CONSUMER ASSISTANCE REQUEST

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

C [redacted]

NAME: [redacted]
CITY: [redacted]
STATE: [redacted]

VIN: [redacted]
MODEL: A61 YR: 2016
MFG DT: 3/28/2016
SVC DT: 8/21/2016
MILEAGE: 14,000

TRIM: PRO4X
OPTIONS: C03E10K03K04K11L11M
SERVICING DLR [redacted]
DLR STATE: [redacted]
ACCIDENT: N **AIRBAG:** N

OPEN_DT: 2/6/2017
CLOSE_DT: 5/22/2017

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
03	OA	Vehicle Concerns	121500	GEN. BRAKE COMPONENT(S)
	AD	BRAKES	ZM	EXCESSIVE NOISE
07	OA	Vehicle Concerns	153000	GEN. FUEL DELIVERY/INTAKE COMPONENT
	AI	Fuel/Intake System	ZP	FLUID LEAK

CAR VERBATIM

2/6/2017

2/6/2017 7:33:47 PM

crr-ro rcvd a call from c crr-ro verified and updated c's info c stated that c is having so many issues on the veh, c said that c can smell fuel inside the car c also said that there is a knocking noise in the vhe plus the issue with the supsension c also stated that there is also issue with the brakes, it has a squeaking noise, also there is an issue with all the windows. c stated that its hard to shift. c stated that the dlr told c that they cannot find any problem in the veh. c would like a technician from Nissan to see his veh. crr-ro advised c that the case will be forwarded to RCAS and a specialists will be contacting c on the next business day; c understood c provided best contact number; [redacted]r-ro provided further assistance;c declined crr-ro provided c case,name and ext# crr-ro exiting the case

2/6/2017 8:59:19 PM

RCAS-EM unable to data net with DLRSHP. RCAS-EM CHECKED for open recalls/campaigns and found: NONE Previous UNRELATED Case(s) Found: 22264523 Previous RELATED Case(s) Found: NONE

2/6/2017 9:02:49 PM

RCAS-EM emailed [redacted] at Fontana [redacted] Hello [redacted] Customer has a concern with smelling fuel in the car, knocking noise and noise from suspension. Customer also has a concern with the brakes and a squeaking noise and issues with all the windows. Customer also has a concern with shifting. Customer states DEALERSHIP cannot find anything wrong and request a Tech from Nissan to come out and inspect? Were all these concerns not able to duplicate of just found to be normal? What are your thoughts on getting DTS [redacted] involved?

2/7/2017 9:59:58 PM

RCAS-EM emailed [redacted] at Fontana [redacted] [redacted] Have you had a moment to review the below email?

2/7/2017 11:54:55 PM

RCAS-EM made outbound call to [redacted] [redacted] and VM box is full.

2/7/2017 11:57:22 PM

RCAS-EM made outbound call to [redacted] and asked for [redacted] and was advised not available. C wrote down message to call back. RCAS-EM provided contact number. Call ended mututally.

2/8/2017 12:07:07 AM

RCAS-EM received inbound call from C [redacted] [redacted]-and spoke to C. RCAS-EM asked C if this would be a good time to speak to C about C's case. C states yes. RCAS-EM advised C "This call may be recorded for quality and training purposes." RCAS-EM advised C that RCAS-EM is C's regional consumer affairs specialist and C's point of contact here at [redacted]. RCAS-EM VERIFIED C's name, home & email address, concern, phone#, VIN#, mileage RCAS-EM confirmed this is the best number to reach C at. RCAS-EM CHECKED for open recalls/campaigns and found: NONE Previous UNRELATED Case(s) Found: 22264523 Previous RELATED Case(s) Found: NONE RCAS-EM advised C of reviewing previous conversation C had with the inbound agent here at [redacted]. RCAS-EM apologized for C's concerns. RCAS-EM advised C of reviewing most recent visit to Fontana Nissan and notes concerns could either not be duplicated, or no problem found. RCAS-EM notes C requesting [redacted]A to send a technician out to inspect at this time, correct? C states yes. RCAS-EM advised C of submitting that request and waiting on confirmation of a yes or no at this time. RCAS-EM advised C of following back up with C no later then 3 business days but if RCAS-EM has an answer sooner, will call C right away. C understood. RCAS-EM asked C if RCAS-EM could assist further. C declined. RCAS-EM thanked C for choosing Nissan. Call ended mutually.

2/8/2017 12:22:50 AM

RCAS-EM notes email from [redacted] at [redacted] to duplicate any of his concerns. I think we only need a dts when we cannot figure out how to fix it.. I would recommend he get another opinion at another dealer as we did not duplicate any of his concerns

2/9/2017 4:43:33 PM

RCAS-EM made outbound call to [redacted] [redacted] and [redacted]M box is full.

2/10/2017 4:37:55 PM

RCAS-EM contacted [redacted] @ [redacted] voicemail including case number, my name, hours of 10:00-7:00 Central, Monday through Friday and contact of [redacted]. RCAS-EM advised C of reaching out to Nissan's highest level Technician referred to as a DTS, and his name is [redacted] RCAS-EM advised C of DTS [redacted] a traveling technician that works for [redacted]. RCAS-EM asked if C would be able to meet DTS [redacted] 2/15/2017 Wednesday 8:00 AM at Fontana Nissan. RCAS-EM requested C to call back or RCAS-EM will follow up in 3 business days. RCAS-EM thanked C for choosing Nissan.

2/10/2017 11:04:25 PM

[redacted]EM received inbound call from [redacted]-and spoke to C. [redacted] asked C if this would be a good time to speak to C about C's case. C states yes. [redacted]EM advised C "This call may be recorded for quality and training purposes." [redacted]EM advised C of reaching out to Nissan's highest level Technician referred to as a [redacted] and his name is [redacted]. [redacted]EM advised C of [redacted] being a traveling technician that works for NNA. [redacted] asked if C would be able to meet [redacted] 2/15/2017 Wednesday 8:00 AM at Fontana Nissan. C states asked if can be done in a DLRSHP in [redacted]. [redacted]EM advised C of not a DLRSHP of [redacted] and does not believe [redacted] looks after that DLRHSP. C states C can meet at FOntana [redacted]EM advised C of following back up with C on the 14th as a reminder. C understood. [redacted]EM asked C if [redacted]EM could assist further. C declined. [redacted]EM thanked C for choosing Nissan. Call ended mutually.

2/10/2017 11:06:12 PM

[redacted]EM emailed [redacted] and [redacted] advising of set [redacted] appointment.

2/14/2017 9:05:43 PM

[redacted] made outbound call to [redacted] and spoke to [redacted] [redacted]S-EM asked C if this would be a good time to speak to C about C's case. C states yes. [redacted]EM advised C "This call may be recorded for quality and training purposes." [redacted]EM advised C of following up as a friendly reminder about inspected with [redacted] tomorrow 2/15/2017 Wednesday 8:00 AM at Fontana Nissan. C states C will be there. [redacted]EM advised C of calling C back on the 17th after inspection. C understood. [redacted] asked C if [redacted]EM could assist further. C declined. [redacted]EM thanked C for choosing Nissan. Call ended mutually.

2/16/2017 4:36:47 PM

[redacted]EM emailed [redacted] at Fontana with [redacted] CC'd Hello [redacted] I was hoping to get further feedback on status of repairs since [redacted] has come out. The [redacted] findings that was provided to me is as follows: ?check for metal debris in engine oil, send sample to Blackstone if no clear evidence. re-torque cross member. Adjust parking brake. Adjust storage lid latches and if no change, replace as necessary.?

2/16/2017 6:30:41 PM

[redacted]EM notes email from [redacted] at Fontana ok we are still in process on that .. [redacted] do we need to get the customer to auth a oil change or will Nissan pay that as part of the diagnostic procedure? for the knock noise

2/16/2017 6:33:38 PM

[redacted]EM contacted [redacted] @ [redacted]and left voicemail including case number, my name, hours of 10:00-7:00 Central, Monday through Friday and contact of [redacted]. [redacted]EM advised C of wanting to follow up after meeting with [redacted] the other day. [redacted]EM notes Fontana Nissan is diagnosing concerns further. [redacted]EM advised C that [redacted]EM will continue following up with Fontana and will call C back in 3 business days. [redacted]EM thanked C for choosing Nissan.

2/21/2017 6:36:34 PM

[redacted] made outbound call to Fontana Nissan 5159 at [redacted] and asked for SA [redacted]. [redacted]EM asked about further diagnosing after [redacted] came out and what was found. SA states parts are here and long block is here and hopefully wrap up later this week. [redacted]EM thanked SA for time. Call ended mutually.

2/21/2017 11:00:57 PM

[redacted]EM contacted [redacted] @ [redacted] and left voicemail including case number, my name, hours of 10:00-7:00 Central, Monday through Friday and contact of [redacted]. [redacted]EM notes parts came in and the DLRSHP is hoping to have vehicle repaired maybe by the end of the week. [redacted]EM requested C to call back or [redacted]EM will follow up in 3 business days. [redacted]EM thanked C for choosing Nissan.

2/24/2017 11:53:10 PM

[redacted] made outbound call to Fontana Nissan 5159 at [redacted] and asked for SA [redacted]. [redacted]EM asked about status of repairs. SA states waiting on more parts. SA have not pulled engine due to not all parts present. [redacted]EM thanked SA for time. Call ended mutually.

2/25/2017 12:00:42 AM

[redacted]EM contacted [redacted] @ [redacted] and left voicemail including case number, my name, hours of 10:00-7:00 Central, Monday through Friday and contact of [redacted]. [redacted]EM requested C to call back or [redacted]EM will follow up in 3 business days. [redacted]EM notes DLRSHP waiting on parts. [redacted] thanked C for choosing Nissan.

2/27/2017 6:49:24 PM

[redacted]EM received a VM from [redacted] [redacted] stating want to talk about truck. C states [redacted] is work number if C is not available at cell number .

2/27/2017 7:07:28 PM

[redacted] made outbound call @ [redacted] and spoke to [redacted] [redacted]S-EM asked C if this would be a good time to speak to C about C's case. C states yes. [redacted]EM advised C "This call may be recorded for quality and training purposes." [redacted]EM apologized for missing call. C states nothing was done at the truck when there. C states been a couple of weeks since there. C states shifting and still not being fixed. C states cheap material in the box on the truck bed and not sealing good. C states been on youtube and taken in 4 times for shifting concern and given the run around. [redacted]EM apologized. [redacted] asked C if this would be a good time to speak to C about C's case. [redacted]EM advised C of speaking to SA [redacted] Friday the 24th and was advised parts on order, waiting on more parts to come in. [redacted]EM asked how [redacted]S-EM can assist. C states C needs this truck. C states making payment on a truck and cant use it. C states C has a shop and if vehicle needs long block is ordered and then repaired. [redacted]EM notes a new model vehicle and parts are not readily available. [redacted]EM advised C vehicle is not repaired, but once repaired can discuss further GW. [redacted]EM advised C that NNA can review for GW after repairs. C states they have not done yet and should have pulled. [redacted]EM advised C would tie up a lift. [redacted]EM apologized and thanked C for feedback. C states needs truck as soon as possible. [redacted] apologized, but waiting on parts. C states C had an 05 Nissan and only had one issue. C states DLRSHP could not fix but C did. C states other DLRSHP told C nothing wrong but C fixed it. C states C drives this XD a lot. C states usually buys trucks. C states if C post this on website will be bad reviews. C states C did not understand the explanation of [redacted]. C states C will complain further and has fume smells. [redacted]EM apologized for C's concerns. [redacted]EM advised C that parts on order and apologized for that. [redacted]EM advised C of checking back in no later then 3 business days. C asked when time frame repairs. [redacted]EM advised C do not know at this time. [redacted]EM advised C a technical question best for DLRSHP. C states making payments on something with out. [redacted]EM advised C vehicle is not repaired, but once repaired can discuss further GW. [redacted]EM advised C that NNA can review for GW after repairs. C states upset about the system and parts not there. C states can order a long block for vehicles in the shop. [redacted]EM notes a new model vehicle and parts are not readily available. C understood. [redacted] asked if C has any questions for [redacted]M at this time or anything that [redacted] needs to know. C states hoping to get repaired as fast as possible. [redacted] understood. C states will give bad review and probably not by Nissan again. [redacted]EM advised of very sorry to hear that. C states this number is the shop number and is a good number as well [redacted]********** [redacted]EM asked C if [redacted]EM could assist further. C declined. [redacted]EM thanked C for choosing Nissan. Call ended mutually.

