS rear of veh seems more bouncy than before when going over bumps/dips

ACTION:

1. Found front right hub bearing noisy, binding/deformed. Repl'd hub bearing with all related parts and test drove
2. Found both rear shocks noisy – leaking/deformed seals. Repl'd both rear shocks and test drove

07/08/16 @ 29064 Miles, RO: [REDACTED] - Days Down: 2 @ DLR- 5380

CONCERN:

1. Please check Leaf main battery, conditions, operations efficiency
2. CS rear brakes area noisy – growling rubbing metal grinding noise
3. CS front engine area noisy when accel – taking off from stop and over bumps – thump sound

ACTION:

1. Completed, passed all inspections and tests
2. Found rear hub bearing noisy, deformed/binding. Repl'd one side rear hub bearing with all related parts, test drove
3. Found rear motor mount deformed, separating. Repl'd motor mount with all related parts, test drove

05/01/18 @ 36729 Miles, RO: [REDACTED] - Days Down: 2 @ DLR- 5424

CONCERN:

1. CS SRS warning light on, flashing in dash
2. CS battery check
3. Battery service

ACTION:

1. Found pass airbag OCS sensor no good, open circuit inside seat cushion. Skip for now
2. Leaf main battery showing 7bar at full charge, capacity dropping – weak soon, skip for now
3. Found Leaf start up battery no good, 11.92V weak, 242CCA weak, rated at 410CCA. Repl'd with new, tested new battery and test drove veh

Created By: Megan Lupp (7/31/2018 11:46 AM)

DRTS-ML completed RHR at this time and attached to the case for ARBS to review.

Created By: Megan Lupp (7/30/2018 1:28 PM)

DRTS-ML rec'd and attached RO's from both dlrs

Created By: Megan Lupp (7/30/2018 8:48 AM)

DRTS-ML requested RO's from both dlrs this morning via email:

Chris at dlr # [REDACTED] to [REDACTED]

Ronnie at dlr # [REDACTED] to [REDACTED]

Created By: Leslie Griffin (7/27/2018 1:29 PM)

NIS [REDACTED] DRTS-LG rec'd MRF from BBB on 07/27/18, dated same. C seeks NNA to cover the cost for repairs due to air bag light is coming on.

Created By: Travis Wilson (7/27/2018 11:32 AM) | Last Modified By: Travis Wilson (7/27/2018 11:32 AM)

*****CASE SUMMARY*****

c called inquiring about air bag service repair for 2011 leaf VEH air bag

c stated to replace sensor to passenger side airbag

las verified c name, phone, mailing address, email, VIN#jn1az0cp8bt [REDACTED]

Las informed c that LAS will contact dLR and call c back within 3 business days

las DATA NET DLR

las sending POO request

c called following up with POO

las verified c name, phone, email, mailing address

c needing advise in attaching email of POO

las advised see to take picture and attach pic to email

LAS made an outbounding call to DLR ALHAMBRA NISSAN in regards to c case

las spoke with Alyssa

DLR Alyssa transferred LAS call disconnected

LAS made an outbounding call to DLR ALHAMBRA NISSAN in regards to c case 2nd time

✓ LAS spoke with Jessie took LAS contact information to call LAS back with VEH status

DLR John called left VM in regards to c VEH

DLR requesting a call back from LAS

LAS made an outbounding call to DLR and spoke with service tech JOHN

DLR John informed LAS C LEAF VEH is full charge at 7 bars

DLR John informed LAS JOHN informed C that VEH battery capacity warrenty had expired since 2016

C called LAS back in regards to case#

LAS SN transferred call to las TW and provided Case# [REDACTED]

LAS informed C spoke with service tech JOHN DLR John informed LAS C LEAF VEH is full charge at 7 bars and informed LAS JOHN informed C that VEH battery capacity warrenty had expired

C inquired about replace sensor to passenger side airbag cost being covered

LAS informed c DLR John confirmed cost of repair

C thinks repair should be covered due to safety issue

LAS informed C las is going off of what DLR JOHN told LAS in regards to VEH

LAS advised C to take VEH to another dealership to get a 2nd opinion if C is not satisfied with DLR John repair cost

C informed LAS C will look to take VEH to another DLR

las asked c if there was anything else LAS could assist c with

C was satisfied

Created By: Travis Wilson (7/27/2018 11:30 AM) | Last Modified By: Travis Wilson (7/27/2018 11:31 AM)

C called LAS back in regards to case#

LAS SN transferred call to las TW and provided Case# [REDACTED]

LAS informed C spoke with service tech JOHN DLR John informed LAS C LEAF VEH is full charge at 7 bars and informed LAS JOHN informed C that VEH battery capacity warrenty had expired

C inquired about replace sensor to passenger side airbag cost being covered

✓ LAS informed c DLR John confirmed cost of repair

C thinks repair should be covered due to safety issue

LAS informed C las is going off of what DLR JOHN told LAS in regards to VEH

LAS advised C to take VEH to another dealership to get a 2nd opinion if C is not satisfied with DLR John repair cost

C informed LAS C will look to take VEH to another DLR

las asked c if there was anything else LAS could assist c with

C was satisfied

Created By: Travis Wilson (7/27/2018 11:04 AM) | Last Modified By: Travis Wilson (7/27/2018 11:04 AM)

LAS made an out bounding call to c

LAS left a VM in regards to case and left call back number [REDACTED] ext. [REDACTED]

Created By: Travis Wilson (7/26/2018 1:42 PM) | Last Modified By: Travis Wilson (7/26/2018 1:42 PM)

✓ LAS made an outbounding call to DLR and spoke with service tech JOHN

DLR John informed LAS C LEAF VEH is full charge at 7 bars

DLR John informed LAS JOHN informed C that VEH battery capacity warrenty had expired since 2016

Created By: Travis Wilson (7/25/2018 11:02 AM) | Last Modified By: Travis Wilson (7/25/2018 11:02 AM)

✓ DLR John called left VM in regards to c VEH

DLR requesting a call back from LAS

Created By: Ashley Star (7/24/2018 11:19 AM)

✓ LAS made outbound call to c [REDACTED]

LAS unable to reach

LAS left VM

✓ Created By: Travis Wilson (7/23/2018 12:54 PM) | Last Modified By: Travis Wilson (7/23/2018 12:55 PM)

LAS made an outbounding call to DLR ALHAMBRA NISSAN in regards to c case

las spoke with Alyssa

DLR Alyssa transferred LAS call disconnected

LAS made an outbound call to DLR ALHAMBRA NISSAN in regards to c case 2nd time
LAS spoke with Jessie took LAS contact information to call LAS back with VEH status

- ✓ Created By: [Travis Wilson](#) (7/20/2018 12:58 PM) | Last Modified By: [Travis Wilson](#) (7/20/2018 12:59 PM)
LAS confirmed c POO

Created By: [Travis Wilson](#) (7/20/2018 12:49 PM) | Last Modified By: [Travis Wilson](#) (7/20/2018 12:49 PM)

- ✓ c called following up with POO
las verified c name, phone, email, mailing address
c needing advise in attaching email of POO
las advised see to take picture and attach pic to email
c was satisfied

- ✓ Created By: [Travis Wilson](#) (7/20/2018 7:22 AM) | Last Modified By: [Travis Wilson](#) (7/20/2018 7:22 AM)
las DATA NET DLR
las sending POO request

Created By: [Travis Wilson](#) (7/19/2018 3:29 PM) | Last Modified By: [Travis Wilson](#) (7/19/2018 3:29 PM)
c called inquiring about air bag service repair for 2011 leaf VEH air bag

- ✓ c stated to replace sensor to passenger side airbag
las verified c name, phone, mailing address, email, VIN
Las informed c that LAS will contact dLR and call c back within 3 business days
las gave c case#
c was satisfied

Emails

[Send an Email](#)[Emails Help](#)

Action	Status	Subject	Email Address	Message Date
Reply To All Del	Sent	Re: Nissan LEAF Owner Services [ref: 00DA09i8L_5000G1ZAKMjref] Thank you for your proof of ownership. Your account has been updated...		7/20/2018 1:02 PM
Reply To All Del	Replied	Re: Nissan LEAF Owner Services [ref: 00DA09i8L_5000G1ZAKMjref] see attached. Original Message From: ev...		7/20/2018 12:56 PM
Reply To All Del	Read	Re: Nissan LEAF Owner Services [ref: 00DA09i8L_5000G1ZAKMjref] My wife and I have owned this vehicle brand new. Our registration sho...		7/20/2018 12:42 PM
Reply To All Del	Sent	Nissan LEAF Owner Services [ref: 00DA09i8L_5000G1ZAKMjref] Dear Thank you for contacting Nissan LEAF Owner Services. We apprecia...		7/20/2018 7:23 AM

Attachments

[View All](#)[Attachments Help](#)

Action	File Name	Size	Last Modified	Created By
View	CA-Case Closed-NIS.pdf	80KB	8/7/2018 11:31 AM	Leslie Griffin
View	MRF_Response.pdf	66KB	8/6/2018 2:42 PM	Diamond Milan
View	RHR.docx	24KB	7/31/2018 11:45 AM	Megan Lupp
View	RO's Dlr.pdf	3.6MB	7/30/2018 1:22 PM	Megan Lupp
View	RO's Dlr.pdf	674KB	7/30/2018 1:02 PM	Megan Lupp

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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 C
CC		NISSAN PRODUCT INQUIRIES	LEAF	GENERAL INQUIRY	QA	7/27/2018	ZR	AZ	307000	OF

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Case Detail

Reopen CaseClone Closed Case

Number of open vehicle campaigns = 1

PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name	[REDACTED]	Case Owner	[REDACTED]
Contact Email	[REDACTED]	Type	CA
Home Phone	[REDACTED]	Case Origin	Phone
Letter Sent Date		Executive Referral	☐
Letter Received Date		Exec-Received-Date	
Follow Up Date	9/5/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	9/4/2018 3:03 PM
Social Media Involvement		Date/Time Closed	9/4/2018 3:21 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Other / Remote	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Air bag sensor		

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN1AZ0CP3B[REDACTED]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	57
Model Line	LEAF	Beyond PT Warranty Miles1	0
Model Code	17211	Beyond PT Warranty Months1	33

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

Home Phone [REDACTED]

LS Response Time

Work Phone

Mobile Phone

Email

Alternate Email

Verbatims

Alert Trigger Verbatim

Survey Verbatim

Dealer Action History

NNA Notes

Customer Conversation Notes

DTS Inspection

DTS Inspection Date

DTS Inspection Date Confirmed?

DTS Request Type

Notes for DTS (Vehicle Concerns)

Inspection Time/Notes

Appointment Time:

Notes to Agent:

System Information

Subject CUSTOMER: [REDACTED] PHONE: [REDACTED]
VIN: JN1AZ0CP3BT [REDACTED]

Root Cause

Created By Alexandria Washington 9/4/2018 3:03 PM

Root Cause Code SCIN

Last Modified By NNAETL 12/7/2018 9:32 PM

Root Cause Code (2)

Case Record Type CA Closed Case

Document ID [REDACTED]

Days Closed 465

Action Code NT8H

What action was taken? 8H Referred Customer to Dealer/Retailer

Agent Comments

Agent Comments

Agent Next Step

Reopen Case

Clone Closed Case

Case History

[Case History Help](#)

Date	User	Action
9/4/2018 3:21 PM	Alexandria Washington	Changed Status from Open to Closed. Closed.
9/4/2018 3:19 PM	Alexandria Washington	Changed Subject from CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: JN1AZ0CP3BT [REDACTED] to CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: [REDACTED]
9/4/2018 3:08 PM	Alexandria Washington	Changed VIN to JN1AZ0CP3BT [REDACTED] Changed Subject from CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: [REDACTED] to CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: [REDACTED]

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Case Comments

New

[Case Comments Help](#)

Public	Comment
✓	Created By: Alexandria Washington (9/4/2018 3:18 PM) LAS-AW received inbound call from C LAS verified Cs name, phone #, VIN, email, and address C called in regarding passenger air bag sensor C stated C would like to know if the veh had an open campaign LAS advised C there are no open campaigns associated with the veh and Cs veh is not affected by that particular campaign C stated the passenger air bag sensor was malfunctioning LAS recommended taking the veh to the dealership as the dealership would be able to assist C best with figuring out exactly what the issue is with the sensor LAS advised C LAS created a case and documented Cs concern LAS advised this concern will be documented and our cases are regularly monitored and audited, so anyone above me will see this information C understood LAS provided case and contact information LAS offered further assistance

Call ended mutually.
Best Contact #: [REDACTED]

Emails[Send an Email](#)[Emails Help](#)

No Emails Available

Attachments[Attachments Help](#)

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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 C
CC	[REDACTED]	NISSAN PRODUCT INQUIRIES	LEAF	PROVIDED RECALL INFORMATION	QA	9/4/2018	VG	AZ	307000	OF

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Case Detail

Reopen CaseClone Closed Case

Number of open vehicle campaigns = 2
PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name	[REDACTED]	Case Owner	[REDACTED]
Contact Email	[REDACTED]	Type	CA
Home Phone	[REDACTED]	Case Origin	Phone
Letter Sent Date		Executive Referral	☐
Letter Received Date		Exec-Received-Date	
Follow Up Date	10/10/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	10/3/2018 1:06 PM
Social Media Involvement		Date/Time Closed	10/10/2018 12:17 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Westlake	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	OCS sensor failure OOW		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	29,300	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN1AZ0CP6BT [REDACTED]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	66
Model Line	LEAF	Beyond PT Warranty Miles1	0
Model Code	17311	Beyond PT Warranty Months1	42

Dealer Detail

Case Servicing Dealer	KIRKLAND NISSAN	Data Net	☐
Case Servicing Dealer Region	Nissan Northwest Region	Datanet Dealer Date	
Responsible District	01	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	Please review

Bluetooth

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

Related Items

Approved Check Requests \$0.00

Goodwill Offered

VCAN

Goodwill Processed 0

Vehicle Service Contract

VSC Reprint Request Email

Contact Name [REDACTED]

Sales & Service Campaign Specific Information

Hot Alert Date

Home Phone [REDACTED]

LS Response Time

Work Phone

Mobile Phone

Email

Alternate Email

Verbatims

Alert Trigger Verbatim

Survey Verbatim

Dealer Action History

NNA Notes

Customer Conversation Notes

DTS Inspection

DTS Inspection Date

DTS Inspection Date Confirmed?