3/2/2017 9:33:47 PM

RCAS-EM made outbound call to Fontana Nissan [redacted] at [redacted] and spoke to SDM [redacted]. RCAS-EM asked for status of repairs and if any parts showing BO. SDM working on it and replacing engine. RCAS-EM thanked SDM for time. Call ended mutually.

3/2/2017 9:43:28 PM

RCAS-EM contacted [redacted] @ [redacted] and left voicemail including case number, my name, hours of 10:00-7:00 Central, Monday through Friday and contact of [redacted]. RCAS-Em advised C of given update from Fontana Nissan of Tech currently working on replacement of engine. RCAS-EM notes no estimate on when can be delivered back due to DLRSHP wanting to test thoroughly after repairs. RCAS-EM requested C to call back or RCAS-EM will follow up in 3 business days. RCAS-EM thanked C for choosing Nissan.

3/7/2017 10:52:30 PM

RCAS-EM made outbound call to Fontana Nissan [redacted] at [redacted] and asked for SA [redacted]. RCAS-EM asked for status of repairs and when RO was open. [redacted] states engine is still out and hoping to have done by end of this week. SA swapping things over. SA states RO open Feb 15th.. RCAS-EM thanked SA for time. Call ended mutually.

3/8/2017 12:27:30 AM

RCAS-EM consulted with TL-RW and if needed before repairs, NNA will offer one month loan reimbursement.

3/8/2017 12:28:04 AM

RCAS-EM contacted [redacted] @ [redacted] and left voicemail including case number, my name, hours of 10:00-7:00 Central, Monday through Friday and contact of [redacted]. RCAS-Em advised C of given update from Fontana Nissan of Tech currently working on replacement of engine. RCAS-EM notes no estimate on when can be delivered back due to DLRSHP wanting to test thoroughly after repairs. RCAS-EM requested C to call back or RCAS-EM will follow up in 3 business days. RCAS-EM thanked C for choosing Nissan.

3/10/2017 12:09:28 AM

RCAS-EM made outbound call to Fontana Nissan [redacted] at [redacted] and asked for SDM [redacted]. RCAS-EM asked about status of repairs on the [redacted]. SDM still working on it. RCAS-EM thanked SDM for time. Call ended mutually.

3/10/2017 9:32:50 PM

RCAS-EM contacted [redacted] @ [redacted] and left voicemail including case number, my name, hours of 10:00-7:00 Central, Monday through Friday and contact of [redacted]. RCAS-EM requested C to call back or RCAS-EM will follow up in 3 business days. RCAS-EM thanked C for choosing Nissan.

3/14/2017 9:59:44 PM

RCAS-EM received a call from C at [redacted] requesting a call back.

3/14/2017 10:15:44 PM

RCAS-EM made outbound call to Fontana Nissan [redacted] at [redacted] and asked for SDM [redacted]. RCAS-EM asked SDM status of repairs to [redacted]. SDM states will need to review with SA [redacted]. SDM put RCAS-EM on hold. RCAS-EM spoke to SA [redacted]. RCAS-EM asked SA status of repairs to [redacted]. SA states techs off today and will be back tomorrow and hoping to re install today. SA states C came by and showed C what is going on. RCAS-EM thanked SA for time. Call ended mutually.

3/14/2017 10:19:09 PM

RCAS-EM contacted [redacted] @ [redacted] and left voicemail including case number, my name, hours of 10:00-7:00 Central, Monday through Friday and contact of [redacted]. RCAS-EM apologized for missing C's calls, was on the other line. RCAS-EM requested C to call back or RCAS-EM will follow up in 3 business days. RCAS-EM thanked C for choosing Nissan.

3/16/2017 3:36:31 PM

RCAS-EM received inbound call from [redacted] @ [redacted] asking for a call back.

3/16/2017 3:37:35 PM

CORRECTION BELOW***** RCAS-EM received VM from [redacted] @ [redacted] asking for a call back.

3/16/2017 3:42:08 PM

RCAS-EM contacted [redacted] @ [redacted] and left voicemail including case number, my name, hours of 10:00-7:00 Central, Monday through Friday and contact of [redacted]. RCAS-EM apologized for missing call, was in a meeting. RCAS-EM requested C to call back or RCAS-EM will follow up in 3 business days. RCAS-EM thanked C for choosing Nissan.

3/16/2017 4:53:26 PM

RCAS-EM received VM from [redacted] @ [redacted] asking for a call back. C Asked to be called back at [redacted].

3/16/2017 4:53:53 PM

[redacted] received inbound call from [redacted] @ ********[redacted] and this is best phone number.********** [redacted] asked C if this would be a good time to speak to C about C's case. C states yes. [redacted] advised C "This call may be recorded for quality and training purposes." C states been so long and what will be done for C. C states needs another truck or different rental. C states C will have to get a refund on truck. C states noise in front and stabilizer bolt was loose. [redacted] apologized. [redacted] advised C of speaking to SA [redacted] at Fontana Nissan on the 14th, was advised the Tech was off work that day, and would be resuming on repairs the 15th hoping to have repairs wrapped up by the end of the week, but not positive. [redacted] notes C requesting a new truck, [redacted] asked if C is requesting a buyback. C states C is requesting a new truck. [redacted] advised C that [redacted] would be happy to assist with that review. [redacted] advised C that the RHR is not a guarantee NNA will buy the vehicle back, but NNA will thoroughly investigate the possibility. [redacted] advised C that RHR takes about 10 business days to thoroughly review. [redacted] advised C that [redacted] will continue following up with C every 3 business days while under review. [redacted] advised C of having a series of questions that [redacted] is required to ask before submitting this review. [redacted] informed C of wanting to apologize a head of time because [redacted] knows the answer to a lot of the questions already. RHR PER SOP 3.19 ? Why do you want to return the vehicle to Nissan North [redacted]? ? Customer states: Taking too long and doubting engine replacement will be correct. C states nut missing on front end. ? Where is the vehicle currently? ? Customer states: Fontana ? Where was the vehicle purchased? ? Customer states: Fontana ? Was it purchased new or used? ? Customer states: NEW ? If used, when was the vehicle purchased? ? Customer states: [redacted] ? Where is the vehicle serviced? ? Customer states:Fontana ? Has the vehicle been taken to multiple Nissan dealers? If so, document names of dealers/retailers? Freemont once. [redacted] advised C that RHR takes about 10 business days to thoroughly review. [redacted] advised C that [redacted] will continue following up with C every 3 business days while under review. C understood. [redacted] asked C if [redacted] could assist further. C declined. [redacted] thanked C for choosing Nissan. Call ended mutually.

3/17/2017 10:28:29 PM

[redacted] emailed SMs at Fontana Nissan and [redacted] OF FREMONT requesting all RO?s.

3/21/2017 9:04:05 PM

[redacted] contacted C at [redacted] VMX including Case number. [redacted] stated on VMX that RHR still under review and [redacted] will continue to follow up with C no later than Friday March 24.

3/22/2017 4:51:52 PM

[redacted]-RD received request to complete RHR.

3/24/2017 4:35:44 PM

[redacted] received VM from [redacted].

3/24/2017 4:44:03 PM

[redacted] made outbound call to [redacted] at [redacted] and asked for SM [redacted]. [redacted] spoke to SA [redacted]. [redacted] asked for status of repairs. SA will be done today and looking good. SA engine running and everything testing fine at this time. [redacted] asked for all ROs. SA states will fax over. [redacted] Em thanked SA for time

3/24/2017 4:49:56 PM

[redacted] contacted [redacted] and left voicemail including case number, my name, hours of 10:00-7:00 Central, Monday through Friday and contact of [redacted]. [redacted] requested C to call back or [redacted] will follow up in 3 business days. [redacted] advised C of trying other number on file. [redacted]-EM thanked C for choosing Nissan.

3/24/2017 4:52:21 PM

[redacted] made outbound call to [redacted] and asked for [redacted] and was advised unavailable and left written msg to call [redacted] back.

3/24/2017 5:03:59 PM

[redacted] received inbound call from [redacted] and spoke to C. [redacted] asked C if this would be a good time to speak to C about C's case. C states yes. [redacted] advised C "This call may be recorded for quality and training purposes." [redacted] advised C that [redacted]M still needs more time for the review process of a buyback but will continue following up with C every 3 business days. [redacted] notes SA [redacted]y stating vehicle is being finished today and everything is testing good. [redacted] asked if C has questions for [redacted]M at this time. C states C has been very patient. C states C needs a truck and had to cancel a vacation. C states C needs a new truck. [redacted] apologized. [redacted] advised C of NNA is reviewing for a buyback right now and is still under review. C understood. C asked how long it takes. C states C owns a shop and looked up only a 20 hour process for this repair. C asked how long does the review take. [redacted] advised C about 10 business days. C asked when review started. [redacted] advised C of starting review on the 16th and has been about 6 business days. C states not very happy with this truck. C states likes the truck and Nissan and might not buy Nissan again. [redacted] apologized. C interrupted [redacted]. C states been paying for insurance and for a truck that C has not been using. C states C wants a new truck exactly the same. [redacted] advised C that if C is eligible for a buyback, NNA will be contacting C to go over the specifics, options, and next steps forward. C states C has a concern with smell inside. C states concerns with safety. [redacted] apologized for C's concerns and delay on repairs at the DLRSHP C understood. C states C will not pick up the vehicle once repaired. [redacted] advised C of being C's right if C chooses not to and NNA will continue reviewing for a possible buyback. C understood. [redacted] asked C if [redacted] could assist further. C declined. [redacted] thanked C for choosing Nissan. Call ended mutually.

3/27/2017 10:12:44 PM

[redacted] submitted RHR for ARBS review.