DTS Request Type

Notes for DTS (Vehicle Concerns)

Inspection Time/Notes

Appointment Time:

Notes to Agent:

System Information

Subject CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: [REDACTED]

Root Cause

Created By Bryan Buganski, 10/3/2018 1:06 PM

Root Cause Code SCIN

Last Modified By NNAETL, 12/7/2018 9:46 PM

Root Cause Code (2)

Case Record Type CA Closed Case

Document ID [REDACTED]

Days Closed 429

Action Code NT8E

What action was taken? 8E Provided Warranty Information

Agent Comments

Agent Comments

Agent Next Step

Reopen Case

Clone Closed Case

Case History

[Case History Help](#)

Date	User	Action
10/10/2018 12:17 PM	Bryan Buganski	Changed Status from Open to Closed. Closed.
10/3/2018 2:25 PM	Bryan Buganski	Changed Follow Up Date from 10/4/2018 to 10/10/2018.
10/3/2018 1:07 PM	Bryan Buganski	Changed Description.
10/3/2018 1:06 PM	Bryan Buganski	Changed Follow Up Date from 10/3/2018 to 10/4/2018.

[Show more »](#) | [Go to list »](#)

Case Comments

New

[Case Comments Help](#)

Public Comment

Created By: [Bryan Buganski](#) (10/10/2018 12:17 PM)
LAS placed a call to C on [REDACTED] and provided the OBS
LAS advised C that LAS was not able to provide OOW FA for the OCS sensor failure
C stated that C is not happy and will look into another brand
LAS apologized that this did not turn out the way C wanted
LAS offered C further assistance and C declined ending call mutually
✓ LAS closing case pending call back from C

SUMMARY:
C called in asking for OOW FA for the OCS sensor and passenger seat replacement
LAS found the FOM to deny coverage
LAS provided the denial to C

Created By: [David Walker](#) (10/5/2018 9:47 AM) | Last Modified By: [Bryan Buganski](#) (10/5/2018 9:49 AM)
FOM Goodwill Request feedback from SF1

Action: Denied

Approval Options:

✓ Approver Detail: not a good candidate for goodwill, customer over 4 years out of warranty and has stated he will be going to another manufacturer for his next vehicle.

Last Action By: David Walker

Date of Last Action: 2018-10-05 09:47:40

CA Agent Name/Phone extension: Bryan Buganski /

CA Case number: [REDACTED]

✓

Created By: [Bryan Buganski](#) (10/5/2018 9:17 AM)
LAS received GW questions back from SM-BF
LAS sent GW request to the region

- ✓ Created By: [Bryan Buganski](#) (10/4/2018 4:45 PM)
LAS noting case
LAS sent an email to DLR SM asking for the GW questions to be answered and returned

- Created By: [Bryan Buganski](#) (10/4/2018 11:43 AM)
LAS placed a call to DLR and spoke to SA-Sharen
✓ LAS asked for an email address so that LAS can send the GW questions to SM and SA agreed and provided;
LAS thanked SA and call ended

- Created By: [Bryan Buganski](#) (10/3/2018 2:47 PM)
C called in and C stated that C started getting the Airbag warning Light and then took the LEAF to C's DLR where the DLR found C to have an B10 OCS sensor and passenger seat bottom replacement \$4679.00 plus labor
LAS apologized for this concern and LAS VERIFIED Mailing address, contact number, email, and VIN
C stated frustration for the seat bottom replacement
Then C stated that the DLR advised C further assistance for diagnosis may be needed
C stated that there may be up to 8 separated systems affected by this OCS warning
C stated that C is not very satisfied with this diagnosis for this repair as the DLR did not seem to be very sure about working on the LEAF
✓ LAS apologized for C's frustration for the lack of confidence with this DLRs knowledge of the LEAF
C asked for another DLR for second opinion for this Concern
LAS advised if C is not confident with KIRKLAND NISSAN then C has the option to go to CAMPBELL NISSAN OF EDMONDS as C has a service history there
LAS advised C that KIRKLAND has a factory trained Tech that works with TL to come to a resolution/diagnosis for C's concern
C stated frustration and disappointment
LAS asked C what C would like to do next as LAS can assist with any direction that C would like to go in
C stated that C would like LAS to assist in seeking possible OOW Assistance and LAS understood
LAS provided C with case and contact info
C asked for a follow up in one week and LAS provided 10/10/18 and C agreed and call ended mutually
LAS setting task to contact DLR

Emails

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No Emails Available

Attachments

[Attachments Help](#)

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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 C
	CC-[REDACTED]	NISSAN PRODUCT INQUIRIES	LEAF	GENERAL WARRANTY COVERAGE INQUIRY	QA	10/3/2018	VJ	AZ	307000	OF

Forms

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HomeAccountsIdeasDealer LocatorLiterature RequestsConsoleCasesHomeReportsDashboardsArticles

Case [REDACTED]

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Case History [5+] | Case Comments [18] | Emails [2] | Attachments [5+] | Case Categorizations [1] | Forms [0] | DTS Field Inspections [0]

Case Detail

Reopen CaseClone Closed Case

Number of open vehicle campaigns = 2

PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name	[REDACTED]	Case Owner	[REDACTED]
Contact Email	[REDACTED]	Type	CA
Home Phone	[REDACTED]	Case Origin	Phone
Letter Sent Date		Executive Referral	☐
Letter Received Date		Exec-Received-Date	
Follow Up Date	11/14/2018	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	11/6/2018 3:51 PM
Social Media Involvement		Date/Time Closed	11/21/2018 11:45 AM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	1		
Description	OSC sensor		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	0	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	93,000	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	JN1AZ0CP2BT [REDACTED]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	57,000
Make	NISSAN	Beyond Basic Warranty Months1	61
Model Line	LEAF	Beyond PT Warranty Miles1	33,000
Model Code	17211	Beyond PT Warranty Months1	37

Dealer Detail

Case Servicing Dealer	GATES NISSAN	Data Net	☐
Case Servicing Dealer Region	Midwest Region	Datanet Dealer Date	
Responsible District	11	Dealer Instructions	
Shared With		Requested Dealer Action	

Bluetooth

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

Related Items

Approved Check Requests \$0.00

Goodwill Offered

VCAN

Goodwill Processed 0

Vehicle Service Contract

VSC Reprint Request Email

Contact Name [REDACTED]

Sales & Service Campaign Specific Information

Hot Alert Date

Home Phone [REDACTED]

LS Response Time

Work Phone

Mobile Phone

Email

Alternate Email

Verbatims

Alert Trigger Verbatim

Survey Verbatim

Dealer Action History

NNA Notes

Customer Conversation Notes

DTS Inspection

DTS Inspection Date

DTS Inspection Date Confirmed?

DTS Request Type

Notes for DTS (Vehicle Concerns)

Inspection Time/Notes

Appointment Time:

Notes to Agent:

System Information

Subject CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: [REDACTED]

Root Cause

Created By Bryan Buganski, 11/6/2018 3:51 PM

Root Cause Code SCFA

Last Modified By NNAETL, 12/8/2018 10:47 PM

Root Cause Code (2)

Case Record Type CA Closed Case

Document ID [REDACTED]

Days Closed 387

Action Code NT8G

What action was taken? 8G Provided Other Information

Agent Comments

Agent Comments

Agent Next Step

Reopen Case

Clone Closed Case

Case History

[Case History Help](#)

Date	User	Action
11/21/2018 11:45 AM	Mandie Goodman	Changed Status from Open to Closed. Closed.
11/20/2018 10:26 AM	Leslie Griffin	Changed Case Owner from Bryan Buganski to Mandie Goodman.
11/20/2018 10:26 AM	Leslie Griffin	Changed Reopen Date to 11/20/2018 10:26 AM. Changed Status from Closed to Open.

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Case Comments

New

[Case Comments Help](#)

Public	Comment
	Created By: Leslie Griffin (12/4/2018 11:01 AM) *** [Added after the case is closed.] *** NIS [REDACTED] DRTS-LG rec'd Case Closed from BBB on 12/04/18, dated same. This is due to C's vehicle exceeds the age requirement for filing.
	Created By: Leslie Griffin (12/4/2018 11:00 AM) *** [Added after the case is closed.] *** NIS [REDACTED] DRTS-LG rec'd Add'l Docs from BBB on 12/04/18, dated 12/03/18.
	Created By: Leslie Griffin (12/4/2018 10:58 AM) *** [Added after the case is closed.] *** NIS [REDACTED] DRTS-LG rec'd Customer Claim Form from BBB on 12/04/18, dated 12/03/18.
	Created By: Leslie Griffin (12/4/2018 10:56 AM) *** [Added after the case is closed.] *** NIS [REDACTED] DRTS-LG rec'd Reminder for CCF from BBB on 12/04/18, dated 12/03/18.
✓	Created By: Mandie Goodman (11/21/2018 11:45 AM) ARBS-MG closing case at this time. ***CASE SUMMARY*** NNA received CCF from BBB regarding concerns with C's OCS. ***CASE DECISION*** ARBS-MG notes CA offered 50% for repair.

ARBS-MG advised that NNA would not be in a position to offer additional assistance for repair.
ARBS-MG advised C would need to contact DLR and CA if C would like to accept offer.

Created By: Mandie Goodman (11/21/2018 11:44 AM)
ARBS-MG made outbound call to C @ [REDACTED]

ARBS-MG advised received Cs CCF.
ARBS-MG verified understanding of concerns with OCS.
ARBS-MG verified understanding of 50% offer with RCAS.
ARBS-MG advised that NNA would not be in a position to offer additional assistance for repair.
ARBS-MG advised C would need to contact DLR and CA if C would like to accept offer.

C stated very high price.

ARBS-MG advised NNA can not provide additional assistance for repair.

C thanked ARBS-MG.

Call ended mutually.

Created By: Mandie Goodman (11/20/2018 10:44 AM)
ARBS-MG notes customer is ineligible for BBB autoline case handling.

Created By: Lestlie Griffin (11/20/2018 10:27 AM)
NIS [REDACTED] DRTS-LG rec'd CCF from BBB on 11/20/18, dated same. C seeks replacement vehicle due to occupant airbag sensor malfunction.

Created By: Bryan Buganski (11/14/2018 10:39 AM)
LAS placed a call to C on [REDACTED] and provided the OBS.
LAS provided the Good news to C and advised C to go to DLR for final price.
LAS offered C further assistance and C asked for more assistance then the 50%
LAS advised C to speak to the SM as the SM would set the Final price for C.
C then asked if the DLR tech would set the AB to go off if someone is in the seat or not.
LAS advised C to ask a DLR.
C asked for LAS to authorize the DLR to do this for C.
LAS advised C that the DLR certification is on the LINE and LAS would not ask the DLR to do this.
LAS offered C further assistance and C declined and call ended mutually.
LAS closing case.

SUMMARY:
C called in for OOW FA for the OCS replacement.
LAS found the FOM to offer 50%
C asked for more and how long this offer is good for.
LAS advised 30 days and if the DLR wants to give longer then C would speak to SM at the DLR and C understood.

Created By: Bryan Buganski (11/13/2018 10:20 AM)
LAS placed a call to C on [REDACTED] and left a VMX asking for a call back. LAS left case and contact info.
LAS moving the FOLLOW up to 11/14/18.

Created By: Matt Restivo (11/12/2018 1:04 PM) | Last Modified By: Bryan Buganski (11/12/2018 1:16 PM)
FOM Goodwill Request feedback from SF1
Action: Partially Approved
Approval Options: 50/50%
Approver Detail: FOM approves goodwill split for customer satisfaction. FOM offers 50/50 split of repairs at warranty rates.
Last Action By: Matt Restivo
Date of Last Action: 2018-11-12 13:04:28
CA Agent Name/Phone extension: Bryan Buganski /
CA Case number: [REDACTED]

Created By: Bryan Buganski (11/12/2018 12:53 PM)
LAS received the GW question answers for SM-KS.

LAS submitted the regional GW request.

Created By: Bryan Buganski (11/12/2018 12:11 PM)
C called back in and asked if there is any updates at this time.
LAS advised C that LAS will reach out again to DLR and then LAS can go in search for any possible OOW FA and C agreed.
LAS apologized for the delay and advised C of the Follow up on 11/13/18.
LAS offered C further assistance and call ended.

Created By: Bryan Buganski (11/12/2018 10:33 AM)
LAS sent another email to SM asking for the GW questions to be answered and returned to LAS.
LAS placed a call to C on [REDACTED] and reached VMX leaving a call back request along with case and contact info.
LAS moving follow up to 11/13/18.

Created By: Bryan Buganski (11/12/2018 11:00 AM)
LAS placed a call to C on [REDACTED] and reached VMX asking for a call back along with case and contact info.
LAS moving follow up to 11/12/18.

Created By: Bryan Buganski (11/8/2018 2:36 PM)
LAS sent GW questions to SM-KS and CCD FOM.

Created By: Bryan Buganski (11/8/2018 2:26 PM)
LAS placed a call to DLR and spoke to SA-Tosha.
LAS asked for an update on C's OCS repair.
LAS asked for Email address for SM to send OOW GW questions to.
SA provided [REDACTED]
LAS thanked SA and call ended.

Created By: Bryan Buganski (11/6/2018 4:58 PM)
C called in stating that C's OCS went bad and the DLR provided C a OOW price to repair the and advised C to call NNA.
LAS VERIFIED Mailing address, contact number, email, and VIN.
LAS advised C that LAS would send C an Email for OV and C agreed.
LAS advised C that LAS would seek all avenues of any OOW FA for this LEAF and follow up with C on 11/9/18 and C understood and call ended mutually.
LAS received the OV and attached to case and C's name.
LAS set tasks to call DLR.

Emails

[Send an Email](#)

[Emails Help](#)

Action	Status	Subject	Email Address	Message Date
Reply To All Del	Read	RE: Proof of Ownership Document Request [ref: 00DA0918L_5000G1eNkwC:ref1] Bryan, Thanks for your help. I've attached the original registration from w...	[REDACTED]	11/6/2018 4:00 PM
Reply To All Del	Sent	Proof of Ownership Document Request [ref: 00DA0918L_5000G1eNkwC:ref1] 11/6/2018 Case # [REDACTED] VIN # JN1AZ2CP2B7 [REDACTED] Dear [REDACTED] Cong...	[REDACTED]	11/6/2018 3:55 PM

Attachments

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Action	File Name	Size	Last Modified	Created By
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View	[REDACTED] (KY)-Case Closed-NIS [REDACTED].pdf	47KB	12/4/2018 11:02 AM	Leslie Griffin
View	[REDACTED] (KY)-Add'l Docs-NIS [REDACTED].pdf	13KB	12/4/2018 10:59 AM	Leslie Griffin
View	[REDACTED] Reg.pdf	1.12MB	12/4/2018 10:59 AM	Leslie Griffin
View	[REDACTED] (KY)-Customer Claim Form-NIS [REDACTED].pdf	285KB	12/4/2018 10:58 AM	Leslie Griffin
View	[REDACTED] (KY)-Reminder for CCE-NIS [REDACTED].pdf	316KB	12/4/2018 10:57 AM	Leslie Griffin

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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 C
CC-	[REDACTED]	NISSAN PRODUCT INQUIRIES	LEAF	PROVIDED RECALL INFORMATION	QA	11/6/2018	VG	AZ	307000	OF

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All Tabs

HomeAccountsIdeasDealer LocatorLiterature RequestsConsoleCasesHomeReportsDashboardsArticles

Case

Case

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Case History (5) | Case Comments (0) | Emails (1) | Attachments (0) | Case Categorizations (1) | Forms (0) | DTS Field Inspections (0)

Case Detail

Reopen CaseClone Closed Case

Number of open vehicle campaigns = 1

PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name	[REDACTED]	Case Owner	[REDACTED]
Contact Email	[REDACTED]	Type	CA
Home Phone	[REDACTED]	Case Origin	Phone
Letter Sent Date		Executive Referral	☐
Letter Received Date		Exec-Received-Date	
Follow Up Date	12/14/2018	Status	Closed
Supporting Documents		Date/Time Opened	12/11/2018 1:09 PM
CA Multiple Repairs		Date/Time Closed	12/13/2018 9:52 AM
Social Media Involvement		Multiple Repairs	No
Martiz Customer Id		Executive Summary	
Case Owner Location	Other / Remote	Executive Actions To Resolve	
Texting Status			
Case Reopen Count	0		
Description	VEH repair inquiry		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	2	Previous Repair Date	
Vehicle Purchased	New	Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	52,472	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	JN1AZ0CP4CTU [REDACTED]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	16,472
Make	Nissan	Beyond Basic Warranty Months1	60
Model Line	LEAF	Beyond PT Warranty Miles1	0
Model Code	17212	Beyond PT Warranty Months1	36

Dealer Detail

Case Servicing Dealer	LOKEY NISSAN	Data Net	✓
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	12/11/2018
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

Sales & Service Campaign Specific Information

Hot Alert Date

Home Phone

LS Response Time

Work Phone

Mobile Phone

Email

Alternate Email

Verbatims

Alert Trigger Verbatim

Survey Verbatim

Dealer Action History

NNA Notes

Customer Conversation Notes

DTS Inspection

DTS Inspection Date

DTS Inspection Date Confirmed?

DTS Request Type

Notes for DTS (Vehicle Concerns)

Inspection Time/Notes

Appointment Time:

Notes to Agent:

System Information

Subject CUSTOMER [REDACTED] PHONE: [REDACTED] VIN: [REDACTED]

Root Cause

Created By Travis Wilson, 12/11/2018 1:09 PM

Root Cause Code SCIN

Last Modified By NNAETL, 12/27/2018 9:05 PM

Root Cause Code (2)

Case Record Type CA Closed Case

Document ID

Days Closed 365

Action Code NT8H

What action was taken? 8H Referred Customer to Dealer/Retailer

Agent Comments

Agent Comments

Agent Next Step

Reopen Case

Clone Closed Case

Case History

[Case History Help](#)

Date	User	Action
12/13/2018 9:52 AM	Travis Wilson	Changed Status from Open to Closed. Closed.
12/11/2018 1:19 PM	Travis Wilson	Changed Follow Up Date from 12/12/2018 to 12/14/2018.
12/11/2018 1:10 PM	Travis Wilson	Changed Data Net from false to true.
12/11/2018 1:10 PM	Travis Wilson	Changed Case Servicing Dealer to LOKEY NISSAN.

[Show more »](#) | [Go to list »](#)

Case Comments

New

[Case Comments Help](#)

Public Comment

Created By: [Melissa Reisiu](#) (12/13/2018 5:54 PM)

*** [Added after the case is closed.] ***

Call #:

Call Type: Inbound

Assigned To:

Notes: null

✓ Created By: [Travis Wilson](#) (12/13/2018 9:51 AM) | Last Modified By: [Travis Wilson](#) (12/13/2018 9:51 AM)

*****CASE SUMMARY*****

C called in regards to VEH repair

LAS verified C name, phone, email, mailing address, VIN#JN1AZ0CP4CT [REDACTED]

LAS DATA NET Lokey Nissan

C stated VEH need sensor repair for passenger side air bag and repair cost is \$3,000

C stated DLR Chuck has done diagnosis and determined VEH occupant failure in passenger seat

C inquiring about OOW goodwill assistance for repair

LAS informed C of OOW goodwill assistance and process

LAS informed C that IAS will reach out to DLR to gather information and follow up with C within 3 business days

LAS gave C case# and LAS contact information

LAS submitted OOW Goodwill request

FOM Goodwill Request feedback from SF1

Action: Partially Approved

Approval Options: other

LAS made an out bound call to C in regards to case
LAS informed C about OB script
LAS informed C of OOW Goodwill decision 70/30
LAS advised C to contact DLR and setup appointment for repair
LAS informed C SA Chuck was informed of the OOW goodwill as well
LAS asked C if there was anything else LAS could assist with
C was satisfied

Created By: [Travis Wilson](#) (12/13/2018 9:50 AM) | Last Modified By: [Travis Wilson](#) (12/13/2018 9:50 AM)

LAS made an out bound call to C in regards to case
LAS informed C about OB script
LAS informed C of OOW Goodwill decision 70/30
LAS advised C to contact DLR and setup appointment for repair
LAS informed C SA Chuck was informed of the OOW goodwill as well
LAS asked C if there was anything else LAS could assist with
C was satisfied

Created By: [Travis Wilson](#) (12/12/2018 1:10 PM) | Last Modified By: [Travis Wilson](#) (12/12/2018 1:10 PM)
LAS sent DLR Chuck email with OOW goodwill decision

Created By: [Anya Ruby](#) (12/12/2018 9:39 AM)
FOM Goodwill Request feedback from SF1
Action: Partially Approved
Approval Options: other
Approver Detail: According to goodwill grid
Last Action By: Anya Ruby
Date of Last Action: 2018-12-12 10:39:44
CA Agent Name/Phone extension: Travis Wilson /
CA Case number: [REDACTED]

Created By: [Travis Wilson](#) (12/12/2018 7:55 AM) | Last Modified By: [Travis Wilson](#) (12/12/2018 9:42 AM)
LAS submitted OOW Goodwill request

Created By: [Travis Wilson](#) (12/12/2018 7:03 AM) | Last Modified By: [Travis Wilson](#) (12/12/2018 7:06 AM)
LAS received OOW Goodwill questions from DLR:

Please answer the following questions for [REDACTED] JN1AZ0CP4CT [REDACTED] LEAF vehicle. He's seeking OOW Goodwill assistance reimbursement for repair on LEAF vehicle.

- 1.) Has the c come in for any major services? NO MAJOR SERVICES. They do need a set of tires.....\$770.78
- 2.) Does the c have any other veh on file? NO OTHER VEHICLES ON FILE AT LOKEY NISSAN.
- 3.) What repair does the customer need? COOLANT PUMP MOTOR AND AIR BAG PASS. SEAT SENSOR.
- 4.) What is the cause of failure? INTERNAL FAILURE TO THE PUMP AND SEAT SENSOR.
- 5.) Is the failure due to C misuse? NO CUSTOMER MISUSE.
- 6.) What is Warranty pricing of parts & labor? COOLANT PUMP AND PASS SEAT SENSOR

Parts PASS. SEAT SENSOR \$3,356.86 COOLANT MOTOR \$765.41
Labor: PASS. SEAT SENSOR \$150.00 COOLANT MOTOR \$104.00

7.) Does the SM have any recommendations? Since vehicle out of warranty, tech should not get less labor time. Parts pricing doesn't change. Labor less to tech gets paid less.

8.) Is the SM willing to participate (if yes please explain what the SM will offer)? no

9.) Is there is any related history? 3 EV failure codes last FEB. 2018

10.) What is the mileage of the veh? 52,472

11.) What is customer pay with the dlr? \$3,636.86 FOR PASS. SEAT AIR BAG SENSOR. \$1,066.50 FOR COOLANT MOTOR all plus taxes. Total \$4,703.36 p/tax on a 6 year old 52,472 mile vehicle. AIR BAGS PRESENTLY WILL NOT DEPLOY and COOLANT MOTOR WILL HAVE AFFECT IO BATTERY USAGE....hard to sell when they need tires \$5,483.36 p/tax in repairs....this is not a luxury vehicle. But luxury prices. Customer concern car useless unless repair completed. Wouldn't you agree.

12.) Is the veh at the dlr? 11/27/2018-11/29/2018 at his house now.

13.) part number(s)? 87300-3NA3A and 21581-3NADA

Created By: [Travis Wilson](#) (12/11/2018 1:24 PM) | Last Modified By: [Travis Wilson](#) (12/11/2018 1:24 PM)
LAS sent OOW Goodwill assistance questions email to SA Chuck schnietker 'cschnietker@lokey.com' in regards to C VEH repair

Created By: [Travis Wilson](#) (12/11/2018 1:17 PM) | Last Modified By: [Travis Wilson](#) (12/11/2018 1:17 PM)
C called in regards to VEH repair
LAS verified C name, phone, email, mailing address, VIN# JN1AZ0CP4CT [REDACTED]
LAS DATA NET Lokey Nissan

C stated VEH need sensor repair for passenger side air bag and repair cost is \$3,000
C stated DLR Chuck has done diagnosis and determined VEH occupant failure in passenger seat
C inquiring about OOW goodwill assistance for repair
LAS informed C of OOW goodwill assistance and process
LAS informed C that IAS will reach out to DLR to gather information and follow up with C within 3 business days
LAS gave C case# and LAS contact information
LAS asked if there was anything else LAS could assist with
C was satisfied

Emails

[Send an Email](#)[Emails Help](#)

Action	Status	Subject	Email Address	Message Date
Reply To All Del Sent		Nissan LEAF Owner Services [ref: 00DA09j8L_500211fq6IL_ref] Dear [REDACTED] Thank you for contacting Nissan LEAF Customer Support. We appre...	[REDACTED]	12/11/2018 1:19 PM

Attachments

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No records to display

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 C
	CC-[REDACTED]	NISSAN PRODUCT INQUIRIES	LEAF	GENERAL INQUIRY	QA	12/13/2018	ZR	AZ	307000	OF

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Case
[REDACTED]

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Case Detail

[Reopen Case](#)[Clone Closed Case](#)

PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name	[REDACTED]	Case Owner	[REDACTED]
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	1/28/2019	Status	Closed
Supporting Documents	☐		
CA Multiple Repairs	☐	Date/Time Opened	1/25/2019 3 24 PM
Social Media Involvement	☐	Date/Time Closed	1/25/2019 5 09 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Other / Remote	Executive Summary	☐
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Campaign information		

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN1AZ0CP6BT [REDACTED]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	0
Make	NISSAN		59

		Beyond Basic Warranty Months1	
Model Line	LEAF	Beyond PT Warranty Miles1	0
Model Code	17211	Beyond PT Warranty Months1	35

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		Home Phone	[REDACTED]
LS Response Time		Work Phone	
		Mobile Phone	
		Email	
		Alternate Email	

Verbatims

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

DTS Inspection

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

System Information

Subject	CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: JN1AZ0CP6B1 [REDACTED]	Root Cause	
Created By	Alexandria Washington, 1/25/2019 3:24 PM	Root Cause Code	SCIN
Last Modified By	NNAETL 2/8/2019 9:07 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[REDACTED]
Days Closed	322		
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
 Loading...	
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 Loading...	
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 Loading...	
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Case Detail

[Reopen Case](#) [Clone Closed Case](#)

Number of open vehicle campaigns = 2

PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name		Case Owner	
Contact Email		Type	CA
Home Phone		Case Origin	Phone
Letter Sent Date		Executive Referral	☐
Letter Received Date		Exec-Received-Date	
Follow Up Date	2/12/2019	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	1/30/2019 12:02 PM
Social Media Involvement		Date/Time Closed	2/11/2019 12:54 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Other / Remote	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	1		
Description	C called because OCS is failing		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	53,000	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	JN1AZ0CP0BT	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	17,000
Make	Nissan	Beyond Basic Warranty Months1	66
Model Line	LEAF	Beyond PT Warranty Miles1	0
Model Code	17311	Beyond PT Warranty Months1	42

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

Home Phone [REDACTED]

LS Response Time

Work Phone

Mobile Phone

Email

Alternate Email

Verbatims

Alert Trigger Verbatim

Survey Verbatim

Dealer Action History

NNA Notes

Customer Conversation Notes

DTS Inspection

DTS Inspection Date

DTS Inspection Date Confirmed?

DTS Request Type

Notes for DTS (Vehicle Concerns)

Inspection Time/Notes

Appointment Time:

Notes to Agent:

System Information

Subject

CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: [REDACTED]

Root Cause

Created By James Klann, 1/30/2019 12:02 PM

Root Cause Code SCIN

Last Modified By NNAETL, 2/25/2019 9:07 PM

Root Cause Code (2)

Case Record Type CA Closed Case

Document ID [REDACTED]

Days Closed 305

Action Code NT8H

What action was taken? 8H Referred Customer to Dealer/Retailer

Agent Comments

Agent Comments

Agent Next Step

Reopen Case

Clone Closed Case

Case History

[Case History Help](#)

Date	User	Action
2/11/2019 12:54 PM	James Klann	Changed Status from Open to Closed. Closed.
2/8/2019 12:10 PM	James Klann	Changed Follow Up Date from 2/8/2019 to 2/12/2019.
2/5/2019 10:46 AM	William Criswell	Changed Follow Up Date from 2/5/2019 to 2/8/2019.
2/1/2019 2:38 PM	James Klann	Changed VIN to JN1AZ0CP0BT [REDACTED]

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Case Comments

New

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Public Comment

Created By: James Klann (2/11/2019 12:53 PM) | Last Modified By: James Klann (2/11/2019 12:53 PM)

LAS made an out bounding call to c

✓ LAS gave C OBS

LAS gave contact information and advised C that there would be no GW as she is too far OOW.

LAS asked if there was anything else the C needed help with.

C was satisfied.

Created By: James Klann (2/8/2019 4:21 PM) | Last Modified By: James Klann (2/11/2019 12:53 PM)

Threet, Curtis

✓ Fri 2/8/2019 3:00 PM

To:

James (EXTERNAL);

Ok. Goodwill denied as veh is well out of warranty.

Thanks!

✓ Created By: James Klann (2/6/2019 2:50 PM) | Last Modified By: James Klann (2/11/2019 12:53 PM)

FOM is Curtis Threet

✓ Created By: James Klann (2/6/2019 2:39 PM) | Last Modified By: James Klann (2/11/2019 12:53 PM)

LAS sent GW email to FOM

✓ Created By: James Klann (2/6/2019 1:35 PM) | Last Modified By: James Klann (2/11/2019 12:53 PM)

LAS called DLR to get FOM contact information

Curtis Threet

Created By: [William Criswell](#) (2/5/2019 10:45 AM) | Last Modified By: [James Klann](#) (2/6/2019 10:35 AM)

✓ sr las wc assisting
ar las made outbound call to [REDACTED] and left vmx containing contact information advising still under review and will follow up on 2/8

Created By: [James Klann](#) (2/1/2019 2:03 PM) | Last Modified By: [James Klann](#) (2/1/2019 2:03 PM)

LAS spoke to service attendant at DLR(Scott) [REDACTED]

1.) Has the c come in for any major services? Y
Warranty repair repair on ev battery

2.) Does the c have any other veh on file? n

3.) What repair does the customer need? replacing seat cushion first

4.) What is the cause of failure? INTERNAL / EXCESSIVE internal

5.) Is the failure due to C misuse? n

6.) What is Warranty pricing of parts & labor?