3/27/2017 10:25:55 PM

[redacted] realized after submitting RHR that there was an OPEN RO for VIN [redacted] emailed SM at Fontana Nissan to request this RO

3/28/2017 1:15:36 PM

DRTS received the RHR. The RHR was assigned to ARBS Jessica [redacted] review

3/29/2017 3:02:22 PM

[redacted] attached most recent RO

3/29/2017 8:37:57 PM

[redacted]-SB placed outbound call to the C [redacted] on Behalf of [redacted] and left a vmx. [redacted]-SB provided brief reason for calling, hours of business, case number and [redacted] phone number requesting a callback. [redacted]-SB requested if C does call back and reaches VMX, to please leave best time and number to reach C. [redacted]-SB notes [redacted] will follow-up 04/03. [redacted]-SB informed C the case is still under review for RHR. . [redacted]-SB advised C

3/29/2017 9:27:26 PM

ARBS reviewed RHR, CPIA, ASIST, and Sales Force

3/29/2017 9:29:57 PM

ARBS notes: Customer: [redacted] Mileage: 15,170 In service date: 8/21/16 9/22/16 @ 6,493 [redacted], RO: 206190 - Days Down: 3 Concern: 1. Repair scratched on front bumper and driver side door 2. Rear tailgate does not open 3. Vehicle pulls to right when driving Action: 1. No work shown 2. Bulletin [redacted] applies. Ordered parts 3. Issue under investigation with Nissan. TechLine not contacted. 10/08/16 @ 7,802 [redacted], RO: [redacted] - Days Down: 1 Concern: : 1. Vehicle pulls to the right 2. Rear tailgate will not open, SOP in. Action: 1. Test drove vehicle on know flat road. Found drifting to the right. Cross rotated tires, test drove again. Vehicle drove straight. 2. Replaced tailgate handle with camera. 12/07/16 @ 10,808 [redacted], RO: [redacted] - Days Down: 1 Concern: 1. AC compressor is always on even when AC is turned off, customer has noticed gas mileage is getting worse since issue has been present. 2. Recall PC4940 3. When turning and going over bumps, suspension clicking Action: 1. Started and checked A/C compressor operation found off at this time, found A/C comp operates as per design, note A/C compressor will come on when defroster is turned on and will stay on until key is cycled (normal operation) 2. Breather tube ok 3. Confirmed noise, found noise coming from customer commercial type hitch that is on vehcile, not a warrantable concern 1/26/17 @ [redacted] - Days Down: 2 Concern: 1. Exhaust fumes coming inside vehicle when driving 2. Knocking noise a idle 3. When goin over bump or driveway, theres a crunch sound 4. All 4 windows will not clean water off windows when rolling down then back up Action: 1. Upon inspection test drove and no exhaust fumes or smell inside the vehicle. Unable to duplicate 2. Everything working properly, no noise is heard. 3. Test drove vehicle, no noises detected. 4. Inspected all 4 Windows dusters in good condition 2/15/17 @ [redacted] - Days Down: 42 Concern: 1. Vehicle shifts hard between 1st and 2nd gear 2. All 4 windows when rolling down or up will not clean windows when wet 3. Black sut on paint of vehicle 4. Fume smell when driving or at idle 5. Vehicle makes a squal in rear driver?s side when driving slow 6. Vehicle makes a knocking at idle, knocking gets louder when driving 7. When making a sharp left or right turn vehicle makes a creeping noise in front end 8. Rear bed cargo boxes are both hard to close and seem misaligned 9. Upon inspection noted truck hard to start in morning when cold Action: 1. Found trans shifting hard above 40MPH during light throttle, found TSB [redacted]-082. Reprogram TCM. 2. Took apart left front and left rear door panels. There is no adjustment for window. 3. found soot to be normal effect from diesel operated trucks 4. Smell is normal for diesel truck. 5. Found parking brake too tight, re-adjusted brake, noise gone. 6. Drove with DTS heard noise, gets louder after vehicle warms up. Found lots of copper and metal debris. Bearings have ground up to a twisting of crank shaft. Replaced long block assembly and fuel hose. 7. When turned all the way one way or other there will be normal rubbing. Found left front sway bar nut missing and link hitting sway bar causing noise. Replace nut and rechecked, noise gone. 8. Bed storage bins warping 9. Found TSB, reprogrammed ECM

3/29/2017 9:49:36 PM

ARBS notes: placed call to [redacted] Nissan and requested to speak with SA-[redacted] ARBS call was transferred to SA-[redacted] ARBS advised was calling to speak with [redacted] regarding customer recent repair, vehicle was down for 42 days. ARBS was calling to get more details around why vehicle was out of service that long SA advised wouldn't know, RO has 10 concerns on it. SA advised best to call for SA- [redacted] SA will be in tomorrow at 7AM ARBS understands and thanked SA for time call ended mutually

3/30/2017 2:21:15 PM

ARBS notes: received payoff information from NMAC, attached to case file SR# [redacted] Account#: 00102446176400001 Customer: [redacted] 30 day payoff $ 40,817.04 good thru 4/29/2017 Per Diem 4.08 Payments received 6 Payment amount $ 680.48 Principal Paid $ 3,252.94 Interest paid $ 829.94 Late fee paid $ 0.00 Recent payment received on 3/6/2017 in the amount of $ 680.48 Copy of Contract, Payment History and Title are attached. The account is SOC eligible.

4/3/2017

4/3/2017 7:17:58 PM

ARBS notes: placed call to [redacted] and requested to speak with SA-[redacted] ARBS was transferred and connected to SA ARBS advised was calling to get more information regarding a RO SA stated for customer ARBS agreed ARBS requested if vehicle was there for the 42 days and reason down so long SA advised vehicle days down is correct, SA advised dealer was waiting on parts, vehicle had engine replaced, part took longer to get in than expected ARBS understands and thanked SA for update call ended mutually

4/3/2017 7:29:28 PM

ARBS notes: placed call to customer @[redacted] ARBS was connected to customer and advised calling from NNA regarding customer case customer agreed ARBS advised reviewed documents pertaining to customer vehicle and buy back request, ARBS advised NNA would be in a position to assist customer with vehicle buy back, ARBS advised customer we would have 3 options available for customer: repurchase, replacement, or settlement customer stated just want Nissan to replace with exact vehicle ARBS understands and advised will reach out to [redacted] and request assistance with replacement customer stated currently on vacation in [redacted] and customer had to take vehicle to dealer there for concern with brakes, customer stated at the dealer now ARBS apologized customer was still experiencing concerns and would work with dealer to complete process quick as can customer agreed and asked about step rails installed on current vehicle ARBS advised dealer would be best to ask about that, vehicle does have to be back to factory specifications, ARBS not sure if can be installed on replacement vehicle customer understands ARBS thanked customer for time and advised will follow up when customer returns from vacation next week, but will work with dealer in the mean time to locate comparable vehicle customer agreed and thanked ARBS for help ARBS thanked customer call ended mutually

4/3/2017 7:35:04 PM

ARBS notes: placed call to [redacted] Nissan and requested to speak with [redacted] was transferred and connected to SM line ARBS advised was calling for [redacted] for assistance with replacement vehicle for mutual customer under L.L. SM advised will be in later this afternoon around 1:30.. 2PM ARBS understands and advised will call back later SM agreed call ended mutually

4/4/2017 8:20:05 PM

ARBS notes: placed call to [redacted] Nissan and requested to speak with [redacted] was placed on hold and transferred to sales office voicemail ARBS left message for SM-[redacted] requesting call back regarding assistance with customer SOC. ARBS provided contact information for call back

4/4/2017 8:25:21 PM

ARBS notes: emailed SM-[redacted] as customer advised had been working with regarding vehicle

4/4/2017 8:46:55 PM

ARBS notes: customer vehicle was purchased pre-owned with 2,593 miles Selling price: $56,480.00

4/4/2017 9:08:35 PM

ARBS notes: 49 days out of service, confirmed - 1 visit, 0 repairs scratch on front bumper 1st visit: no work documented - 2 visits, 2 repairs rear tail gate will not open 1st visit: SOP 2nd visit: replaced tail gate handle with camera, Bulletin - 2 visits, 0 repairs vehicle pulls to the right 1st visit: issue under investigation, no work performed 2nd visit: cross rotated tires - 1 visit, 0 repairs A/C compressor is always on 1st visit: normal operation - 1 visit complete campaign PC494: inspected breather tube - 2 visits, 2 repairs when turning there?s a clicking/creaking noise from suspension 1st visit: due to aftermarket hitch 2nd visit: replaced sway bar nut - 2 visits, 0 repairs exhaust fumes inside vehicle 1st visit: unable to duplicate 2nd visit: normal operation - 1 visit, 0 repairs vehicle makes crunch sound over bumps 1st visit: no noises detected - 2 visits, 0 repairs all 4 windows won?t clean when wet 1st visit: unable to duplicate 2nd visit: no adjustment available - 1 visit, 1 repair vehicle shifts hard between 1st and 2nd gear 1st visit: reprogram TCM - 1 visit, 0 repairs black sut on paint of vehicle 1st visit: normal for diesel - 1 visit, 1 repair vehicle makes squal noise from rear when driving slow 1st visit: re-adjusted parking brake - 2 visits, 2 repairs knocking noise at idle 1st visit: no noise heard 2nd visit: replaced long block assembly and fuel hose - 1 visit, 1 repair rear cargo boxes loose and misaligned 1st visit: warped, SOP - 1 visit, 1 repair upon inspection vehicle hard to start in morning 1st visit: reprogrammed ECM ARBS notes: TechLine: No DTS: [redacted] 2/15/17 1.Complaint lower end engine knock at idle, suspension pop from front turning, squeak from left rear brake, storage box lids warped and hard to latch. ? Cause engine knock, cross member , parking brake adjustment, storage box lids deformed ? Correction check for metal in motor oil, if so replace long engine. re-torque cross member. Adjust parking brake. Replace storage box lids as necessary ? Status complete ? Dealer findings: check for metal debris in engine oil, send sample to Blackstone if no clear evidence. re-torque cross member. Adjust parking brake. Adjust storage lid latches and if no change, replace as necessary. update; 02/17/17 tech found excessive metal debris in oil pan. Recommend replace long engine. Contact PCC Previous cases: 25535546- DPIC- Advised the dealer no Turbo VSC: RCCD10835387 Sec+Plus Gold Pref 72mo/75k miles Eff: 8/21/16 Exp: 8/21/22 PP: $2,500.00 Deduct: $100 Open campaigns: None Vehicles owned: 2016 Titan XD 2016 Titan XD- APR: [redacted] Pre-owned:

4/4/2017 9:10:57 PM

ARBS notes: Usage: CA 1st report/120,000 X Purchase Price 11,286/120,000*$53,480.00= $5,029.79 Purchase Price: $56,480.00 - $3,000 (rebate) = $53,480.00 Mileage: 13,879 - 2,593 = 11,286

4/6/2017 8:14:30 PM

ARBS notes: placed call to customer @[redacted] ARBS was connected to customer and advised calling to follow up regarding intent letter to confirm customer received. ARBS hasn't received requested documents customer stated returning from vacation this weekend, hasn't checked email customer asked if ARBS contacted dealer, ARBS advised left message requesting call back ARBS advised customer with vehicle being purchased used, customer would be responsible for difference between purchase price of vehicle and the new vehicle customer understands and advised would send documents next week sometime ARBS advised will send customer intent letter again today in case customer didn't receive customer agreed and thanked ARBS ARBS thanked customer call ended mutually

4/11/2017 1:06:53 PM

ARBS notes: received customer registration and vehicle pictures, attached to case file

4/11/2017 1:19:09 PM

ARBS notes: correction to usage... repurchase vehicle due to days down, usage from 1st repair attempt @6,493 miles 6,493 - 2,593 = 3,900 3,900/120,000* $53,480.00= $1,738.10

4/11/2017 1:33:19 PM

ARBS notes: calculated repurchase offer, attached to case 6 Payments paid: $4,082.88 Down Payment: $15,800.00 Less Gap: ($800.00) Less usage fee at 3,900 miles: ($1,738.10) Refund to Customer: $17,344.78 Lien Payoff good to (4/29/2017): $40,817.04 ARBS notes: emailed customer with repurchase letter ARBS advised Gap has to be cancelled through providing company ARBS contact customer after 8AM PST

4/11/2017 1:37:11 PM

ARBS notes: attached pictures and registration as JPG also due to pictures being blurry once saved as a PDF