Parts: \$ 2120.41
Labor: \$ 400

7.) Does the SM have any recommendations? n

8.) Is the SM willing to participate (if yes please explain what the SM will offer)? 10%

9.) Is there is any related history? n

10.) What is the mileage of the veh? 81528

11.) What is customer pay with the dir? \$

12.) Is the veh at the dir? no

Created By: [James Klann](#) (1/31/2019 2:50 PM) | Last Modified By: [James Klann](#) (2/1/2019 2:03 PM)

C called to tell me est for repair. About 3000 total

✓ LAS advised C that LAS will reach out to DLR

LAS asked if there was anything else the C needed help with.
C was satisfied.

Created By: [James Klann](#) (1/30/2019 12:31 PM) | Last Modified By: [James Klann](#) (2/1/2019 2:03 PM)

✓ Called C and told her to have the veh diagnosed at the DLR
Closing case pending C DOCS

Created By: [James Klann](#) (1/30/2019 12:17 PM) | Last Modified By: [James Klann](#) (2/1/2019 2:03 PM)

C would like to take veh to

✓ NISSAN OF MISSION HILLS
[REDACTED]
MISSION HILLS, California [REDACTED]

Created By: [James Klann](#) (1/30/2019 12:11 PM) | Last Modified By: [James Klann](#) (1/30/2019 12:11 PM)

C called because her veh has been diagnosed with a bad OCS sensor in the passenger seat
LAS verified name, address, phone, email, VIN
No data net

C stated that she saw online where there has been a recall on the OCS on 2012-15.

✓ C wants to know if she can get the OVCS fixed on her 2011 and if it can be covered under this recall
LAS advised C I would be more than happy to look into what options are available for this situation. What I would do is reach out to you in 3 business days to let you know what I find out. In the meantime, I will research what is available for this and I will reach out to the dealership to collect more information about the parts needed for the repair as well as the costs for parts and labor. I do want let you know, I CANNOT guarantee an outcome with this. Any out of warranty assistance is reviewed on a case by case basis, so I would not be able to say that I have seen a pattern, because I have seen the spectrum of results.
C stated she would like to take veh to Nissan of Mission Hills
LAS asked if there was anything else the C needed help with.
C was satisfied

Emails

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Action	Status	Subject	Email Address	Message Date
Reply To All Del	Read	Re: Your inquiry to Nissan [ref: 00DA098L_50021ivELi:ref] Hi James. I just dropped my car off at Nissan. Here is the person who too...	[REDACTED]	1/31/2019 10:09 AM
Reply To All Del	Sent	Your inquiry to Nissan [ref: 00DA098L_50021ivELi:ref] 1/30/2019 Case # [REDACTED] VIN # [REDACTED] Dear [REDACTED] Thank you...	[REDACTED]	1/30/2019 12:05 PM

Attachments

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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 C
CC	[REDACTED]	Safety / Security	Air Bags	Advanced Air Bag System (AABS) Occupant Classification Sensor (OCS)	14	1/30/2019	JA	CF	[REDACTED]	OA

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Case [REDACTED]

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Case Detail

[Reopen Case](#) [Clone Closed Case](#)

PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name	[REDACTED]	Case Owner	[REDACTED]
Contact Email	[REDACTED]	Type	CA
Home Phone	[REDACTED]	Case Origin	Phone
Letter Sent Date		Executive Referral	☐
Letter Received Date		Exec-Received-Date	
Follow Up Date	3/25/2019	Status	Closed
Supporting Documents		Date/Time Opened	2/26/2019 12:19 PM
CA Multiple Repairs		Date/Time Closed	3/22/2019 5:58 PM
Social Media Involvement		Multiple Repairs	No
Martiz Customer Id		Executive Summary	
Case Owner Location	Westlake	Executive Actions To Resolve	
Texting Status			
Case Reopen Count	0		
Description	OOW		

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	39,807	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN1AZ0CP7CT [REDACTED]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	3,807
Make	NISSAN	Beyond Basic Warranty Months1	59
Model Line	LEAF	Beyond PT Warranty Miles1	0
Model Code	17212	Beyond PT Warranty Months1	35

Dealer Detail

Case Servicing Dealer	MODERN NISSAN OF HICKORY	Data Net	☐
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	
Responsible District	16	Dealer Instructions	
Shared With		Requested Dealer Action	

Bluetooth

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

Related Items

Approved Check Requests \$0.00

Goodwill Offered

VCAN

Goodwill Processed 0

Vehicle Service Contract

VSC Reprint Request Email

Contact Name [REDACTED]

Sales & Service Campaign Specific Information

Hot Alert Date

Home Phone [REDACTED]

LS Response Time

Work Phone

Mobile Phone

Email

Alternate Email

Verbatims

Alert Trigger Verbatim

Survey Verbatim

Dealer Action History

NNA Notes

Customer Conversation Notes

DTS Inspection

DTS Inspection Date

DTS Inspection Date Confirmed?

DTS Request Type

Notes for DTS (Vehicle Concerns)

Inspection Time/Notes

Appointment Time:

Notes to Agent:

System Information

Subject

CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: [REDACTED]

Root Cause

Created By Daniel Rullan 2/26/2019 12:19 PM

Root Cause Code SCAV

Last Modified By NNAETL 4/5/2019 9:08 PM

Root Cause Code (2)

Case Record Type CA Closed Case

Document ID [REDACTED]

Days Closed 266

Action Code NT11

What action was taken? 11 Repaired - Part Supplied

Agent Comments

Agent Comments

Agent Next Step

Reopen Case

Clone Closed Case

Case History

[Case History Help](#)

Date	User	Action
3/22/2019 5:58 PM	Daniel Rullan	Changed Status from Open to Closed. Closed.
3/22/2019 5:48 PM	Daniel Rullan	Changed Follow Up Date from 3/22/2019 to 3/25/2019.
3/21/2019 7:11 PM	Daniel Rullan	Changed Follow Up Date from 3/21/2019 to 3/22/2019.
3/18/2019 10:37 AM	Daniel Rullan	Changed Follow Up Date from 3/19/2019 to 3/21/2019.

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Case Comments

New

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Public	Comment
	Created By: Daniel Rullan (3/22/2019 5:50 PM) LAS-DR placed call to C @ [REDACTED] LAS-DR got VM and left message LAS-DR closing case as C's GW is approved and issue is resolved
	Created By: Daniel Rullan (3/20/2019 7:06 PM) LAS-DR placed call to CHRIS @ [REDACTED] LAS-DR got VM and left message LAS-DR informing DLR to contact FOM for VCAM #
	LAS-DR spoke with C and provided GW approval
	Created By: Paula Wells (3/20/2019 2:21 PM) **FOM Goodwill Request feedback from SF1** Action: Approved Approval Options: 100% Approver Detail: Approved per CA recommendation. Last Action By: Paula Wells Date of Last Action: 2019-03-20 15:21:35 CA Agent Name/Phone extension: Daniel Rullan / CA Case number: [REDACTED]
	Created By: Daniel Rullan (3/18/2019 10:37 AM) LAS-DR placed call to C @ [REDACTED]

LAS-DR was unable to reach caller as phone network states to try the call again later
LAS-DR attempting to inform C of new follow up date of 3/21/2019

LAS-DR receive direct dial from DLR SM "Chris"
SM provided warranty pricing and SM input for GW request
LAS-DR placed GW request in for C
LAS-DR thanked for service and ended call mutually

Created By: [Daniel Rullan](#) (3/15/2019 4:04 PM)
LAS-DR placed call to DLR @
LAS-DR asked to speak to SA "Aaron"
DLR stated they were on the line with another customer and took message
-end of call-

LAS-DR attempting to speak to Aaron or Chad about the warranty pricing for the passenger seat cushion

Created By: [Daniel Rullan](#) (3/14/2019 12:47 PM)
LAS-DR placed call to DLR @
LAS-DR read TL case#
TL recommended to replace front seat cushion
LAS-DR got VM of SM and left message
LAS-DR attempting to located warranty pricing of passenger seat cushion

LAS-DR placed call to C @
LAS-DR got VM and left message
LAS-DR attempting to inform C of new follow up date of 3/19/2019

Created By: [Daniel Rullan](#) (3/11/2019 2:47 PM)
LAS-DR placed call to DLR @
LAS-DR spoke with SM "Chad"
SM advised LAS that SA "Aaron" was the one who inspected the vehicle
SM stated that SA do not speak with consumers about vehicle issues
SM spoke with SA and discovered that SA did speak to C and did inform C that repair may not correct this issue
SM apologised for this concern
SM offered to contact TL to investigate vehicle and will provide C with a rental vehicle during this period of time as a complementary service from DLR
SM provided direct contact of
LAS-DR thanked for service and ended call mutually

LAS-DR placed call to C @
LAS-DR provided OB statement
LAS-DR informed C to bring vehicle to DLR within the next 24 hours and that they will be provided a loaner vehicle during this period of time
LAS-DR informed C that we will investigate this issue and contact C on 3/14/2019 with case updates
LAS-DR apologized to C for length of case
C understood and thanked for service
C stated they will bring vehicle to DLR on 3/12/2019
LAS-DR and C ended call mutually

Created By: [Daniel Rullan](#) (3/6/2019 3:51 PM)
LAS-DR placed a call to DLR @
LAS-DR left contact info for SM

Created By: [Daniel Rullan](#) (3/4/2019 2:39 PM)
GW

Created By: [Daniel Rullan](#) (3/4/2019 2:38 PM)
LAS-DR placed call to DLR @
LAS-DR left contact info for SM

LAS-DR placed call to C @
LAS-DR got VM and left message
LAS-DR moving follow up date to 3/7/2019

LAS-DR attempting to get DLR warranty pricing on for OOW assistance on passenger air bag built into vehicle's chair

Created By: [Daniel Rullan](#) (2/27/2019 1:03 PM)
LAS-DR noting that case notes were not saved
LAS-DR verified all information
C stated they brought a N.I. for their children and recently the vehicle has been displaying an airbag light
C stated they went to DLR to have this issue inspected and was informed that passenger airbag in seat could be causing for system to fail
C stated that they were informed that repair would be over \$2,000 and that the technician at DLR is not 100% sure that this will resolve their issue
LAS-DR apologised to C, collected name of DLR, and set follow up date
C understood and thanked for service
LAS-DR and C ended call mutually

Emails

[Send an Email](#)[Emails Help](#)

Action	Status	Subject	Email Address	Message Date
Reply To All Del Sent		Nissan LEAF Consumer Affairs [ref: 00DA09i8L_500211knmlx:ref] Dear , Thanks for your patience while we investigated your concern. We...		3/22/2019 5:55 PM
Reply To All Del Sent		Nissan LEAF Owner Services [ref: 00DA09i8L_500211knmlx:ref] Dear , Thank you for contacting Nissan LEAF Customer Support. We app...		2/26/2019 12:29 PM

Attachments

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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 C
		Safety / Security	Air Bags	Passenger Side Front Air Bag (door-mounted curtain side/seat-mounted)	14	2/26/2019	JL	CF		OA

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Case Detail

[Reopen Case](#) [Clone Closed Case](#)

Number of open vehicle campaigns = 1

PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name	[REDACTED]	Case Owner	[REDACTED]
Contact Email	[REDACTED]	Type	CA
Home Phone	[REDACTED]	Case Origin	Telephone/Cell
Letter Sent Date		Executive Referral	☐
Letter Received Date		Exec-Received-Date	
Follow Up Date	4/23/2019	Status	Closed
Supporting Documents		Date/Time Opened	4/1/2019 3:14 PM
CA Multiple Repairs		Date/Time Closed	4/22/2019 2:08 PM
Social Media Involvement		Multiple Repairs	No
Martiz Customer Id		Executive Summary	
Case Owner Location	Other / Remote	Executive Actions To Resolve	
Texting Status			
Case Reopen Count	0		
Description	Veh concern- OCS sensor		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	40,777	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN1AZ0CP0CT [REDACTED]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	4,777
Make	NISSAN	Beyond Basic Warranty Months1	57
Model Line	LEAF	Beyond PT Warranty Miles1	0
Model Code	17212	Beyond PT Warranty Months1	33

Dealer Detail

Case Servicing Dealer	CENTRAL HOUSTON NISSAN	Data Net	☐
Case Servicing Dealer Region	Central Region	Datanet Dealer Date	
Responsible District	08	Dealer Instructions	
Shared With		Requested Dealer Action	

Bluetooth

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

Related Items

Approved Check Requests \$0.00

Goodwill Offered

VCAN

Goodwill Processed 0

Vehicle Service Contract

VSC Reprint Request Email

Contact Name [REDACTED]

Sales & Service Campaign Specific Information

Hot Alert Date

LS Response Time

Home Phone [REDACTED]

Work Phone

Mobile Phone

Email

Alternate Email

Verbatims

Alert Trigger Verbatim

Survey Verbatim

Dealer Action History

NNA Notes

Customer Conversation Notes

DTS Inspection

DTS Inspection Date

DTS Request Type

Inspection Time/Notes

Appointment Time:

Notes to Agent:

DTS Inspection Date Confirmed?

Notes for DTS (Vehicle Concerns)

System Information

Subject

CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: [REDACTED]

Root Cause

Created By

Alexandria Washington 4/1/2019 3:14 PM

Root Cause Code

Last Modified By

NNAETL 5/6/2019 9:06 PM

Root Cause Code (2)

Case Record Type

CA Closed Case

Document ID [REDACTED]

Days Closed

235

Action Code

4D

What action was taken?

4D Customer Refused Assistance

Agent Comments

Agent Comments

Agent Next Step

Reopen Case

Clone Closed Case

Case History

[Case History Help](#)

Date	User	Action
4/22/2019 2:08 PM	Alexandria Washington	Changed Status from Open to Closed.
4/22/2019 12:15 PM	Alexandria Washington	Changed Follow Up Date from 4/22/2019 to 4/23/2019.
4/17/2019 5:39 PM	Alexandria Washington	Changed Case Servicing Dealer to CENTRAL HOUSTON NISSAN.
4/16/2019 1:15 PM	Alexandria Washington	Changed Follow Up Date from 4/16/2019 to 4/22/2019.
4/15/2019 3:50 PM	Alexandria Washington	Changed Follow Up Date from 4/17/2019 to 4/16/2019.

[Show more »](#) | [Go to list »](#)

Case Comments

New

[Case Comments Help](#)

Public Comment

Created By: [Alexandria Washington](#) (4/22/2019 2:05 PM)

*****SUMMARY*****

LAS-AW received inbound call from C. C stated C took the veh to CENTRAL HOUSTON NISSAN for diagnostic testing and they discovered a sensor needed to be replaced. C stated there is an O Campaign related to Cs concern but Cs veh was not affected. C stated C was quoted \$4,000 to have the repair completed. C stated C would like to know what are Cs options. LAS advised C we ca look into goodwill assistance but LAS cannot make any guarantees. LAS advised C LAS would reach out to the dealership. LAS followed up with C. LAS sent email to SM Valeriano from CENTRAL HOUSTON NISSAN providing goodwill questions. SM Bob replied to email answering goodwill questions. LAS submitted goodwill request. LAS followed up with C. LAS stated LAS had good news C and C was approved for partial goodwill assistance. LAS stated C was approved for 50% goodwill. LAS advised C the dealer will be assisting C moving forward to advise of next steps. C understood and thanked LAS for the effort. C declined 50% goodwill offer. LAS-AW closing case, no further assistance needed

✓ **FOM Goodwill Request feedback from SF1**

Action: Partially Approved

Approval Options: 50/50%

Approver Detail: Copy me on the email you send to bob at the store showing my decision.

Last Action By: Laura McCoy

Date of Last Action: 2019-04-18 15:28:42

CA Agent Name/Phone extension: Alexandria Washington /

CA Case number: [REDACTED]

✓ Created By: [Alexandria Washington](#) (4/22/2019 1:50 PM)

LAS-AW unable to datanet this case

✓ Created By: [Alexandria Washington](#) (4/22/2019 1:46 PM)

LAS-AW made outbound call to C at [REDACTED]

LAS stated OBS and spoke with C
 LAS stated LAS had good news for C and C was approved for partial goodwill assistance
 LAS stated C was approved for 50% goodwill
 LAS advised C the dealer will be assisting C moving forward to advise of next steps

C understood and thanked LAS for the effort
 C declined 50% goodwill offer

LAS stated please do not hesitate to give us a call back with any other questions or concerns
 LAS offered further assistance
 LAS wished C a good day
 Call ended mutually

Created By: Alexandria Washington (4/22/2019 11:01 AM)
 LAS-AW sent email to SM Bob from CENTRAL HOUSTON NISSAN

Hi Bob,

I have received good news from our FOM that the customer has been approved for 50% partial goodwill. I just wanted to make sure you were aware of that information as I will be following up with customer. Please let me know if I can provide any further information.

Thank you for your time

Created By: Laura McCoy (4/18/2019 2:28 PM)
 FOM Goodwill Request feedback from SF1
 Action: Partially Approved
 Approval Options: 50/50%
 Approver Detail: Copy me on the email you send to bob at the store showing my decision.
 Last Action By: Laura McCoy
 Date of Last Action: 2019-04-18 15:28:42
 CA Agent Name/Phone extension: Alexandria Washington /
 CA Case number: [REDACTED]

Created By: Alexandria Washington (4/17/2019 6:47 PM)
 LAS-AW submitted goodwill request

Created By: Alexandria Washington (4/17/2019 5:41 PM)
 SM Bob replied to email answering goodwill questions

Created By: Alexandria Washington (4/16/2019 2:17 PM)
 LAS-AW made outbound call to C at [REDACTED]
 LAS stated OBS and spoke with C
 LAS stated LAS reached out to the dealership and was informed C declined repair for Passenger Occupant Diagnostic Unit Failure
 LAS stated LAS wanted to confirm C would like to move forward with looking into goodwill assistance

C understood
 C agreed to continue looking into goodwill assistance as C cannot afford the \$4,000 repair that needs to be completed

LAS advised C LAS will gather the necessary information to submit Cs request
 LAS advised of follow up for 4/22/2019

C understood

LAS offered further assistance
 LAS wished C a good day
 Call ended mutually

Created By: Alexandria Washington (4/15/2019 3:57 PM)
 Customer declined repair for Passenger Occupant Diagnostic Unit Failure

Created By: Alexandria Washington (4/15/2019 3:52 PM) | Last Modified By: Alexandria Washington (4/15/2019 3:52 PM)
 Per senior rep moving follow up date to 4/16/2019

Created By: Alexandria Washington (4/15/2019 3:50 PM)
 Per senior rep moving follow up date to 4/16/2019

Created By: Alexandria Washington (4/11/2019 7:15 PM)
 LAS-AW attached documents from SM Bob to case

Created By: Alexandria Washington (4/11/2019 7:11 PM)
 LAS-AW made outbound call to C at [REDACTED]
 LAS was unable to reach C and will follow up with C
 LAS moving follow up date to 4/15/2019 due to case load

LAS received inbound call from SM Bob from CENTRAL HOUSTON NISSAN

SM referenced case #: [REDACTED]
 SM informed LAS C had the 2G TELEMATICS DEACTIVATION completed
 SM informed LAS C has not had any other services done at their dealership

LAS thanked SM for the information and wished SM a good day
 Call ended mutually

Created By: Alexandria Washington (4/9/2019 12:58 PM)
 LAS-AW made outbound call to C at [REDACTED]
 LAS was unable to reach C and will follow up with C
 LAS moving follow up date to 4/11/2019 due to case load

Created By: Alexandria Washington (4/8/2019 3:48 PM)
 LAS-AW sent email to SM Valeriano from CENTRAL HOUSTON NISSAN providing goodwill questions

Hi Valeriano,

This customer [REDACTED] JN1AZ0CP0CT [REDACTED] has reached out to NNA requesting possible assistance for OCS sensor repair. And, we are looking into possible goodwill assistance for this customer. If you could please answer the following goodwill questions at your earliest convenience, it would be greatly appreciated.

- 1.) Has the C come in for any major services?
- 2.) Does the C have any other veh on file?
- 3.) What repair does the customer need?
- 4.) What is the cause of failure? INTERNAL / EXCESSIVE
- 5.) Is the failure due to C misuse?
- 6.) What is Warranty pricing of parts & labor? Parts: \$ Labor: \$
- 7.) Does the SM have any recommendations?
- 8.) Is the SM willing to participate (if yes please explain what the SM will offer)?
- 9.) Is there is any related history?
- 10.) What is the mileage of the veh?
- 11.) What is customer pay with the dir? \$
- 12.) Is the veh at the dir?

Thank you for your time

Created By: Alexandria Washington (4/4/2019 4:13 PM)
 LAS-AW sent email to SM Valeriano from CENTRAL HOUSTON NISSAN providing goodwill questions

Hi Valeriano,

This customer [REDACTED] JN1AZDCP0CT [REDACTED] has reached out to NNA requesting possible assistance for OCS sensor repair. And, we are looking into possible goodwill assistance for this customer. If you could please answer the following goodwill questions at your earliest convenience, it would be greatly appreciated.

- 1.) Has the C come in for any major services?
- 2.) Does the C have any other veh on file?
- 3.) What repair does the customer need?
- 4.) What is the cause of failure? INTERNAL / EXCESSIVE
- 5.) Is the failure due to C misuse?
- 6.) What is Warranty pricing of parts & labor? Parts: \$ Labor: \$
- 7.) Does the SM have any recommendations?
- 8.) Is the SM willing to participate (if yes please explain what the SM will offer)?
- 9.) Is there is any related history?
- 10.) What is the mileage of the veh?
- 11.) What is customer pay with the dir? \$
- 12.) Is the veh at the dir?

Thank you for your time

Created By: [Alexandria Washington](#) (4/4/2019 1:34 PM)

LAS-AW made outbound call to C at [REDACTED]

LAS stated OBS and spoke with C

LAS stated LAS was calling to touch basis in regards to Cs case

- ✓ LAS stated the case is still under review and LAS is working on gathering some information from the dealership
- LAS advised of follow up within 3 business days

C understood and thanked for the update

Call ended mutually

Created By: [Alexandria Washington](#) (4/1/2019 4:11 PM)

LAS-AW received inbound call from C

LAS verified Cs name, phone #, VIN, email, and address

C called in regarding 2012 Nissan LEAF

C stated C took the veh to CENTRAL HOUSTON NISSAN for diagnostic testing and they discovered a sensor needed to be replaced

C stated there is an OCS Campaign related to Cs concern but Cs veh was not affected

C stated C was quoted \$4,000 to have the repair completed

C stated C would like to know what are Cs options

LAS advised C LAS would assist C as best as possible

LAS advised C we can look into goodwill assistance but LAS cannot make any guarantees

LAS advised C LAS would reach out to the dealership

- ✓ LAS advised of follow up for 4/4/2019

C understood

C inquired about Refurbished Battery Program

LAS advised C the Refurbished Battery Program is currently offered in Japan and not the US

LAS advised C we are unaware of a specific timeframe when the refurbished battery will be available in the US

C understood

C stated C would like to know if reimbursement of the diagnostic fee could be considered to increase customer satisfaction

LAS provided case and contact information

LAS offered further assistance

Call ended mutually

Best Contact #: [REDACTED]

Emails

[Send an Email](#)

[Emails Help](#)

No Emails Available

Attachments

[View All](#)

[Attachments Help](#)

Action	File Name	Size	Last Modified	Created By
View	[REDACTED]	781KB	4/11/2019 7:15 PM	Alexandria Washington

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 C
	[REDACTED]	Product Inquiry	Product Inquiry - Nissan	LEAF	QF	4/22/2019	PD	CL	337800	OI

Forms

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Case Detail

[Reopen Case](#) [Clone Closed Case](#)

PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name	[REDACTED]	Case Owner	[REDACTED]
Contact Email	[REDACTED]	Type	Support
Home Phone	[REDACTED]	Case Origin	Email to Case
Letter Sent Date		Executive Referral	☐
Letter Received Date		Exec-Received-Date	
Follow Up Date	4/15/2019	Status	Closed
Supporting Documents		Date/Time Opened	4/3/2019 4:29 PM
CA Multiple Repairs		Date/Time Closed	4/12/2019 1:20 PM
Social Media Involvement		Multiple Repairs	No
Martiz Customer Id		Executive Summary	
Case Owner Location	Westlake	Executive Actions To Resolve	
Texting Status			
Case Reopen Count	0		
Description	To whom it may concern, I am an early adopter of the Nissan Leaf automobile, purchased in the fall of 2011 as soon as it became available in San Diego, CA area. I thought it was a great technology and wanted to promote it by purchasing a 2011 Leaf. I have been very pleased with my Leaf up until very recently when an air bag sensor in the front passenger seat went bad. I took it to my Nissan dealer and they informed me it would cost about \$5,000 to fix. Apparently, there is a recall notice for 2013 Leafs and somewhat later models with this same problem, but the 2011 Leaf is not in the recall. I filed a complaint with the NHTSA (attached) which I have never had occasion to do with any previous vehicle. I have now chosen to keep and continue to drive this car (which still has all 12 bars of capacity remaining), but without a very important safety feature, AIR BAGS, because the repair cost estimate was close to \$5,000. This seems crazy to me and is why I have chosen to write this letter to seek some alternative approach. I am seeking to join the other Leaf model years to be included in the recall so I don't have to drive around without operational air bags. Thank you for looking into this concern. Sincerely, [REDACTED]		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	
# Vehicles Owned	0	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	78,300	XTIME Appointment Number	

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN1AZ0CP5BT [REDACTED]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	42,300
Make	NISSAN	Beyond Basic Warranty Months1	63
Model Line	LEAF	Beyond PT Warranty Miles1	18,300
Model Code	17211	Beyond PT Warranty Months1	39

Dealer Detail

Case Servicing Dealer	<u>MOSSY NISSAN KEARNY MESA</u>	Data Net
Case Servicing Dealer Region	West 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	<u>Bill Breher</u>

Sales & Service Campaign Specific Information

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

Verbatims

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

DTS Inspection

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

System Information

Subject	CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: [REDACTED]	Web Email	[REDACTED]
Created By	Managed Services, 4/3/2019 4:29 PM	Root Cause	
Last Modified By	NNAFTL, 4/26/2019 9:06 PM	Root Cause Code	
Case Record Type	CA Closed Case	Root Cause Code (2)	
Days Closed	245	Document ID	[REDACTED]
Action Code	8G		
What action was taken?	8G Provided Other Information		

Agent Comments

Agent Comments
Agent Next Step

Reopen Case Clone Closed Case

Case History

[Case History Help](#)

Date	User	Action
4/12/2019 1:20 PM	Bryan Buganski	Changed Status from Open to Closed.
4/12/2019 11:19 AM	Bryan Buganski	Changed Follow Up Date from 4/12/2019 to 4/15/2019.
4/9/2019 8:29 AM	Bryan Buganski	Changed Subject from CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: JN1AZ0CP5BT [REDACTED] to CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: [REDACTED]
4/8/2019 9:09 PM	NNAFTL	Changed Subject from CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: JN1AZ0CP5BT [REDACTED] to CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: [REDACTED]
4/8/2019 1:08 PM	Bryan Buganski	Changed Follow Up Date from 4/9/2019 to 4/12/2019.