4/11/2017 5:32:50 PM

ARBS notes: received call from customer customer was calling to see if ARBS had repurchase offer ARBS advised customer emailed over earlier this morning to customer email customer stated didn't see it yet today ARBS requested customer check junk/spam folder customer agreed and advised would have to wait until off phone to check ARBS advised can go over customer repurchase offer and explained customer would be receiving $17,344.78 refund. customer could contact Gap to get pro-rated refund from company and ARBS would provide VPP as discussed to provide additional discount on new vehicle customer understands and advised would like to look over detailed letter and let ARBS know ARBS understands and advised customer will follow up Thursday 4/13 customer agreed call ended mutually

4/11/2017 6:05:39 PM

ARBS notes: received call from customer customer stated was able to review document and advised doesn't understand why customer is being deducted for usage, customer stated vehicle was out of service for over a month ARBS advised customer usage was taken from first visit and the miles at purchase were deducted from that amount customer understands customer stated does not get money for all the time customer went back and forth, customer stated runs a business and very inconvenient ARBS advised customer NNA does not compensate for time, ARBS advised realize customer concerns and amount of time vehicle was out of service which is why NNA has offered to buy back customer vehicle ARBS advised customer can offer the VPP discussed to provide additional discount and can look at waiving usage if customer can provide contract of new vehicle customer understands and advised will contact dealer, Riverside today to see about getting assistance ARBS advised customer can provide with ARBS contact information if need to speak with ARBS regarding VPP or any additional information customer understands and thanked ARBS for all help customer stated really loves truck and Nissan, customer always gives Nissan business and says good things even with all concerns having ARBS appreciates customer loyalty and apologized customer was experiencing concerns with vehicle customer advised would let ARBS know what will do after visit to dealer ARBS understands and thanked customer for time call ended mutually

4/12/2017 8:43:34 PM

ARBS notes: received call from customer customer provided ARBS with new VIN: [redacted], ARBS attached new invoice to case Empire Nissan Sales Rep: [redacted]i (sp)

4/12/2017 8:44:27 PM

ARBS notes: New Vehicle MSRP: $60,485.00

4/13/2017 8:44:32 PM

ARBS notes: placed call to customer [redacted] ARBS was connected to customer voicemail, ARBS left message calling to follow up regarding customer case and provided contact information for call back ARBS advised office is closed tomorrow 4/14 and ARBS is OOO Monday 4/17 for training, ARBS will return all calls and emails upon return Tuesday 4/18

4/18/2017 6:08:07 PM

ARBS notes: placed call to Empire Nissan and requested to speak to Sales- [redacted] ARBS call was put on hold ARBS was connected to [redacted] in sales ARBS advised was calling to discuss mutual customer SP agreed ARBS advised customer is looking to purchase new comparable vehicle and ARBS was advised customer contact SP- [redacted] for assistance and has vehicle picked out SP agreed SP advised holding vehicle for customer until repurchase has been completed ARBS thanked SP for information call ended mutually

4/18/2017 6:17:10 PM

ARBS notes: revised customer repurchase offer letter, confirmed customer is purchasing new Titan, VIN listed below ARBS emailed customer with revised repurchase offer letter, attached to case file

4/20/2017 5:13:36 PM

ARBS notes: received voicemail from [redacted] @1:24PM SR requested call back @[redacted] ARBS placed call to [redacted] call was connected and ARBS advised was returning SM call regarding customer SM agreed and advised customer asked SM for help with document ARBS requesting customer hard to understand what ARBS needs from customer ARBS understands and advised SM ARBS needs repurchase offer emailed to customer signed and returned to complete repurchase and submit for VPP code SM understands and advised explained to customer but wanted to make sure ARBS agreed and thanked SM for assistance call ended mutually

4/25/2017 3:54:21 PM

ARBS notes: received voicemail from customer Monday 4/24 @5:54PM customer left ARBS voicemail advising would be leaving the country for a couple weeks and had one more question before returning document and requested call back ARBS placed call to customer @[redacted] ARBS was connected to customer voicemail, ARBS was unable to leave message due to mailbox being full ARBS notes: emailed customer advising attempted to reach out and received voicemail. ARBS advised was unable to leave message, but wanted to reach out to customer before left for out of the country. ARBS requested call back or customer to respond through email with any questions if easier at this point

4/26/2017 1:09:28 PM

ARBS notes: received email from customer: Hi [redacted] i received your. I will call you or email you when I come back. Thank you so much. ARBS notes: customer will be out of the country for 2-3 weeks. ARBS updating follow up, customer to contact when returns

4/26/2017 1:10:26 PM

Shifting, suspension, brake noise, window concerns

5/15/2017 7:23:17 PM

ARBS notes: received voicemail from customer @2:17pm ARBS placed call to customer ARBS was connected to customer voicemail box and received message voicemail box is full and can not accept messages ARBS disconnected call ARBS received call back from customer customer advised phone is having issues since returning, customer apologized for missing call customer advised has returned and is back in [redacted] customer stated has made another payment ARBS understands and advised customer will have to get updated payoff and send customer revised repurchase letter customer agreed and stated will sign and send back once received ARBS agreed and advised may be tomorrow before ARBS can get revised document customer understand and advised not in a hurry ARBS thanked customer for calling back call ended mutually

5/15/2017 7:42:28 PM

ARBS notes: placed call to NMAC for updated payoff, ARBS connect to SR-[redacted] and provided updated payoff $39,558.99 good thru 5/25/17 per diem $4.08 ARBS requested SR send updated payment history SR agreed and requested fax ARBS provided SR advised would send payment history within 3-5 minutes ARBS agreed and thanked SR for help call ended mutually

5/15/2017 7:49:02 PM

ARBS notes: emailed customer with updated repurchase letter: 6 Payments paid: $4,082.88 Down Payment: $15,800.00 Less Gap: ($800.00) Less usage fee at 3,900 miles: ($0.00) Refund to Customer: $19,082.88 Lien Payoff good to (4/29/2017): $40,817.04

5/17/2017 5:46:16 PM

ARBS notes: attempted to contact customer @[redacted] call went straight to voicemail, voicemail box was full and not accepting messages. call was disconnected ARBS emailed customer advising of attempt to contact from last conversation customer was having problems with phone ARBS advised was calling to follow up and confirm customer received revised repurchase letter

5/17/2017 6:12:41 PM

ARBS notes: received call back from customer customer stated missed ARBS call ARBS advised was calling to confirm customer received revised repurchase letter customer agreed and advised would send over today or tomorrow ARBS understands and thanked customer for calling back call ended mutually

5/18/2017 4:18:09 PM

ARBS notes: received customer signed repurchase letter, attached to case

5/18/2017 4:24:22 PM

ARBS notes: Repurchase Letter: 6 Payments paid: $4,082.88 Down Payment: $15,800.00 Less Gap: ($800.00) Less usage fee at 3,900 miles: ($0.00) Refund to Customer: $19,082.88 Lien Payoff good to (4/29/2017): $40,817.04 Usage: CA 1st report/120,000 X Purchase Price 11,286/120,000*$53,480.00= $5,029.79 Payoff: NMAC Account#: 00102446176400001 $39,656.91 good thru 6/18/17 per diem $4.08 Registration expires: 8/31/2017 [redacted]

5/18/2017 4:31:56 PM

ARBS notes: Updated Repurchase Letter... please disregard last comment 8 Payments paid: $5,443.34 Down Payment: $15,800.00 Less Gap: ($800.00) Less usage fee at 3,900 miles: ($0.00) Refund to Customer: $20,443.84 Lien Payoff good to (4/29/2017): $39,558.99 Payoff: NMAC Account#: 00102446176400001 $39,656.91 good thru 6/18/17 per diem $4.08 Usage: CA 3,900/120,000*$53,480.00= $1,738.10 **Waiving for retention, new vehicle invoice attached. Spoke to [redacted] to confirm . Registration expires: 8/31/2017 [redacted]

5/18/2017 4:42:55 PM

ARBS submitted check in the amount of $20,443.84 payable to customer ARBS submitted check in the amount of $39,656.91 payable to lien holder

5/18/2017 4:43:34 PM

NNA offering to buyback customer vehicle **customer will be out of the country for 2-3 weeks, will contact ARBS when returns

5/19/2017 2:24:52 PM

ARBS notes: [redacted] Case: 265310 FedEx tracking: [redacted]

5/22/2017 7:50:59 PM

ARBS notes: received checks, transmitted to [redacted] for surrender ARBS closing case

7/26/2017

7/26/2017 9:41:18 PM

*** [Added after the case is closed.] *** DRTS TK: Check(s) from NMAC for Overpayment in the amount of $54.23 sent to LOCKBOX #54457; FED EX TRACKING # 779505333476. Check will be credited and journalized to NNA?s BUYBACK ACCOUNT; [redacted]. Case documented and copy of check attached to case on this date.

CONSUMER ASSISTANCE REQUEST

C[redacted]

NAME: [redacted] **VIN:** [redacted] **TRIM:** [redacted]

CITY: [redacted] **MODEL:** **A61** YR: **2016** **OPTIONS:** B11C03S01Z66

[redacted]: [redacted] **DT:** 12/15/2015 **SERVICING DLR** NISSAN OF [redacted], LLC

OPEN_DT: 6/13/2017 **SVC DT:** 1/17/2017 **DLR** [redacted]: [redacted]

CLOSE_DT: 7/21/2017 **MILEAGE:** 9,491 **ACCIDENT:** N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	138000	ENGINE ASSEMBLY
	AG	ENGINE MECHANICAL	YX	POOR OR IMPROPER OPERATION

CAR VERBATIM

6/13/2017

6/13/2017 10:59:06 PM

CRR-SN VERIFIED Account Info including: C's name, home & email address, phone# & best contact# CRR-SN VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History CRR-SN CHECKED for open recalls/campaigns and found: 0 CRR-SN CHECKED for previous UNRELATED Case(s) and found: 0 CRR-SN CHECKED previous RELATED Case(s) and found: 0 CRR-SN NOTED concern is: blown engine C stated VIN [redacted] C stated Current Mileage 8,000 C stated bought diesel truck January 2017 and engine is blown C stated at Nissan of [redacted] DLRSHP right now and will be 2 weeks for repairs C stated lives in [redacted] and unable to go boating because rental car unable to pull boat C stated C needs a truck for daily living C wants rental truck not car for 2 weeks while VEH being repaired and wants engine warranty to start over CRR-SN provided C with Case # 27080732, Agent ID 7319215 CRR-SN informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day June 14, 2017 regarding the C concern C understood and appreciated the assistance Best Contact #: [redacted] Call ended mutually

6/14/2017 4:07:03 PM

RCAS-SM placed outbound call to DLR. RCAS-SM spoke to [redacted]. RCAS-SM asked if C's engine is blown? SD stated it appears to be a blown engine. SD stated SD is waiting on approval for [redacted] to tear down the VEH and find out what is going on with the VEH. RCAS-SM stated C's complaint is C is driving a rental car and not a rental truck. SD stated there are no [redacted]s in the rental fleet. RCAS-SM understood. RCAS-SM stated RCAS-SM wanted to confirm it's a warrantable concern. SD stated SD would assume it is, as the VEH has 8000 miles. RCAS-SM understood. RCAS-SM stated RCAS-SM is going to offer reimbursement for a rental truck. RCAS-SM thanked SD. Call ended mutually.