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Case Comments

[New](#)[Case Comments Help](#)

Public Comment



Created By: Bryan Buganski (4/12/2019 1:18 PM)
 C called in providing case#
 LAS provided C with OOW FA for C's concern
 C asked how this works and LAS advised C to go to DLR for next steps
 LAS offered C further assistance and C declined and call ended mutually
 LAS closing case

SUMMARY:
 C called in asking for FA for the passenger side AB seat and sensor
 LAS found the FOM to offer C 60/40 split
 LAS sent C to DLR for final pricing

✓ Created By: Bryan Buganski (4/12/2019 11:19 AM)
 LAS placed a call to C on [REDACTED] and reached VMX leaving a call back request along with case and contact info
 LAS moving follow up to 4/15/19

✓ Created By: Bryan Buganski (4/12/2019 9:44 AM)
 LAS sent SM-BC an email with GW Decision from FOM

✓ Created By: Andre Ford (4/9/2019 10:37 AM) | Last Modified By: Bryan Buganski (4/12/2019 9:41 AM)
 FOM Goodwill Request feedback from SF1
 Action: Partially Approved
 Approval Options: 60/40%
 Approver Detail: 60%
 Last Action By: Andre Ford
 Date of Last Action: 2019-04-09 11:37:17
 CA Agent Name/Phone extension: Bryan Buganski /
 CA Case number: [REDACTED]

✓ Created By: Bryan Buganski (4/9/2019 8:56 AM)
 LAS submitted regional GW request

Created By: Bryan Buganski (4/9/2019 8:29 AM)
 1.) Has the c come in for any major services? -yes
 2.) Does the c have any other veh on file? -no
 3.) What repair does the customer need? -right front seat cushion as step one
 4.) What is the cause of failure? INTERNAL / EXCESSIVE internal failure
 5.) Is the failure due to C misuse? -no
 6.) What is Warranty pricing of parts & labor?—see above
 sensor unit
 Warranty parts are \$970
 Warranty labor is \$67.50
 ✓ Seat cushion
 Warranty parts are \$2300
 Warranty labor is \$108
 Parts: \$
 Labor: \$
 7.) Does the SM have any recommendations? -none
 8.) Is the SM willing to participate (if yes please explain what the SM will offer)? -no
 9.) Is there is any related history? -no
 10.) What is the mileage of the veh? 78294
 11.) What is customer pay with the dir? \$ over \$1000
 12.) Is the veh at the dir? no

Created By: Bryan Buganski (4/8/2019 1:13 PM)
 C called back in returning VMX
 ✓ LAS thanked C and advised C that this OOW GW process is on going at this time and LAS is still gathering information
 LAS advised C of follow up on 4/12/19 and C understood
 C provided new phone# and las thanked LAS and call ended mutually
 LAS attached nw number to C's account and deleted old number

✓ Created By: Bryan Buganski (4/8/2019 11:08 AM)
 LAS placed a call to C on 8584539260 and reached a disconnected number
 LAS sent a no contact email to C
 LAS moving follow up to 4/9/19

Created By: Bryan Buganski (4/8/2019 10:21 AM)
 LAS called DLR and spoke to SA-T
 LAS asked for email address so that LAS can send the SM the GW questions

✓ LAS sent an email to DLR for OOW GW questions
 From [REDACTED]
 SM [REDACTED]

✓ Created By: Bryan Buganski (4/5/2019 9:11 AM)
 LAS sent C a OV email so that LAS could look into any assistance for C
 LAS noting there is no LEAF on file for this C

Created By: William Criswell (4/5/2019 7:07 AM)
 To whom it may concern,

I am an early adopter of the Nissan Leaf automobile, purchased in the fall of 2011 as soon as it became available in San Diego, CA area.
 I thought it was a great technology and wanted to promote it by purchasing a 2011 Leaf.
 I have been very pleased with my Leaf up until very recently when an air bag sensor in the front passenger seat went bad.
 I took it to my Nissan dealer and they informed me it would cost about \$5,000 to fix.
 Apparently, there is a recall notice for 2013 Leafs and somewhat later models with this same problem, but the 2011 Leaf is not in the recall.
 I filed a complaint with the NHTSA (attached) which I have never had occasion to do with any previous vehicle.

I have now chosen to keep and continue to drive this car (which still has all 12 bars of capacity remaining), but without a very important safety feature, AIR BAGS, because the repair cost estimate was close to \$5,000.

This seems crazy to me and is why I have chosen to write this letter to seek some alternative approach.
 I am seeking to join the other Leaf model years to be included in the recall so I don't have to drive around without operational air bags.

Thank you for looking into this concern.

Sincerely,
 [REDACTED]

Emails

[Send an Email](#)

[Emails Help](#)

Action	Status	Subject	Email Address	Message Date
Reply To All Del	Sent	Your inquiry to Nissan [ref: 00DA09I8L_50021n1juJref1] 4/8/2019 Case # [REDACTED] VIN #JN1AZ0CP5B7 [REDACTED] Dear [REDACTED]...	[REDACTED]	4/8/2019 11:07 AM
Reply To All Del	Read	Re: Proof of Ownership Document Request [ref: 00DA09I8L_50021n1juJref1] Bryan (I have resent this email including the case number in the subject line...	[REDACTED]	4/5/2019 10:54 AM
Reply To All Del	Read	Re: Proof of Ownership Document Request [ref: 00DA09I8L_50021n1juJref1] [REDACTED] Attached is our automobile insurance policy with the information you...	[REDACTED]	4/5/2019 10:50 AM

Reply To All Del Sent		Proof of Ownership Document Request [ref: 00DA09i8L...5002I0n1juJQAQ] 4/5/2019 Case # [REDACTED] IN # [REDACTED] Dear [REDACTED] Thank you for contacting N...		4/5/2019 9:09 AM
Reply To All Del Read		2011 Nissan Leaf To whom it may concern, I am an early adopter of the Nissan Leaf automobile,...		4/3/2019 4:29 PM

Attachments[Attachments Help](#)

No records to display

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 C
	CC-[REDACTED]	Safety / Security	Air Bags	Advanced Air Bag System (AABS)/Occupant Classification Sensor (OCS)	14	4/12/2019	JA	CF	[REDACTED]	OA

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Case [REDACTED]

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Case History [5] | Case Comments [8] | Emails [0] | Attachments [1] | Case Categorizations [1] | Forms [0] | DTS Field Inspections [0]

Case Detail

Reopen CaseClone Closed Case

PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name	[REDACTED]	Case Owner	[REDACTED]
Contact Email	[REDACTED]	Type	CA
Home Phone	[REDACTED]	Case Origin	Email
Letter Sent Date		Executive Referral	☒
Letter Received Date		Exec-Received-Date	6/24/2019
Follow Up Date	6/28/2019	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	6/24/2019 10:56 AM
Social Media Involvement		Date/Time Closed	6/28/2019 2:22 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Murfreesboro	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Executive Referral, Email to Vice President, Judy Wheeler Customer requesting financial assistance to replace OCS/seat.		

Call Script

Who contacted us?	Consumer	Vehicle Maintained Location	GWINNETT PLACE NISSAN
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased	Pre-Owned	Previous Repair Location	
Pre-Owned Initial Mileage	77,000	Related Vehicle Make	Nissan
Current Mileage	96,637	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	JN1AZ0CPXBT [REDACTED]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	60,637
Make	NISSAN	Beyond Basic Warranty Months1	62
Model Line	LEAF	Beyond PT Warranty Miles1	36,637
Model Code	17211	Beyond PT Warranty Months1	38

Dealer Detail

Case Servicing Dealer	GWINNETT PLACE NISSAN	Data Net	☒
Case Servicing Dealer Region	Southeast Region	Datanet Dealer Date	6/28/2019
Responsible District	06	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	Review

Bluetooth

Phone Carrier		Bluetooth Ticket Status	
Phone Manufacturer		Phone Model	

Reported From Issue Categories	Phone Operating System
-----------------------------------	------------------------

Related Items

Approved Check Requests	\$0.00	Goodwill Offered	
		VCAN	
		Goodwill Processed	0
		Vehicle Service Contract	
		VSC Reprint Request	Email
		Contact Name	[REDACTED]

Sales & Service Campaign Specific Information

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

Verbatims

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

DTS Inspection

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

System Information

Subject	CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: [REDACTED]	Root Cause	
Created By	LaShondra Mason, 6/24/2019 10:56 AM	Root Cause Code	
Last Modified By	NNAETL, 6/28/2019 9:10 PM	Root Cause Code (2)	
Case Record Type	CA Closed Case	Document ID	[REDACTED]
Days Closed	168		
Action Code	3B		
What action was taken?	3B Declined - Out of Warranty (OOW)		

Agent Comments

Agent Comments	
Agent Next Step	

[Reopen Case](#) [Clone Closed Case](#)

Case History [Case History Help](#)

Date	User	Action
6/28/2019 2:22 PM	LaShondra Mason	Changed Case Record Type from CA to CA Closed Case. Changed Status from Open to Closed.
6/28/2019 2:22 PM	LaShondra Mason	Changed Data Net from false to true.
6/25/2019 9:54 AM	LaShondra Mason	Changed Follow Up Date from 6/25/2019 to 6/28/2019.
6/24/2019 10:56 AM	LaShondra Mason	Changed Follow Up Date from 6/24/2019 to 6/25/2019.

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Case Comments [Case Comments Help](#)

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Public Comment

 Created By: [LaShondra Mason](#) (6/28/2019 2:21 PM)
CASE SUMMARY
Executive Referral,
Email to Vice President, Judy Wheeler
Customer requesting financial assistance to replace OCS/seat.
Case reviewed with Director, Shawn Williams.
NNA is not in the position to assist with seat replacement.
No recalls/ no campaigns on veh.

• Customer purchased vehicle: Preowned 4th owner
• Current mileage:96,637
• OOW Basic 56 months/ 60,637 miles Power train 32 months/ 36,637 miles
• VSC :None
• Total customer pay at retailer:\$0
• Last service visit: 6/3/2019
• Previous owned veh:None

C dissatisfied with the decision.
EXEC-LM provided contact.

***STATEMENT OF DECISION

NNA is not in the position to replace the OCS/Seat.
EXEC-LM closing case no further assistance can be offered at this time.

Created By: [LaShondra Mason](#) (6/28/2019 2:20 PM)

- Customer purchased vehicle: Preowned 4th owner
- Current mileage: 96,637
- ✓ • OOW Basic 56 months/ 60,637 miles Power train 32 months/ 36,637 miles
- VSC: None
- Total customer pay at retailer: \$0
- Last service visit: 6/3/2019
- Previous owned veh: None

Created By: [LaShondra Mason](#) (6/28/2019 11:39 AM)

EXEC-LM placed outbound call to C [REDACTED]
EXEC-LM asked if C had a moment to speak?
C stated was expecting EXEC's call.
✓ EXEC-LM stated the case has been thoroughly reviewed with the Executives and unfortunately NNA is not in the position to assist with replacement of the OCS sensor/seat.
EXEC-LM explained there are no recalls or campaigns for the veh.

C stated is disappointing.
C stated has other resources and will get in contact with NHTSA and Congressman to make sure a recall can be put out.
EXEC-LM thanked C for time.
Call ended mutually.

✓ Created By: [LaShondra Mason](#) (6/26/2019 10:04 AM)

Director, Shawn Williams stated NNA is not in the position to offer GW assistance on this vehicle due to out of warranty and beyond GW assistance.

Created By: [LaShondra Mason](#) (6/25/2019 9:53 AM)

EXEC-LM placed outbound call to C [REDACTED]
EXEC-LM asked if C had a moment to speak?
C stated yes.
✓ EXEC-LM verified name, address, phone, mileage.
EXEC-LM wanted to follow up with C regarding letter sent to VP, Judy Wheeler related to OCS repair.
EXEC-LM apologized for the concern and understands the part only comes as an assembly.
EXEC-LM stated the case is under review and will take a few days.
EXEC-LM provided contact for C and set follow up for Fri. 6/28/2019.
C thanked EXEC-LM.
Call ended mutually.

Created By: [LaShondra Mason](#) (6/25/2019 9:19 AM)

EXEC-LM notating DR Supervisor Chris O'Connor reviewed diagnosis with DLR.

- ✓ • This MY11 LEAF is equipped with earlier non-serviceable OCS sensors, not the later 2 sensor system found on current production vehicles.
- The dealer comment is accurate regarding ESM diagnosis, and the next steps.
- MSRP on the Lower seat cushion is \$2822.62, + labor.
- MSRP on the SRS diagnosis sensor is \$1209.93 + labor.

This is a good example of our ESM SRS diagnosis that requires multiple part replacements before resolution.

Created By: [LaShondra Mason](#) (6/24/2019 10:56 AM)

From: [REDACTED]
Date: June 22, 2019 at 4:42:12 PM EDT
To: [REDACTED]
Subject: Defective Occupant Seat Sensor (2011 Leaf)

Hello [REDACTED]
✓ I wanted to bring to your attention a safety defect with my 2011 Leaf and see if you could assist in finding a satisfaction resolution. In short, my Leaf was recently diagnosed with a defective occupant seat sensor in the passenger seat. This prevents the airbag from deploying. My local Nissan dealer advised Nissan will not sell only the sensor and the only solution is to replace the entire seat cushion at a cost of \$3,400. Once replaced, the technical could then determine if the control module also needs replacing, which would cost an additional \$1,450. Two documents from my local Nissan dealer are attached explaining the situation. I paid \$6,000 for the Leaf, so a potentially \$5,000 repair is not feasible.

Others have experienced similar issues with this vehicle. Both Nissan and NHTSA are aware of this situation, see <https://www.nhtsa.gov/vehicle/2011/NISSAN/LEAF/5%252520HB/FWD#complain>

I have not contacted Nissan's customer support because I am aware of others who did and were unable to reach a satisfactory resolution. Given this is a serious safety issue and I have 2 children who ride in the passenger seat, I am concerned about the car's safety and that of my family.

Any assistance you can provide is appreciated. Thank you in advance for your time, [REDACTED]

✓ Created By: [LaShondra Mason](#) (6/24/2019 10:56 AM)

EXEC-LM notating case assigned on 6/24/2019 at 9:18am

Emails

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Attachments

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Action	File Name	Size	Last Modified	Created By
View	RO [REDACTED]	1.15MB	6/25/2019 9:55 AM	LaShondra Mason

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 C
	CC-[REDACTED]	Safety / Security	Air Bags	Advanced Air Bag System (AABS)/Occupant Classification Sensor (OCS)	14	6/28/2019	JA	CF	[REDACTED]	OA

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Case
[REDACTED]

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Case Detail

[Reopen Case](#) [Clone Closed Case](#)

PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name	[REDACTED]	Case Owner	[REDACTED]
Contact Email	[REDACTED]	Type	CA
Home Phone	[REDACTED]	Case Origin	Telephone/Cell
Letter Sent Date		Executive Referral	☐
Letter Received Date		Exec-Received-Date	
Follow Up Date	9/4/2019	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	8/27/2019 2:56 PM
Social Media Involvement		Date/Time Closed	9/3/2019 6:19 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Westlake	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	OOW goodwill request		

Call Script

Who contacted us?		Vehicle Maintained Location	
# Vehicles Owned	1	Previous Repair Date	
Vehicle Purchased		Previous Repair Location	
Pre-Owned Initial Mileage		Related Vehicle Make	Nissan
Current Mileage	112,000	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	JN1AZ0CP48T [REDACTED]	Part Number 1	
Model Year	2011	Beyond Basic Warranty Miles1	76,000
Make	NISSAN	Beyond Basic Warranty Months1	66
Model Line	LEAF	Beyond PT Warranty Miles1	52,000
Model Code	17211	Beyond PT Warranty Months1	42

Dealer Detail

Case Servicing Dealer	BOARDWALK NISSAN	Data Net	☒
Case Servicing Dealer Region	West Region	Datanet Dealer Date	8/28/2019
Responsible District	03	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	Please review

Bluetooth

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

Related Items

Approved Check Requests \$0.00

Goodwill Offered

VCAN

Goodwill Processed 0

Vehicle Service Contract

VSC Reprint Request Email

Contact Name [REDACTED]

Sales & Service Campaign Specific Information

Hot Alert Date

Home Phone [REDACTED]

LS Response Time

Work Phone [REDACTED]

Mobile Phone

Email

Alternate Email

Verbatims

Alert Trigger Verbatim

Survey Verbatim

Dealer Action History

NNA Notes

Customer Conversation Notes

DTS Inspection

DTS Inspection Date

DTS Inspection Date Confirmed?

DTS Request Type

Notes for DTS (Vehicle Concerns)

Inspection Time/Notes Appointment Time:

Notes to Agent:

System Information

Subject CUSTOMER [REDACTED] PHONE: [REDACTED] VIN: [REDACTED]

Root Cause

Created By Ashley Star 8/27/2019 2:56 PM

Root Cause Code

Last Modified By NNAETL 9/17/2019 9:06 PM

Root Cause Code (2)

Case Record Type CA Closed Case

Document ID [REDACTED]

Days Closed 101

Action Code 3B

What action was taken? 3B Declined - Out of Warranty (OOW)

Agent Comments

Agent Comments

Agent Next Step

Reopen Case

Clone Closed Case

Case History

[Case History Help](#)

Date	User	Action
9/3/2019 6:19 PM	Ashley Star	Changed Case Record Type from CA to CA Closed Case. Changed Status from Open to Closed.
9/3/2019 5:41 PM	Ashley Star	Changed Follow Up Date from 9/5/2019 to 9/4/2019.
8/30/2019 1:08 PM	Ashley Star	Changed Follow Up Date from 8/30/2019 to 9/5/2019.
8/28/2019 5:36 PM	Ashley Star	Changed Data Net from false to true.

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Case Comments

New

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Public Comment

Created By: Ashley Star (9/3/2019 6:18 PM)

Case Summary

+++++

- ✓ LAS received chat from c
- C requested OOW GW for OCS sensor
- LAS requested information from dlr
- ✓ LAS submitted OOW request
- FOM denied
- LAS informed c
- LAS informed that c had already received OOW GW.
- C requested appeal
- LAS denied
- LAS offered further assistance
- C declined
- LAS closing case pending c call back.

- ✓ Created By: Ashley Star (9/3/2019 6:17 PM)
- LAS received call from c.
- LAS informed that the request was denied
- C asked why
- LAS informed of the high mileage as well as the previous GW
- C stated that he was not aware that NNA had the policy for GW

LAS informed that we apologize for the inconvenience.

C understood

C asked about an appeal

LAS informed that there is no appeal

LAS informed that it is a decision that is made based on the mileage, veh history, case history and information received from the dir

C understood

LAS informed that the dir stated that they enjoy c

C was appreciative

LAS offered further assistance

C declined

LAS and c ended call mutually.

Created By: Ashley Star (9/3/2019 5:41 PM)

✓ LAS made outbound call to c

LAS unable to reach.

LAS left VM

Created By: Eric Lewin (9/3/2019 5:37 PM)

FOM Goodwill Request feedback from SF1

Goodwill Request was denied by CA Field Staff Eric Lewin

Action: Denied

Approval Options:

Approver Detail: Hi mileage and previous GW recipient and svc mgr recommendation is no.

No reason to review further.

Last Action By: Eric Lewin

Date of Last Action: 2019-09-03 15:37:45

CA Agent Name/Phone extension: Ashley Star / 457914

CA Case number:

Created By: Ashley Star (9/3/2019 4:26 PM)

Please answer the following questions for RCAS.

1.) Has the c come in for any major services? Aside from EV Battery replacement no Major service purchased by client

2.) Does the c have any other veh on file? no other vehicle on file

3.) What repair does the customer need? vehicle needs an OCS sensor/pass cushion

4.) What is the cause of failure? internal short of the ocs sensor

5.) Is the failure due to C misuse? always possible RF OCS sensor can fail due to outside influence, no no signs of misuse at this time

✓ 6.) What is Warranty pricing of parts & labor?

Parts: \$2173.42

Labor: 175.00

7.) Does the SM have any recommendations?

8.) Is the SM willing to participate (if yes please explain what the SM will offer)? no

9.) Is there is any related history? no

10.) What is the mileage of the veh? 112,000

11.) What is customer pay with the dir? 10706.26

12.) Is the veh at the dir? no

Created By: Ashley Star (9/3/2019 3:04 PM)

✓ LAS made outbound call to dir

Sm stated that the questions would be in shortly

LAS thanked SM

LAS and SM ended call mutually

✓ Created By: Ashley Star (8/30/2019 1:08 PM) | Last Modified By: Ashley Star (8/30/2019 1:08 PM)

LAS update: OOW request completed in case

✓ Created By: Ashley Star (8/30/2019 1:07 PM)

✓ LAS made outbound call to c

LAS unable to reach

LAS left VM

Created By: Ashley Star (8/30/2019 1:05 PM)

LAS made outbound call to dir

LAS requested to speak with SA

LAS was transferred to SM-Jason

LAS requested questions for OOW request

SM stated that he hadn't seen it, but just found it

SM stated that they have to replace the cushion

✓ SM stated that that Joe Cabral is not willing to participate due to age

LAS requested the questions anyway so that we can try

SM stated that they would send them today

SM stated that they love c

LAS and SM ended call mutually

Created By: Ashley Star (8/29/2019 1:11 PM)

✓ LAS made outbound call to dir

LAS requested to speak with SM-Jason

LAS unable to reach.

LAS left VM

✓ Created By: Ashley Star (8/28/2019 5:36 PM) | Last Modified By: Ashley Star (8/28/2019 5:36 PM)

Update: found SM in dir profile, Jason Manown

Created By: Ashley Star (8/28/2019 1:17 PM)

LAS made outbound call to dir

LAS requested to speak with SA

✓ LAS spoke with Natalie

LAS informed that c called us about OOW

LAS was transferred to SM and SA- Jason

LAS left VM

✓ Created By: Ashley Star (8/27/2019 3:04 PM)

Chat Started: Tuesday, August 27, 2019, 15:43:27 (-0400) Chat Origin: EV Aftersales Agent Ashley S (7s) Ashley: Thank you for chatting with Nissan LEAF Consumer Affairs. How may I help you (3m 18s) Albert: Hi Ashley, I have recently had a problem with the passenger airbag sensor in my 2011 LEAF. There is a warning light on the dash, and when I took it to the dealer they said they need to replace the entire seat in order to repair the sensor, at a cost of \$3300. This seems ridiculously expensive to repair a sensor. I understand there is a safety recall for the same issue on later model LEAFs, so I am wondering if there is something Nissan can do to help in this situation?

(5m 17s) Ashley: I do apologize. I understand your concern.
(6m 20s) Ashley: The reason why they informed you of that price is because they have to replace the seat as well as the sensor in the dash.
(7m 28s) Ashley: I would be more than happy to look into what options are available for this situation. What I would do is reach out to you in 3 business days to let you know what I find out. In the mean time, I will research what is available for this and I will reach out to the dealership to collect more information about the parts needed for the repair as well as the costs for parts and labor. I do want to let you know, I CANNOT guarantee an outcome with this. Any out of warranty assistance is reviewed on a case by case basis, so I would not be able to say that I have seen a pattern, because I have seen the spectrum of results.
(10m 12s) Ashley: Are you still with me, [REDACTED]
(12m 13s) Ashley: Did I lose you? If I do not hear back from you within the next 2 minutes, this chat will be automatically disconnected to protect your privacy.
(12m 52s) [REDACTED] hi, still here, had a customer walk into my office, just a sec
(13m 1s) Ashley: I understand
(14m 3s) [REDACTED] Okay, I understand. I look forward to hearing back from you. Should I expect you to call me, send an email, or...? Thank you
(14m 23s) Ashley: You are welcome. How would you prefer to be updated?
(14m 57s) [REDACTED] A phone call to my mobile would be best. Just leave a message if I don't answer.
(15m 20s) Ashley: Fantastic. Thank you so much for the clarification. I am creating a case to document our call. Would you like the case number?
(15m 31s) [REDACTED] yes, please
(16m 2s) Ashley: Absolutely. Your case number is [REDACTED]
(16m 45s) Ashley: Can you please provide the current mileage for your vehicle?
(16m 45s) [REDACTED] Okay. Do you need any more information about me or the car? Or do you have me in your records already?
(17m 1s) [REDACTED] Ah, sure. It has right around 112,000 miles
(17m 49s) Ashley: Thank you so much. I do appreciate it. Would you like my extension, should you need to contact our department through phone call?
(18m 2s) [REDACTED] Yes, that would be great, thank you
(18m 37s) Ashley: Absolutely. The contact information is [REDACTED] option 1 for English, option 3 for extension. My extension is [REDACTED]
(19m 7s) [REDACTED] Okay, thank you Ashley. Do you have everything you need from me?
(19m 25s) Ashley: You are welcome, Albert. And I have everything I need from you. Do you have any other questions for me at this time?
(19m 52s) [REDACTED] No, thank you, just this one issue with the airbag
(20m 4s) Ashley: I understand. In order to improve our live chat experience for every customer, you'll receive a survey about your experience with me, as your live chat representative. I would appreciate you taking the time to complete it and add any comments you would like to share with us. Whenever you would like to do so, please click on the End Chat button on the right hand side. Thank you again for your chatting with Nissan LEAF and have a great day!
(20m 16s) [REDACTED] okay, you too!

Created By: **Ashley Star** (8/27/2019 3:03 PM)

LAS received chat from c

C verified information prior to LAS accepting chat

C stated that he was told by the dlr that the OCS and seat would need to be replaced.

C stated that the dlr informed that it was \$3300

C asked if LAS could assist

LAS informed that we could look into OOW but can't guarantee.

C understood

C asked how LAS would contact.

LAS asked c how he would best like to be contacted.

C asked for phone call, and to leave a message.

LAS offered case number and ext.

LAS offered further assistance.

C declined

LAS provided survey script for chat.

C ended chat.

LAS setting follow up for 8/30/2019

Emails

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Case Categorizations

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Action	Case Categorization #	Category Description	Subcategory Description	Symptom Description	Major Component Code	Category Date	Symptom Code	Category Code	Subcategory Code	Concern C
	CC [REDACTED]	Safety / Security	Air Bags	Advanced Air Bag System (AABS)/Occupant Classification Sensor (OCS)	14	9/3/2019	JA	CF	[REDACTED]	OA

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Case [REDACTED]

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Case History [5+] | Case Comments [1] | Emails [0] | Attachments [0] | Case Categorizations [1] | Forms [0] | DTS Field Inspections [0]

Case Detail

Reopen CaseClone Closed Case

PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name	[REDACTED]	Case Owner	[REDACTED]
Contact Email	[REDACTED]	Type	CA
Home Phone	[REDACTED]	Case Origin	Telephone/Cell
Letter Sent Date		Executive Referral	☐
Letter Received Date		Exec-Received-Date	
Follow Up Date	9/20/2019	Status	Closed
Supporting Documents			
CA Multiple Repairs		Date/Time Opened	9/19/2019 1:06 PM
Social Media Involvement		Date/Time Closed	9/19/2019 1:12 PM
Martiz Customer Id		Multiple Repairs	No
Case Owner Location	Westlake	Executive Summary	
Texting Status		Executive Actions To Resolve	
Case Reopen Count	0		
Description	Air Bag Sensor Repair		

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN1AZ0CP5CT [REDACTED]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	60
Model Line	LEAF	Beyond PT Warranty Miles1	0
Model Code	17212	Beyond PT Warranty Months1	36

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

Home Phone [REDACTED]

LS Response Time

Work Phone

Mobile Phone

Email

Alternate Email

Verbatims

Alert Trigger Verbatim

Survey Verbatim

Dealer Action History

NNA Notes

Customer Conversation Notes

DTS Inspection

DTS Inspection Date

DTS Inspection Date Confirmed?

DTS Request Type

Notes for DTS (Vehicle Concerns)

Inspection Time/Notes Appointment Time:

Notes to Agent:

System Information

Subject CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: [REDACTED]

Root Cause

Created By Julie Weber 9/19/2019 1:06 PM

Root Cause Code

Last Modified By NNAETL 10/3/2019 9:08 PM

Root Cause Code (2)

Case Record Type CA Closed Case

Document ID [REDACTED]

Days Closed 85

Action Code 8G

What action was taken? 8G Provided Other Information

Agent Comments

Agent Comments

Agent Next Step

Reopen Case

Clone Closed Case

Case History

[Case History Help](#)

Date	User	Action
9/19/2019 1:12 PM	Julie Weber	Changed Case Record Type from CA to CA Closed Case. Changed Status from Open to Closed.
9/19/2019 1:06 PM	Julie Weber	Changed Follow Up Date from 9/19/2019 to 9/20/2019. Changed VIN to JN1AZ0CP5CT [REDACTED] Changed Subject to CUSTOMER: Dougals Emerson PHONE: [REDACTED] VIN: JN1AZ0CP5CT [REDACTED]

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Case Comments

New

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Public	Comment
	Created By: Julie Weber (9/19/2019 1:10 PM) LAS-JW was transferred c from CA LAS-JW verified c's name and VIN C stated c has been having same issue with air bag sensor C stated c has called in before and spoke with someone LAS-JW noting case [REDACTED] C stated c had 10yr/100k mile warranty for air bags C wanted to know what parts were covered under that warranty LAS-JW advised c that dlr has that specific warranty info LAS-JW offered to look into reimbursement for repair or OOW GW assistance C stated c does not have \$3900 for repair LAS-JW apologized LAS-JW offered to look into GW C inquired begin/end dates of air bag warranty

LAS-JW placed c on hold to locate info and c disconnected call
LAS-JW closing case pending c documentation

Emails[Send an Email](#)[Emails Help](#)

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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 C
	[REDACTED]	Product Inquiry	Product Inquiry - Nissan	LEAF	QF	9/19/2019	PD	CL	[REDACTED]	OI

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Case
[REDACTED]

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Case Detail

[Reopen Case](#) [Clone Closed Case](#)

PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name	[REDACTED]	Case Owner	[REDACTED]
Contact Email	[REDACTED]	Type	CA
Home Phone	[REDACTED]	Case Origin	Telephone/Cell
Letter Sent Date		Executive Referral	☐
Letter Received Date		Exec-Received-Date	
Follow Up Date	11/7/2019	Status	Closed
Supporting Documents		Date/Time Opened	10/10/2019 5:09 PM
CA Multiple Repairs		Date/Time Closed	11/7/2019 1:10 PM
Social Media Involvement		Multiple Repairs	No
Martiz Customer Id		Executive Summary	
Case Owner Location	Westlake	Executive Actions To Resolve	
Texting Status			
Case Reopen Count	2		
Description	Dealership Complaint/Reimbursement		

Call Script

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

Incident Codes - IIR REQUIRED

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

Vehicle Information

Vehicle	JN1AZ0CP5CT [REDACTED]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	57
Model Line	LEAF	Beyond PT Warranty Miles1	0
Model Code	17212	Beyond PT Warranty Months1	33

Dealer Detail

Case Servicing Dealer	BOARDWALK NISSAN	Data Net	☐
Case Servicing Dealer Region	West Region	Datanet Dealer Date	
Responsible District	03	Dealer Instructions	Service Dept. Review
Shared With		Requested Dealer Action	review and contact as needed

Bluetooth

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

Related Items

Approved Check Requests \$670.20

Goodwill Offered

VCAN

Goodwill Processed 0

Vehicle Service Contract

VSC Reprint Request Email

Contact Name [REDACTED]

Sales & Service Campaign Specific Information

Hot Alert Date

Home Phone [REDACTED]

LS Response Time

Work Phone

Mobile Phone

Email

Alternate Email

Verbatims

Alert Trigger Verbatim

Survey Verbatim

Dealer Action History

NNA Notes

Customer Conversation Notes

DTS Inspection

DTS Inspection Date

DTS Inspection Date Confirmed?