6/14/2017 4:17:22 PM

**RCAS-SM notes after reviewing the case with TL-RW, RCAS-SM will reimburse C up to $500.

6/14/2017 4:42:42 PM

RCAS-SM VERIFIED C's name, home & email address, concern, phone# RCAS-SM CHECKED for open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 25948474, 25947347 Previous RELATED Case(s) Found: 27071103 RCAS-SM ADVISED "This call may be recorded for quality and training purposes." [redacted] RCAS-SM placed outbound call to C at [redacted]. RCAS-SM stated RCAS-SM will email direct contact information and case number. RCAS-SM confirmed C's VEH will be down at the DLR for 2 weeks due to engine being blown out. C stated yes. RCAS-SM apologized to C for C's experience with C's new VEH. RCAS-SM asked if C's concern is C having a rental car and not a rental truck? C stated yes. RCAS-SM stated RCAS-SM spoke to [redacted] and was informed the DLR does not have trucks in the rental fleet. RCAS-SM stated given C's current experience, RCAS-SM would like to offer to reimburse C for the cost of a rental truck. RCAS-SM stated as the Rental Company is separate from NNA, RCAS-SM is unable to pay it forward for a rental VEH. RCAS-SM asked if that is something C would be interested in? C stated yes, C thinks C will rent a truck. RCAS-SM stated RCAS-SM will also send the "Request Documents" email to C, for C to attach the POP to. RCAS-SM stated once C sends the email back to RCAS-SM, RCAS-SM will be notified and will go forward with processing the reimbursement. C stated okay. C stated C's other concern is regarding the warranty. C stated C is going to get a brand new engine in C's brand new VEH. C asked about the warranty coverage? C stated it is concerning because the engine will be new, and C is almost certain replacing a 2016 Titan XD engine will be new for the technician as this VEH is new to the company. RCAS-SM understood. RCAS-SM stated C will still have the Powertrain warranty of 100,000 miles or 1/17/2022, whichever comes first. RCAS-SM stated with the NNA replacement part, C will have the warranty of 12 months or 12,000 miles, whichever comes first. RCAS-SM stated the engine will be covered under both warranties. C stated the DLR stated C does not have the warranty of 100,000 miles. RCAS-SM stated under C's VIN# it is showing [redacted] for 100,000 miles or 1/17/2022, whichever comes first. C asked if RCAS-SM is able to mail that WIB to C? RCAS-SM stated yes. RCAS-SM stated C will receive the WIB in 2 weeks. RCAS-SM stated RCAS-SM will followup with C no later than 6/28/17 to ensure the WIB was received. C thanked RCAS-SM. RCAS-SM offered further assistance. C declined. RCAS-SM thanked C. Call ended mutually.

6/14/2017 4:44:11 PM

RCAS-SM is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** Customer contacted Nissan CA requesting assistance with rental VEH concern. _____ [redacted]MENT OF DECISION: RCAS-SM is closing the case pending POP.

6/20/2017 10:23:55 PM

**RCAS-SM notes missing a call from C 6/20/17. RCAS-SM placed outbound call to C at [redacted]. RCAS-SM advised the call may be recorded for quality and training purposes. C stated okay. RCAS-SM asked how RCAS-[redacted] can assist C? C stated C's VEH has a blown engine. C stated the motor came in sooner than the DLR expected. C stated the DLR is expecting the VEH repairs to be complete this weekend or next weekend. C stated C did not have to rent a VEH. C stated C is concerned that no one is able to explain what caused the engine to go out. C stated the DLR found metal in the engine. C stated C wants to know if there is a way Nissan can do the oil changes on C's VEH to check in on the VEH. C stated it is unsettling to know that C has a brand new VEH and is already in need of a new engine and the parts from the old engine are going to be placed on the new engine block. RCAS-SM understood. RCAS-SM confirmed C wants a maintenance plan for the DLR to keep an eye on the VEH. C stated yes. C stated C is not asking for something just to do it. C stated after the warranty expires, C will be out of luck. RCAS-SM stated RCAS-SM can review for a maintenance plan. RCAS[redacted]M stated first, NNA wants to ensure the VEH is repaired. RCAS-SM stated RCAS-SM will followup with C to check on the repairs. C thanked RCAS-[redacted]. RCAS-SM stated RCAS-SM will followup with C on Friday. RCAS-SM offered further assistance. C declined. C thanked RCAS-[redacted]. RCAS-SM thanked C. Call ended mutually.

6/23/2017 9:22:36 PM

RCAS-SM placed outbound call to C at [redacted]. RCAS-SM left VMX stating direct contact information, case number, and followup no later than 6/28/17. RCAS-SM stated RCAS[redacted]M is calling to followup on C's VEH repairs.

6/23/2017 9:23:22 PM

RCAS-SM placed outbound call to C at [redacted]. RCAS-SM notes the phone rang for longer than 2 minutes, with no answer or VMX.

6/28/2017 8:17:43 PM

RCAS-SM placed outbound call to [redacted]. RCAS-SM left VMX asking for an update on C's VEH. RCAS-[redacted] stated the last 8 of the VIN# and direct contact information.

6/28/2017 8:20:04 PM

RCAS-SM placed outbound call to C at [redacted]. RCAS-SM left VMX stating direct contact information, case number, and followup no later than 7/3/17. RCAS-SM stated RCAS-SM is calling to followup on C's VEH repairs.

7/3/2017

7/3/2017 6:35:35 PM

RCAS-SM placed outbound call to C at [redacted]. RCAS-SM advised the call may be recorded for quality and training purposes. ********** RCAS-SM stated RCAS-SM is following up on the engine replacement for C's VEH. RCAS-[redacted] asked if C's concerns have been taken care of? C stated yes and no. C stated C got the VEH back. C stated C went to pick the VEH up on Monday. C stated there was a puddle of oil under the truck. C stated this is concerning to C as C's VEH just received a new engine. C stated the DLR kept the VEH. C stated C picked up the VEH on Tuesday, and the DLR informed C it was spilled oil. C stated the oil is coming from somewhere. C stated C's VEH is notifying C that there is an oil change due in [redacted] miles. C stated the VEH is supposed to have a new engine with new oil. C stated the DLR put on the window when the next oil change is due. C stated C looked up the the concern on the internet. C stated the VEH will read the oil meter. C stated C is not happy with how everything is working out with the VEH. C stated the VEH also has an inconsistent tick. C stated C needs to talk to the DLR about the ticking. RCAS-SM understood C's frustration. RCAS-SM stated RCAS-SM will send communication to [redacted]d regarding the ticking noise and the oil meter's reading. RCAS-SM stated sometimes, the VEH's system needs to be reset. RCAS-[redacted] asked if C has seen signs of the oil leaking since C picked up the VEH? C stated no, C has not seen oil leaks. C stated C parks the VEH in the same spot at work and in C's home garage. RCAS[redacted]M stated that is a good sign. RCAS-SM stated RCAS-SM can go ahead and process the maintenance plan as the VEH concerns are resolved. RCAS-SM stated RCAS-SM will followup with any information received on Friday. C stated okay. RCAS-SM offered further assistance. C declined. RCAS-SM thanked C. Call ended mutually.

7/3/2017 6:39:51 PM

**RCAS-SM sent email to [redacted]d informing of C's ticking noise and oil change notification.

7/8/2017 1:37:07 AM

RCAS- SH placed an outbound call to C at [redacted]. RCAS-SH requested account holder. C identified as account holder. RCAS-SH asked C if this was a good time to speak about C's Case. C stated yes. RCAS-SH advised that the call may be recorded for quality and training. RCAS-SH provided the recap of the of the previous case. C stated C's VEH is notifying C that there is an oil change due in [redacted] miles. C stated the VEH is supposed to have a new engine with new oil. C stated the DLR put on the window when the next oil change is due. C stated C looked up the the concern on the internet and saw that there is an additional veh with another person with the same concerns. RCAS-SH informed C at this point the DLR would be best to assist C. C stated C is waiting for an appointment for the veh but the DLR has not called. RCAS-SH apologized for the Concerns. that C faced with the veh. RCAS-SH informed C RCAS-SM can follow up with the DLR to see about the appointment. C stated the DLR has had the veh for 2 weeks and is still making payments. RCAS-SH informed C RCAS-SH can review for a reimbursement. C stated C would like to have the reimbursement before hand to rent the veh. RCAS-SH informed C the veh would have to be reimbursed after the repairs are completed. C stated when C took the veh into the DLR C was told the v eh was okay to take and then the DLR kept the veh for 2 weeks. RCAS-SH stated RCAS-SH can request the DTS and RCAS-SM will follow up with RCAS-[redacted]. C stated okay,. RCAS-SH thanked C call ended mutually.

7/12/2017 11:18:45 PM

CRR-DL<OPENED or VERIFIED> Account Info including: C's name, home & email address, phone# & best contact# CRR-DL VERIFIED Veh Info including: VIN#, Current Mileage,Warranty & Service History CRR-DL CHECKED for open recalls/campaigns and found:0 CRR-DL CHECKED for previous UNRELATED Case(s) and found:0 CRR-DL CHECKED previous RELATED Case(s) and found:0 CRR-DL NOTED concern is: Follow up C called stating that C still hasn?t received a call from RCAS agent CRR-DL stated that CRR-DL will update the follow up date and that C should expect a call back no later than tomorrow 5 pm C thanked CRR-DL call ended mutually

7/13/2017 9:44:56 PM

RCAS-SM placed outbound call to C at [redacted]. RCAS-SM left VMX stating direct contact information, case number, and followup no later than 7/17/17. RCAS-SM apologized for the missed followup, as the date was changed by the inbound agent. RCAS-SM stated RCAS[redacted]M received a DTS Inspection date for 7/25/17 at 9:00 AM. RCAS-SM stated RCAS-SM wants to see if that date will work for C.

7/17/2017 3:55:08 PM

RCAS-SM placed outbound call to C at [redacted]. RCAS-SM left VMX stating direct contact information, case number, and followup no later than 7/18/17. RCAS-SM stated RCAS-SM received a DTS Inspection date for 7/25/17 at 9:00 AM. RCAS-SM stated RCAS-SM wants to see if that date will work for C.

7/17/2017 4:43:43 PM

RCAS-SM received inbound call from C at [redacted]. RCAS-SM advised the call may be recorded for quality and training purposes. ********** RCAS-SM stated C last spoke to RCAS-SH. RCAS-SM stated it looks like a DTS inspection time was requested. RCAS-SM stated RCAS-SM has that time and date for C now. C stated C's VEH has already been looked at. RCAS-SM asked if C is no longer needing the DTS inspection? C stated no. C stated C has a brand new VEH with 9000 miles. C stated C is leaving Wednesday to pull C's camper. C stated C has had anxiety about pull the camper all week. C stated C should not feel this when owning a brand new VEH. C stated NNA has addressed all "issues" and the VEH was looked at. C stated C was told by the technician the VEH is completely repaired. C stated C is not happy with the VEH. C stated C feels C does not have a reliable VEH. RCAS-SM understood. RCAS-SM asked if C is having no current concerns with the VEH? C stated no. C stated the technician stated the VEH is good to go. RCAS-SM asked how C is looking for NNA to assist? C stated C would love a new truck. C stated obviously NNA is not going to give C a new truck. C stated if C sold the VEH on a private market, when the carfax are pulled, it will show the VEH has had a new motor. C stated that will automatically place C $5000 below everyone else. C stated that is a considerable amount with a brand new VEH. C stated C has been thinking about trading the VEH in, but C is going to lose money. RCAS-SM asked if C's main concern with the VEH is the value of the VEH? C stated correct. RCAS-SM understood. RCAS-SM stated anything regarding the value, the trading, or the sales process of the VEH, RCAS-SM is unable to assist. C stated C would like to be compensated with the value loss and wants NNA to change the oil on the VEH to be able to check the oil on the VEH. RCAS-SM stated NNA is going to offer C a 2 year, 20,000 mile maintenance plan that will cover the oil changes. RCAS-SM stated NNA would like to review to reimburse C for the monthly payments of the VEH while the VEH was down. RCAS-SM asked C to attach the to most recently monthly payments on the VEH to the email. C stated okay. C stated C believes C still has the email. RCAS-SM stated RCAS-SM will resend the email. C stated okay. RCAS-SM stated RCAS-SM will followup with C Wednesday, to give C time to attach the documents. C stated okay. RCAS-SM offered further assistance. C asked about the value of the VEH? RCAS-SM stated anything regarding the value, the trading, or the sales process of the VEH, RCAS-SM is unable to assist. RCAS-SM stated RCAS-SM does not have the information and cannot get the information to assist with that concern. C understood. C thanked RCAS-SM. RCAS-SM thanked C. Call ended mutually.