DTS Request Type

Notes for DTS (Vehicle Concerns)

Inspection Time/Notes

Appointment Time:

Notes to Agent:

System Information

Subject

CUSTOMER: [REDACTED] PHONE: [REDACTED] VIN: [REDACTED]

Root Cause

Created By Julie Weber 10/10/2019 5:09 PM

Root Cause Code

Last Modified By NNAETL 11/11/2019 9:04 PM

Root Cause Code (2)

Case Record Type CA Closed Case

Document ID [REDACTED]

Days Closed 36

Action Code 1C

What action was taken? 1C Customer Reimbursement - Partial Repair

Agent Comments

Agent Comments

Agent Next Step

Reopen Case

Clone Closed Case

Case History

[Case History Help](#)

Date	User	Action
11/7/2019 1:10 PM	Julie Weber	Changed Case Record Type from CA to CA Closed Case. Changed Status from Open to Closed.
11/7/2019 12:58 PM	Julie Weber	Changed Follow Up Date from 11/6/2019 to 11/7/2019.
11/6/2019 6:35 PM	Managed Services	Changed Reopen Date from 11/6/2019 6:35 PM to 11/6/2019 6:35 PM. Changed Follow Up Date from 11/4/2019 to 11/6/2019.

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Case Comments

New

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Public Comment

Created By: [Julie Weber](#) (11/4/2019 12:30 PM)

Warning:

Service Manager does not have an active email address to send to. Please deselect that user/those users and either select different user(s) or click "Share with Dealer" with no users selected.

Created By: [Julie Weber](#) (11/4/2019 12:28 PM)

***** CASE SUMMARY *****

LAS-JW received inbound call from c. C wanted to document dlr complaint. C inquired on reimbursement for repair done more than once. LAS-JW stated we will document complaint and share. LA JW received receipt for reimbursement and processed check request that was approved. LAS-JW noting that c sent repair receipt and maintenance receipt and LAS-JW only reimbursing for repair. LAS-JW informed c of approved check and c will receive within 2-4 weeks.

Created By: [Julie Weber](#) (11/4/2019 12:26 PM)

LAS-JW made OB call to c at [REDACTED]

LAS-JW informed c check was processed and c should receive in 2-4 weeks

C thanked LAS-JW

LAS-JW offered further assistance

LAS-JW and c ended call mutually

LAS-JW closing case, no further assistance needed

Created By: [Julie Weber](#) (10/31/2019 10:27 AM)

LAS-JW made OB call to c at [REDACTED]

C requested LAS-JW call back later

LAS-JW noting LAS-JW needs to verify repair for reimbursement since RO is from 09/11/2019 and c called in 10/10/2019
LAS-JW noting c stated air bag sensor but RO shows air filter
LAS-JW setting follow up for 11/01/2019

Created By: [Julie Weber](#) (10/31/2019 10:24 AM)

THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT:

NAME OF DEALERSHIP: Boardwalk Nissan

INVOICE DATE: 09/11/2019

MILEAGE: 26901

PART AMOUNT: 228.43

LABOR AMOUNT: 419.50

SHOP SUPPLIES: 0.00

SUBTOTAL: 647.93

TAX AMOUNT: 22.27

TOTAL AMOUNT: 670.20

RCAS-JW SUBMITTING CHECK REQUEST.

Created By: [Stephanie Lody](#) (10/30/2019 4:26 PM) | Last Modified By: [Stephanie Lody](#) (10/30/2019 4:26 PM)

LAS-SL received inbound call from C

C provided case number, asked about case status

LAS-SL explained that it appeared LAS-JW was waiting on a response from C via e-mail containing receipts to look into reimbursement.

LAS-SL made no guarantees about reimbursement approval

C understood

C asked for LAS-JW's contact information, LAS-SL declined, explained unable to give it out

LAS-SL informed that LAS-SL could set a follow-up for LAS-JW to call her

C understood

LAS-SL resent e-mail requesting receipts

call ended mutually

Created By: [Julie Weber](#) (10/10/2019 5:22 PM)

LAS-JW received inbound call from c

LAS-JW verified c's name, phone number, email, mailing address, VIN, dealership, c could not provide mileage

C stated c had poor experience with dlr and wanted to document formal complaint

C stated repairs on vehicle took longer than dlr stated

C stated it took a lot of effort to make appt, c stated c called and left VMs several times and ended up having to make both appts online because no one would answer or call back

C stated the first appt on 09/09/2019 was told it would take one day and it took three days

C stated c attempted calling about repair and no one would answer or call back again after leaving VMs and trying to contact SA directly

C stated vehicle was being repaired for air bag sensor light being on and the day after c picked up vehicle light came back on

C stated c had to make another appt and had to do it online again because no one would answer return calls and VMs

C stated when c had vehicle repaired for same thing second time c was charged again

LAS-JW apologized for c's experience

LAS-JW advised c we will document and share with dlr and the case is able to be viewed by people above LAS-JW

C thanked LAS-JW

C inquired about getting reimbursed for second repair

LAS-JW stated LAS-JW will send email and c can respond with receipt but LAS-JW cannot guarantee anything

C thanked LAS-JW

LAS-JW sent email for c to respond to

LAS-JW offered further assistance

LAS-JW and c ended call mutually

LAS-JW closing case pending documentation

Emails

[Send an Email](#)[Emails Help](#)

Action	Status	Subject	Email Address	Message Date
Reply To All Del	Sent	Nissan LEAF Owner Services [ref: 00DA09i8L_50021vdlAH:ref] Dear [REDACTED] Thank you for contacting Nissan LEAF Customer Support. We ap...	[REDACTED]	11/7/2019 1:08 PM
Reply To All Del	Replied	Re: Nissan LEAF Owner Services [ref: 00DA09i8L_50021vdlAH:ref] Hey [REDACTED] You had told me that I will be reimbursed and it will be sent in t...	[REDACTED]	11/6/2019 6:35 PM
Reply To All Del	Read	Re: Nissan LEAF Owner Services [ref: 00DA09i8L_50021vdlAH:ref] Part 4/4 On Wed, Oct 30, 2019 at 2:22 PM [REDACTED]	[REDACTED]	10/30/2019 5:15 PM
Reply To All Del	Read	Re: Nissan LEAF Owner Services [ref: 00DA09i8L_50021vdlAH:ref] Part 3/4 On Wed, Oct 30, 2019 at 2:22 PM [REDACTED]	[REDACTED]	10/30/2019 5:15 PM
Reply To All Del	Read	Re: Nissan LEAF Owner Services [ref: 00DA09i8L_50021vdlAH:ref] Part 2/4 On Wed, Oct 30, 2019 at 2:22 PM [REDACTED]	[REDACTED]	10/30/2019 5:14 PM

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Attachments

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Action	File Name	Size	Last Modified	Created By
View	[REDACTED]	2.82MB	10/31/2019 10:15 AM	Julie Weber

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 C
	[REDACTED]	Dealer/Retailer Issues	Service Department	Service Personnel	QC	11/7/2019	NQ	CK	[REDACTED]	OI

Forms

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Case History [5+] | Case Comments [11] | Emails [0] | Attachments [0] | Case Categorizations [1] | Forms [0] | DTS Field Inspections [0]

Case Detail

Reopen CaseClone Closed Case

PC449: 2011-2014 LEAF 2G TCU Upgrade (\$199 Co-pay) Customer Satisfaction Initiative

Account Name	[REDACTED]	Case Owner	[REDACTED]
Contact Email	[REDACTED]	Type	CA
Home Phone	[REDACTED]	Case Origin	Telephone/Cell
Letter Sent Date		Executive Referral	☐
Letter Received Date		Exec-Received-Date	
Follow Up Date	11/4/2019	Status	Closed
Supporting Documents		Date/Time Opened	10/23/2019 11:22 AM
CA Multiple Repairs		Date/Time Closed	11/4/2019 2:57 PM
Social Media Involvement		Multiple Repairs	No
Martiz Customer Id		Executive Summary	
Case Owner Location	Westlake	Executive Actions To Resolve	
Texting Status			
Case Reopen Count	1		
Description	goodwill request		

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	35,199	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	JN1AZ0CP5CT [REDACTED]	Part Number 1	
Model Year	2012	Beyond Basic Warranty Miles1	0
Make	NISSAN	Beyond Basic Warranty Months1	60
Model Line	LEAF	Beyond PT Warranty Miles1	0
Model Code	17212	Beyond PT Warranty Months1	36

Dealer Detail

Case Servicing Dealer	PERFORMANCE 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

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] PHONE: [REDACTED] VIN: [REDACTED]

Root Cause

Created By Stephanie Lody 10/23/2019 11:22 AM

Root Cause Code

Last Modified By NNAETL 11/7/2019 9:06 PM

Root Cause Code (2)

Case Record Type CA Closed Case

Document ID [REDACTED]

Days Closed 39

Action Code 2T

What action was taken? 2T Goodwill Regional - Partial Repair

Agent Comments

Agent Comments

Agent Next Step

Reopen Case

Clone Closed Case

Case History

[Case History Help](#)

Date	User	Action
11/4/2019 2:57 PM	Stephanie Lody	Changed Case Record Type from CA to CA Closed Case. Changed Status from Open to Closed.
11/4/2019 2:49 PM	Stephanie Lody	Changed Reopen Date to 11/4/2019 2:49 PM. Changed Status from Closed to Open. Changed Case Record Type from CA Closed Case to CA.

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Case Comments

New

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Public Comment

Created By: Stephanie Lody (11/4/2019 2:56 PM) | Last Modified By: Stephanie Lody (11/4/2019 2:56 PM)
CASE SUMMARY

- ✓ c called in because he was experiencing a problem with his airbag sensor and was quoted \$4100 for the repair, c explained that c could not afford this, and that he was a loyal nissan customer, las explained las could look into goodwill assistance, c agreed, las contacted service manager for warranty pricing, service manager provided recommendation of 70/30 %, las submitted goodwill request, goodwill request was approved for 70/30, las informed C of approval, las informed service manager of approval, las closing case
- Created By: Stephanie Lody (11/4/2019 10:29 AM) | Last Modified By: Stephanie Lody (11/4/2019 10:29 AM)
LAS made outbound call to C
LAS informed C of 70/30 % approval
C understood
LAS informed C that the service dept. at Performance Nissan had been notified and that C could bring the vehicle in for repair and receive the goodwill assistance
LAS closing, case no further assistance needed
- ✓ Created By: Stephanie Lody (10/31/2019 4:52 PM) | Last Modified By: Stephanie Lody (10/31/2019 4:52 PM)
LAS informed service manager Junior of 70/30 % approval via e-mail
- Created By: Stephanie Lody (10/31/2019 3:52 PM) | Last Modified By: Stephanie Lody (10/31/2019 3:53 PM)
LAS made outbound call to C
no answer
LAS left voicemail with case number and contact information
- ✓ Created By: Peter Szczyrba (10/30/2019 8:38 AM) | Last Modified By: Stephanie Lody (10/30/2019 10:30 AM)
FOM Goodwill Request feedback from SF1
Goodwill Request was partially approved by CA Field Staff Julio Gutierrez

Action: Partially Approved
Approval Options: 70/30%
Approver Detail: Onetime goodwill gesture
Last Action By: Peter Szczyrba
Date of Last Action: 2019-10-30 09:38:17
CA Agent Name/Phone extension: Stephanie Lody / 451728
CA Case number: [REDACTED]

Created By: [Stephanie Lody](#) (10/29/2019 2:37 PM) | Last Modified By: [Stephanie Lody](#) (10/29/2019 2:52 PM)
LAS received e-mail from service advisor junior fenelus:

- ✓ Good afternoon,
Parts 3582.00
Labor 129.00
I recommend 70/30 split.
Thanks

Created By: [Stephanie Lody](#) (10/29/2019 1:29 PM) | Last Modified By: [Stephanie Lody](#) (10/29/2019 1:29 PM)
✓ LAS made outbound call to C
C unavailable
LAS left voicemail with case number and contact information

- Created By: [Stephanie Lody](#) (10/28/2019 3:03 PM) | Last Modified By: [Stephanie Lody](#) (10/28/2019 3:03 PM)
✓ LAS made outbound call to C
no answer
LAS left voicemail with case number and contact information

- Created By: [Stephanie Lody](#) (10/28/2019 10:17 AM) | Last Modified By: [Stephanie Lody](#) (10/28/2019 10:18 AM)
✓ LAS made outbound call to DLRSH
LAS spoke to service manager. Junior
Junior said he could e-mail the parts and warranty pricing, LAS provided e-mail address
call ended mutually

- Created By: [Stephanie Lody](#) (10/25/2019 12:38 PM) | Last Modified By: [Stephanie Lody](#) (10/25/2019 12:38 PM)
✓ LAS made outbound call from DLRSH
Service manager not available
LAS left voicemail requesting call back

LAS sending e-mail to service manager requesting warranty pricing

Created By: [Stephanie Lody](#) (10/23/2019 11:30 AM) | Last Modified By: [Stephanie Lody](#) (10/23/2019 11:30 AM)
LAS received inbound call from C
LAS verified name, address, phone number, e-mail address, and VIN
LAS confirmed no open campaigns on VEH
LAS verified no related cases

- ✓ C calling because he had a problem with the airbag sensor in his vehicle and was quoted around \$4100 for the repair
C said he felt this was so much money, and that he couldn't afford it
- ✓ LAS informed C that LAS could look into goodwill assistance for the repair
LAS informed C that process takes 3-5 business days and is essentially a review of the customer's history with Nissan
- LAS asked if the vehicle was currently down for repair
C said no, that it was currently with him
LAS informed C that C may need to take the vehicle in for further information but LAS would attempt to get the request moving on just the information the dealership currently had
- LAS set follow-up date for 10/28
LAS provided C with case number and contact information
call ended mutually

Emails

[Send an Email](#)[Emails Help](#)

No Emails Available

Attachments

[Attachments Help](#)

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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 C
	[REDACTED]	Product Inquiry	Product Inquiry - Nissan	LEAF	QF	11/4/2019	PD	CL	[REDACTED]	OI

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