7/17/2017 4:44:22 PM

**RCAS-SM sent email to [redacted]s stating C no longer needs the DTS inspection.

7/17/2017 4:46:23 PM

**RCAS-SM received email from [redacted]. DTS stated DTS looked at the VEH and did not find anything wrong last week. DTS stated DTS has not yet logged the inspection. DTS stated the DLR has been unable to duplicate C's concern. DTS stated the engine was replaced due to a bad internal bearing. DTS stated DTS will log the inspection today.

7/20/2017 1:01:02 AM

RCAS-CM placed outbound call to [redacted] @ [redacted]. RCAS-CM asked for Mr. [redacted] and C stated RCAS was speaking to Mr. [redacted]. RCAS-CM asked if this was a good time to speak and C agreed. RCAS-CM advised the call may be monitored and recorded for quality and training purposes. RCAS-CM stated RCAS-CM is calling on behalf of RCAS-SM. RCAS-CM stated RCAS-CM was aware NNA was reviewing for monthly statement reimbursement and a maintenance plan? C stated yes. RCAS-CM understood. RCAS-CM stated RCAS-CM is aware the veh is repaired. RCAS-CM stated NNA can offer a maintenance plan for 2 year/20,000 miles. C understood. RCAS-CM stated C would receive an email with the contract after 2-3 days of processing. C understood. RCAS-CM stated regarding the monthly payment, NNA can offer one monthly payment as the veh was at the DLR for around one month. RCAS-CM asked if C would be interested in one month?s payment reimbursement. C stated yes. RCAS-CM verified mailing address and stated C would receive a check in the mail within 2-4 weeks for $705.79. C understood. C stated there is nothing that NNA is going to do such as the loss value of the truck. RCAS-CM asked how C is seeking NNA to assist. C stated the veh is brand new and C had to have a new engine put in it. C stated there is a loss of value to the brand new truck C has. C stated C bought a new truck because C uses the veh to travel. C stated C doesn?t have a good mind of reliability to hook up and go. C stated C had anxiety when driving the veh. RCAS-CM asked how C is seeking NNA to assist. C stated there is a loss of value in the. C stated the C was told the C would get 2 months payment reimbursement and that isn?t even close what C feels as lost. C stated C is not happy with how everything happened. C stated the veh is a brand new veh. RCAS-CM apologized for the experience. RCAS-CM stated NNA cannot foresee concerns so NNA has warranties in place to cover any unforeseen concerns or manufacturing defect. C stated C has owned the veh since [redacted] and C drove the veh to [redacted] and C was stranded for an entire day of vacation. C stated and then 75 miles from C?s house, the engine blew. C stated C lost a day of wages from work. C NNA was going to give C $1400 and that is what C was offered. C stated the veh lost at least $5000 in value. RCAS-CM stated RCAS-SM stated NNA can review for 2 months but that was not guaranteed. C asked if NNA can do the one monthly payment reimbursement and reimburse C for the lost wages. RCAS-CM stated the WIB states NNA does not coverage lost time. C stated it wouldn?t say that C needed a new engine too. RCAS-CM stated NNA cannot foresee concerns so NNA could not advise C of that. C stated this motor is having a whole bunch of problems. RCAS-CM stated to apologize for the concerns, NNA can offer the maintenance plan and one monthly payment reimbursement. RCAS-CM asked how else C is seeking NNA to assist? C stated C drives the veh and 20,000 miles is not much. C stated C is not going to spend $300 dollars for an oil change at DLR and that is highway robbery. C stated C asked for free oil changes until warranty is over. RCAS-CM stated the 2 year/20,000 mile plan is the most NNA can offer at this time. C stated okay. RCAS-CM apologized RCAS-CM could not be of further assistance. RCAS-CM asked if RCAS could offer any further assistance. C declined. RCAS-CM thanked C for choosing NNA. Call ended mutually.

7/21/2017 12:17:16 AM

**RCAS-SM is updating the followup date pending VSC approval.

7/22/2017 12:14:39 AM

SOP 2.6 Check Request Vehicle Payment THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT: C IS ELIGIBLE FOR 1 MONTH VEH PAYMENT REIMBURSEMENT ONLY. PAYMENT: $705.79 TOTAL AMOUNT: $705.79 Approved by: SRCAS-QC Mailing Address: [redacted]

7/22/2017 12:32:52 AM

RCAS-SM is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with an engine replacement. _____ Customer purchased vehicle: New Current mileage: 9491 OOW Basic 0 months/ 0 miles, Power train 0 months/ 0 miles VSC : None Total customer pay at retailer: $0.00 Last service visit: 7/12/2017 Previous owned veh: None _____ STATEMENT OF DECISION: RCAS-SM notes C's VEH has been repaired. RCAS-SM notes DTS looked at C's VEH. RCAS-SM offered one monthly reimbursement for $705.79 RCAS-SM offered 2 year/20,000 mile maintenance plan.

CONSUMER ASSISTANCE REQUEST

C [redacted]

NAME: [redacted], **MARTA**
CITY: [redacted] CARTERE
STATE: [redacted]

OPEN_DT: 8/7/2017
CLOSE_DT: 11/9/2017

VIN: [redacted]
MODEL: **A61** YR: **2016**
MFG DT: 12/17/2015
SVC DT: 10/29/2016
MILEAGE: 10,822

TRIM: PLAT
OPTIONS: B11B92C03E10K11L12S0
SERVICING DLR PORTER NISSAN
DLR STATE: [redacted]
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
NI	OA	Vehicle Concerns	141000	OIL PAN (PAN/GASKET/STRAINER/PLUG)
	AG	ENGINE MECHANICAL	WH	REQUEST FOR RENTAL ASSISTANCE

CAR VERBATIM

8/7/2017

8/7/2017 7:53:18 PM

CRR-DR VERIFIED Account Info including: C's name, home & email address, phone CRR-DR VERIFIED VEH Info including: VIN#, Current Mileage CRR-DR CHECKED for open recalls/campaigns and found: 0 CRR-DR CHECKED for previous UNRELATED Case(s) and found: 0 CRR-DR CHECKED previous RELATED Case(s) and found: 0 CRR-DR NOTED concern is: Poor Experience at DLRSHP/Complaint CRR-DR received a call from [redacted] C stated C was calling as C was driving VEH on holidays for NC to NY and the 2016 Titan broke down leaking oil everywhere C was stranded on [redacted] and ended up call roadside assistance but didn?t have coverage and it was going to cost a fortune to tow truck and trailer(RV) C was able to get tow to truck stop just up the street and then had truck towed to [redacted] Nissan C stated that MIKE at [redacted] Nissan has been great trying to assist C as much as possible C stated C?s main concern is to get a RENTAL VEH that can tow the RV as C has to be out of the RV park by Thursday C stated [redacted] Nissan only has one mechanic that can look at this Truck and it?s going to be a few days to determine exactly what?s going on with VEH C is asking for NNA to assist in finding VEH that will allow C to tow VEH to a different park CRR-DR apologized greatly and understood the situation C is in and how upsetting this is for C?a family CRR-DR verified C?s info name, address, phone, email, VIN and mileage CRR-DR informed C a case would be made and forwarded to RCAS for further review and to see what assistance can be provided at this time CRR-DR informed C that C would hear from RCAS by the close of next business day Aug. 08, 2017 by 5pm local time C acknowledged and thanked CRR-DR for assistance CRR-DR asked if there was anything more to assist with at this time C declined CRR-DR thanked C for calling NNA and to have a great day CRR-DR gave agent id# Call ended mutually

8/7/2017 7:55:04 PM

****** [CASE SUMMARY] ****** CRR-DR sending case to RCAS for RENTAL ASSISTANCE for a 2016 Titan XD concern and repair.

8/8/2017 7:51:02 PM

RCAS-KC called [redacted] Nissan at [redacted] and SM had already left for the day. [redacted] stated the VEH was towed in over the weekend. SA stated the engine is in the process of being torn down. SA stated there are no rental VEHs with towing capabilities. SA stated C was traveling from [redacted] to [redacted]. [redacted] stated C was towing an RV.

8/8/2017 7:53:07 PM

CRR-AA OPENED Account Info including: C's name, home & email address, phone# & best contact# [redacted] CRR-AA VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History CRR-AA CHECKED for open recalls/campaigns and found: NONE CRR-AA CHECKED for previous UNRELATED Case(s) and found: NONE CRR-AA CHECKED previous RELATED Case(s) and found: NONE CRR-AA received inbound call from C CRR-AA NOTED concern is: C wants Case Update C stated that C would like to know whats going on with C's case CRR-AA stated to C that C would be getting a call back by next buisness day CRR-AA stated to c to just wait for phone call from RCAS CRR-AA stated to C to give CA a call back if C doesnt get call today C agreed CRR-AA asked C if C would like any further assistance C declined call ended mutually

8/8/2017 8:22:18 PM

RCAS-KC CHECKED for open recalls/campaigns and found: none Previous UNRELATED Case(s) Found: none Previous RELATED Case(s) Found: none RCAS-KC placed outbound call to C at [redacted]. RCAS-KC advised the call may be recorded for quality and training purposes. RCAS-KC verified C?s address, email, and best contact number [redacted]. RCAS-KC advised C that RCAS-KC is C?s regional consumer affairs specialist. C confirmed C?s address: [redacted] C confirmed C needs a VEH to tow C?s RV with. C stated C?s VEH broke down and was towed to the DLR and the RV was towed to an RV park but needs to be out by Thursday because the park is booked for the weekend. C stated C needs a loaner pickup truck. C stated C and C?s kids are stuck and need to make it to [redacted] for appointments. C asked what to do. RCAS-KC apologized for the situation. RCAS-KC stated NNA does not provide rentals and that is generally up to the DLR or Enterprise and those probably don?t allow towing. RCAS-KC stated RCAS-KC cannot provide assistance upfront but would be willing to review for reimbursement for whatever C does find. C stated C needs the RV out by Thursday. C asked if RCAS-KC can ask the DLR for help. RCAS-KC agreed to ask if the DLR can provide a towing VEH but RCAS-KC cannot guarantee anything as the VEHs do belong to the DLR. C informed RCAS-KC that C was a commercial driver so C knows how to properly tow. RCAS-KC understood and will speak to the DLR first thing in the morning. C understood and stated if C misses RCAS-KC?s call then RCAS-KC should try again right after as C will have the phone with C all day. C stated this is disappointing for this to happen on a new VEH. C stated C asked the DLR if C can keep the RV at the DRL and the owner said no. RCAS-KC understood and will see what can be done but there are no guarantees. Call ended mutually.

8/9/2017 1:04:33 PM

RCAS-KC called [redacted] Nissan at [redacted]. [redacted] there are no VEHs with towing capabilities that C could use. SM stated the DLR?s owner said C cannot keep the trailer at the DLR as it is a 32 foot camper. SM stated SM sent an oil sample to a lab to make sure the correct oil was used. SM stated the bottom of the engine was blown out and SM won?t know if it is the turbo or the oil until the sample comes back in a few days. SM stated the VEH will need a longblock and the repair will probably be around $11,000. SM recommended RCAS-KC speak to the FOM regarding the rental situation. SM stated C should be reimbursed fully for everything. SM stated SM will try to find a storage place for C to use.

8/9/2017 1:38:43 PM

RCAS-KC emailed [redacted] regarding C's situation/possible reimbursement for expenses C incurs.

8/9/2017 1:54:21 PM

[redacted] responded that the cause of the VEH failure must be known before agreeing to reimbursement.

8/9/2017 1:56:44 PM

[redacted] emailed RCAS-KC stating that C found a place to store the RV and the tow fee would be $300-$500.

8/9/2017 5:14:49 PM

RCAS-KC placed outbound call to C at [redacted]. RCAS-KC advised the call may be recorded for quality and training purposes. RCAS-KC stated RCAS-KC spoke with the DLR and the DLR cannot provide a loaner that has towing capabilities. C stated C has reserved a storage facility until 8/21. RCAS-KC understood and stated Nissan can review for reimbursement once there is a diagnosis from the DLR. C stated C will get the receipts. C stated [redacted] going to have the RV towed to the storage facility. C asked if Nissan can cover the tow upfront. RCAS-KC stated [redacted] welcome to ask the DLR to assist or RCAS-KC can review for reimbursement but RCAS-KC cannot assist up front. C stated C wants a definite answer. C stated Nissan has done nothing so far. C stated the campground said there was a cancellation and C can keep the VEH there until Monday. C stated C already paid the storage facility as well. C asked if Nissan can cover the storage facility that C paid $60 for. RCAS-KC stated Nissan can review for reimbursement. RCAS-KC reiterated Nissan needs the diagnosis first. C stated C just serviced the DLR at a Nissan DLR. RCAS-KC stated Nissan can review for assistance once the DLR determines if the VEH concern is under warranty. C stated the VEH is under warranty. C asked if C needs to speak to someone higher up. C stated C and family have appointments in [redacted]. RCAS-KC apologized C stated C wants action. RCAS-KC reiterated reimbursement can be reviewed for once there is a diagnosis. C stated C should not have to pay anything. RCAS-KC reiterated RCAS-KC cannot assist on the front end of things. RCAS-KC confirmed Nissan would consider reimbursement for any fees C incurs. RCAS-KC confirmed RCAS-KC will follow up with C until the VEH is repaired. RCAS-KC stated follow up Friday if RCAS-KC hears from the DLR. RCAS-KC understood [redacted] frustrated. RCAS-KC appreciated C?s time and patience. C stated C will wait to hear from RCAS-KC. Call ended mutually.

8/11/2017 5:36:15 PM

RCAS-KC called [redacted] Nissan at [redacted] and [redacted] early for the day. [redacted] stated the oil sample results have not come back yet.

8/14/2017 4:32:17 PM

CRR-AL received inbound call from [redacted] CRR-ALL Verified account information including C?s name, Home & email address, concern, Phone#: C stated that the motor blew on VEH C stated that C has case #27959583 C stated that c wants to check the status of the case CRR-AL noted that case is pending diagnosis CRR-AL noted follow up date set for 8/14/2017 CRR-AL informed C of what has been noted C stated that c was contacted by the DLRSHP C stated that C was told that there was no impurities found and it is 100% diesel C stated that C has used up the VCS coverage and is now paying out of pocket C stated that c will need assistance with the additional charges CRR-AL informed C that CRR will document case and send email to RCAS C understood C stated that c has a call that c has to take C stated that C just wants agent to call C and C will discuss further C ended call Best contact#: [redacted]
[redacted]**********

8/14/2017 7:16:31 PM

RCAS-KC called [redacted] Nissan at [redacted]. [redacted] the sample is back and it was the correct oil. SM stated the DLR wants to order the engine but there is not approval yet from warranty. SM stated warranty needs to determine why the engine blew which means tearing the engine apart. SM stated warranty needs to be contacted for approval before the part can be ordered. SM stated SM will call warranty and if it is approved the part will be in tomorrow and the VEH may be done by Friday.

8/14/2017 8:40:11 PM

RCAS-KC placed outbound call to C at [redacted]. RCAS-KC advised the call may be recorded for quality and training purposes. RCAS-KC confirmed the DLR said the oil had no impurities. RCAS-KC stated the DLR told RCAS-KC that the DLR is waiting to hear from warranty and that the part would take about a day to come in once it is ordered. C stated the DLR said the motor was ordered and a few other parts as well. C stated [redacted] disappointed. RCAS-KC confirmed RCAS-KC will review for rental reimbursement once the VEH is repaired. RCAS-KC confirmed RCAS-KC can review for reimbursement for towing and storage as well. RCAS-KC apologized for the inconvenience. C asked if C could have an extended warranty. C stated C already purchased a 100,000 mile warranty. RCAS-KC stated that can be reviewed for once the VEH is repaired but there is no guarantee. C stated C provided RV registration and information to the DLR. C stated the RV is well within the towing capacity. RCAS-KC understood [redacted] agreed to follow up with C in a few days. C stated C?s extended warranty pays for 10 days for the rental VEH which ends Thursday. RCAS-KC confirmed RCAS-KC can review for reimbursement. C understood. RCAS-KC stated follow up by Thursday or Friday. Call ended mutually.

8/18/2017 1:07:14 PM

RCAS-KC called [redacted] Nissan at [redacted]. [redacted] the motor arrived yesterday, the engine was approved by warranty, but the VEH won?t be done until Tuesday probably. SM stated C was informed of this.

8/18/2017 5:06:39 PM

RCAS-KC placed outbound call to C at [redacted] and was told by a recording that the VMX is not available and to try again later.

8/22/2017 8:44:12 PM

RCAS-KC called [redacted] Nissan at [redacted]. [redacted] stated the VEH may be done by the end of next week if all goes well. SA stated SA spoke to C today. [redacted] stated [redacted] back at home.

8/23/2017 5:45:02 PM

CRR-MR received an inbound call from C: [redacted] Husband) CRR-MR<OPENED or VERIFIED> Account Info including: C's name, home & email address, phone #... CRR-MR VERIFIED VEH Info including: VIN #: Current Mileage: Warranty & Service History:
********** CRR-MR CHECKED for open recalls/campaigns and found: 0 CRR-MR CHECKED for previous UNRELATED Case(s) and found: 0 CRR-MR CHECKED previous RELATED Case(s) and found: 0 CRR-MR NOTED C?s concern is: C stated that C wanted to talk with someone about VEH and rental VEH CRR-MR informed C that case is still under review and RCAS-KC has noted to update C by EOBD 08/23/17 CRR-MR provided C with RCAS?s number and transferred C
********** C understood and appreciated the assistance CRR-MR offered further assistance and C declined ********** CRR-MR provided C with Case # 27959583 , Agent Name (Mmope) & ID=731-9122 Best Contact # [redacted] Call ended mutually

8/23/2017 8:18:51 PM

RCAS-KC placed outbound call to C at [redacted] and left VMX stating case number, contact number, and follow up tomorrow.

8/24/2017 7:34:44 PM

OPENED/VERIFIED Account INFO Including: C?s name, home & email address, phone # & best contact # VERIFIED VEH INFO Including: VIN#, current mileage, and warranty & service history CHECKED for open campaigns/recalls & found: CHECKED for previous UNRELATED Cases & found: 0 CHECKED for previous RELATED Cases & found: 0 NOTED concern is: received inbound call from (Husband) C provided K with Case #. C stated C would like to speak with a Supervisor. C stated - KC hasn?t done anything for C or resolved anything yet. C stated C isn?t happy with the way that - KC is handling this Case. advised C that K will escalate this Case to - KC. advised C that - KC?s Supervisor will contact C on 08/25/17. C asked if C can speak with someone now. advised C that unfortunately C must wait 1 business day. C stated C thinks Nissan should supply C with a VEH. C stated someone needs to call C soon & get this figured out. C stated - KC just kept apologizing. K re-itterated to C that will send Case to -KC's Supervisor. advised C that - KC attempted to call C on 08/23/17. C stated C just checked phone & saw the missed call from a number. C stated C doesn't need to speak with a Supervisor as - KC did attempt to contact C. C stated C will continue to work with - KC as long as C can get this concern resolved shortly. advised C that will email - KC to request a follow up as soon as possible. C understood & thanked K for the assistance. offered further assistance. C declined & thanked again. Call ended mutually. Best Contact #: VIN: K offered further assistance. C declined.

8/24/2017 8:00:50 PM

-KC called Nissan at . the motor is in the VEH but SM is not sure when the VEH will be done as it still needs to be assembled. SM recommended following up Monday.

8/24/2017 8:45:13 PM

-KC placed outbound call to C at . -KC advised the call may be recorded for quality and training purposes. -KC stated -KC spoke with the DLR and was told the motor is in and the DLR should have another update on Monday. C stated C has been in a rental for 19 days and only a portion of the 10 will be covered unless Nissan steps up. -KC reiterated -KC will review for reimbursement after the VEH is repaired and C provides receipts. C stated C does not want to pay for 25 days and then have Nissan say C cannot be reimbursed. C stated C wants to know now if Nissan will reimburse. -KC reiterated no decision can be given up front. -KC apologized. -KC reiterated -KC can review for reimbursement once the VEH is repaired and the receipts have been submitted. -KC asked if C wants to be followed up with next week. C stated if Nissan does not help with the rental then C will get a lawyer. C stated Nissan is not standing behind the product. C stated C will look into a lawyer now. Call ended mutually.

8/24/2017 8:46:28 PM

-KC is closing Case as no further assistance can be offered at this time. **********CASE SUMMARY********** C contacted NNA CA requesting assistance with VEH repair/rental assistance. ***STATEMENT OF DECISION*** -KC advised C that -KC can review for reimbursement once the VEH is repaired and receipts are submitted. C stated C is going to look into getting a lawyer now.

8/25/2017 5:07:37 PM

-AO VERIFIED Account Info including: C's name, home & email address, phone# & best contact# C stated case # -AO CHECKED for previous UNRELATED Case(s) and found: 0 -AO CHECKED for previous RELATED Case(s) and found: 0 -AO NOTED Concern is: AO received inbound call from C C stated C has been paying for concerns C stated Nissan hasn?t done anything C stated C needs answer to what Nissan is going to do C stated C has been receiving a bunch of maybes C stated C wants to talk to supervisor -AO NOTED -AO advised C that concern is noted and case updated C agreed C denied further assistance C thanked -AO for information provided Call ended mutually

8/25/2017 5:27:14 PM

Received inbound call from C EC<VERIFIED> Account Info including: C's name, home & email address, phone# -EC VERIFIED VEH Info including: VIN#, Current Mileage: -EC checked for related cases: 0 -EC checked for unrelated cases: 0 -EC checked for Open Campaigns: 0 Call Summary C stated last call got disconnected has this been escalated Ec reviewed case notes advised C yes to expect follow up in the next 4 to 8 business hours -Ec asked if C is being represented C stated no looking for assistance from Nissan no tow assistance or rental VEH provided for a new VEH concern C is very happy with how polite and kind everyone has been but nothinghas been done in regards to this -EC Asked C if there is anything else I can assist with or document C stated no Provided C with Case#: Provided C with Name and Agent ID Call Ended Mutually

8/28/2017 1:28:23 PM

S JW is assisting with sup esc call S JW called C at S JW left vmsg for C to return call including S JW contact number , hours of operation, and case number

8/28/2017 3:00:49 PM

-KC placed outbound call to C at and left VMX stating case number and contact number.

8/28/2017 8:11:14 PM

-KC called Nissan at . the VEH was being test-driven and the transmission blew. SM stated warranty was called and a transmission should arrive tomorrow to be installed. SM stated the VEH will hopefully be ready by Wednesday.

8/30/2017 4:37:02 PM

QA-GV received inbound call from C?s husband QA-GV asked C to verify account holder name, mailing address, case# and best contact # QA-GV asked how can QA-GV assist C stated C would like to speak to superior C stated C got a call back from supervisor 2-3 days ago C stated supervisor called 2-3 days ago and C missed phone call C called back a couple times and still have not received a call back yet C stated C doesn?t feel comfortable with VEH C stated C wants NNA to buyback VEH C stated that VEH has been at Nissan DLR for about a month now C stated C is not happy with Nissan as comply and VEH itself C stated daughter ha issues and that is why C purchased new truck because C needs to travel a lot with his daughter C stated C has have a lot of concerns with VEH and is not happy with VEH anymore QA-GV empathized QA-GV apologized for all inconveniences C stated C does not want to speak with -KC no more C stated that -KC has not supplied any resolutions C stated C is not happy with product sold to C C stated C has a daughter with a lot of issues and daughter is not feeling comfortable in VEH QA-GV asked if - KC knows that C wants VEH repurchased C declined C stated C has doesn't know anything C stated that NNA has not even towed VEH for C C stated C does not want to deal with Nissan anymore C stated daughter is paranoid C stated C is feeling stressed about the whole situation C stated C needs to travel to NY and not feeling comfortable C stated that it was a nightmare the whole experience with Nissan QA-GV empathized QA-GV advised C that case will by escalated for further review QA-GV advised C to expect call back 4-8 hours or no later than 8/31/17 QA-GV apologized for all inconvenience and hoped C's case to be resolved soon C appreciated assistance QA-GV provided name, agent ID # QA-GV offered further assistance C declined Call ended mutually. BC#:

8/30/2017 4:39:04 PM

CASE SUMMARY C requested to speak with supervisor C stated C does not want to speak with -KC no more C stated C wants NNA to buyback VEH C stated C does not feel comfortable with VEH anymore Case Escalated as C was not willing to speak with -KC anymore

8/31/2017 3:29:22 PM

SRCAS-JW is assisting with sup esc call SRCAS-JW informed C the call may be recorded for training and quality purposes C stated C wants the veh bought back C stated that dlr has vehicle for now 4 weeks and Sunday will be 28 days C stated C doesn't want the vehicle and wants Nissan to buy the vehicle back SRCAS-[redacted] informed C an internal review can be completed, not a guarantee, and can take an estimate of 10 business days to complete ? Why do you want to return the vehicle to Nissan North America? C stated that C was stuck on the highway for hours and children are afraid to get back into the vehicle ? Where is the vehicle currently? C stated at [redacted] Nissan in [redacted] ? Are you currently in a rental vehicle? C stated C rented a vehicle from Enterprise ? Where was the vehicle purchased? C purchased vehicle Nov 8, 2016 from [redacted] Nissan in [redacted] ? Was the vehicle purchased new or used? C stated vehicle was new ? If used, when was the vehicle purchased? ? Where is the vehicle serviced? C stated only [redacted] Nissan in [redacted] [redacted] Nissan in [redacted] ? Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers. C stated the C spoke to dlr on 8-30-2017 of who stated that the dlr had to replace the transmission they currently installed due to while on a test drive before the dlr returned the veh back to the C that the dlr ended up replacing the transmission due to it was malfunctioning C stated the dlr advised C the veh may be completed by tomorrow 9-1-17 C stated that C is over 500 miles away located in NC at C's residence C stated that C is about 10-12 hours to the dealership. SRCAS-[redacted] informed C that SRCAS-JW will follow up with C after speaking to the dlr SRCAS-JW provided C with SRCAS-JW contact name, number, business hours, and case number C stated that C wants NNA to reimburse for a trip interruption C stated that C wants NNA to pay for the rental that [redacted] rented C stated [redacted] been paying $41.00 a day since August 8th, 2017 SRCAS-JW informed C that NNA CA can review for reimbursement SRCAS-JW informed C that NNA CA will be calling the dlr and then following up with the C after receiving information about the repairs C thanked SRCAS-[redacted] Call ended mutually

8/31/2017 3:54:35 PM

RCAS-KC called [redacted] Nissan at [redacted]. [redacted] email the RO. SM stated SM will email the current VEH status and days down. How many times has the customer?s vehicle been to the dealer/retailer for repairs? 1 What repairs were performed? -motor replaced -transmission replaced Are there currently any OPEN ROs? RO6018382 Is the vehicle currently at the dealership? Yes Has the on-site CA Technical Specialist (CATS) been involved? No. Has TECH LINE been involved? Yes. (according to tech line CA# 28019081) Has a Dealer Technical Specialist (DTS) been involved? Yes

8/31/2017 4:15:26 PM

RCAS-KC called [redacted] Nissan at [redacted]. [redacted] fax the ROs.

8/31/2017 4:18:47 PM

RCAS-KC called Woodbury Nissan at [redacted]. [redacted] email the ROs.

8/31/2017 7:41:38 PM

RCAS-KC called [redacted] Nissan at [redacted]. [redacted] SA will fax the current open RO.

8/31/2017 7:43:18 PM

SRCAS-JW requested for RCAS-KC to complete the RHR request to be submitted for review at this time

8/31/2017 8:00:26 PM

Email from [redacted] stating the VEH has been down for 26 days and C is picking up the VEH Saturday.

8/31/2017 8:29:53 PM

RCAS-KC is waiting to discuss open RO with [redacted] current copy of RO is not detailed with VEH repairs.

8/31/2017 10:07:06 PM

SRCAS-JW will call the dlr first in the morning after calling the C SRCAS-JW received voicemail from C SRCAS-JW called C at [redacted] C stated that the dlr has been exceptional with assisting C C stated that C was pulling an RV C stated that the RV is parked in [redacted] C stated C stated there from the 7th through the 16th C stated C had the RV towed to a storage facility at this time and has been there at the storage facility since the 16th C stated C incurred $700 all together C stated C stated C's lodging paid up to 5 days for food and lodging C stated that the place where the RV is: [redacted] C stated [redacted] paid $90 for the storage until Sept 8th C stated C has already paid for the fees C stated C will get a receipt C stated that [redacted] a 3rd party warranty called Fidelity SRCAS-JW informed C that the dlrs has the right to sell direct warranties or 3rd party warranties as C purchased C stated there was no air caps on the tires, no cover for the antifreeze C stated the dlr did not check the vehicle before giving the veh to C C stated the dlr dated the contract back 2 weeks prior C stated the dlr ended up correcting the information C stated there is oil all over the floor in C's garage from the dlr leaving spilled oil in the vehicle C stated C is irate SRCAS-JW informed that the dlr will be contacted at this time and SRCAS-JW will follow up with C in regard to the concern C stated C spoke to [redacted] at the dlr C stated dlr gave C a free service contract for C's trouble C stated that C stated C rented a vehicle from [redacted] and [redacted] to return the veh back to [redacted] C stated C rented veh on the 7th for $41 per day C stated C has to bring the veh back to the same location or C will have to pay an additional $350 for returning the veh not to the same location C stated all together C is looking at about $1,523.00 plus tax C stated that C's extended warranty is only paying $350 of the cost C stated C is looking around $1,300.00 at this time C stated [redacted] to make a payment on a veh that C does not have SRCAS-JW informed C that SRCAS-JW will follow up with C once the dlr is contacted C thanked SRCAS-[redacted] Call ended mutually

8/31/2017 10:24:45 PM

SRCAS-JW called dlr and asked dlr to send the repair order to SRCAS-JW directly SRCAS-JW spoke to SA [redacted] the supervisor is not in the office SA [redacted] stated that the repair order was sent to RCAS-[redacted] today [redacted] to call dlr back tomorrow to speak to the SM

9/1/2017 12:14:34 PM

RCAS-KC called [redacted] Nissan at [redacted]. [redacted] send an updated copy of the open RO shortly.

9/1/2017 12:24:11 PM

RCAS-KC called [redacted] Nissan at [redacted]. [redacted] stated the RO was held open because a control head for the AC was ordered. SM stated the part was never installed because C had the incident with the truck?s engine. SM stated the VEH was down for one day for RO6030569

9/1/2017 2:39:00 PM

DRTS received the RHR. The RHR was assigned to [redacted] [redacted] review.

9/1/2017 7:15:42 PM

SRCAS-JW called dlr spoke to [redacted] [redacted] the dlr replaced the engine long block, transmission, turbo, and electrical wiring harness to starter [redacted] that the vehicle is completed of repairs and dlr [redacted] that now there may be concerns of shifting at this time [redacted] that the veh shifts really hard [redacted] that another Senior diesel technician is currently test driving the vehicle at this time [redacted] that [redacted] call SRCAS-JW back in about 45 minutes for more details

9/1/2017 8:15:24 PM

Roadside Assistance Team Lead-EM provides the following (Reunite) quote through email on 09/01/2017@ 3:13pm CST: Quotes 9/1/2107 @ 7:01 am PDT ? 434 AutoStar Transport - Cost $830.00 pick-up 1-3 days delivery 1-2 days Number 1 Auto Transport - Cost $800.00 pick-up 1 day RATL-EM requests SRCAS-JW notates that vehicle is repaired, gain authorization from TL / or FOM, notate case with specific quote and name of authorizer, then notify RATL-EM to proceed with dispatch.

9/1/2017 8:22:43 PM

SRCAS-JW called Eastern Carolina Nissan (selling dlr) SRCAS-JW spoke Sales [redacted] SRCAS-JW requested for dlr to provide a copy of the buyers order Sales [redacted] stated the documents will be sent to SRCAS-JW directly at this time

9/1/2017 8:22:48 PM

ARBS reviewed case with SRCAS-JW and notes the following service visits: 11/03/16 [redacted]: 6025172 - Days Down: 0 @ DLR- 3149 - [redacted] CONCERN: 1. [redacted] state inspection 2. Nitrogen tire inflation service 3. Add locking lugs 4. Clean for delivery ACTION: 1. [redacted] state inspection 2. Nitrogen tire inflation service 3. Add locking lugs 4. Clean for delivery 3/16/17 @ 4,953 [redacted]: 6027842 - Days Down: 0 @ DLR- 3149 - [redacted] CONCERN: 1. Performed first LOF 2. Free tire rotation tires purchased at DLR ACTION: 1. Performed first LOF 2. Tires rotated 7/28/17 @ 10,126 [redacted]: 6030569 - Days Down: 1 @ DLR- 3149 - [redacted] CONCERN: 1. Battery test with printout 2. Performed 27pt inspection 3. Rotate tires 4. A/c control head part ordered ACTION: 1. Battery test with printout 2. Performed 27pt inspection 3. Rotate tires 4. A/c control head part ordered 8/7/17 @ 10,876 [redacted]: 6018382 - Days Down: 23 @ DLR- 3681 -PORTER [redacted] CONCERN: 1. Customer states when driving from [redacted] (drove 450 miles into trip) at 40mph there was a very loud bang heard in engine compartment and the engine stalled and will not restart?customer states the engine sounds bad when attempting to start?veh towed to shop?the RV is at a trailer establishment 2. Customer states when driving from [redacted] (drove 450 miles into trip) at 40mph there was a very loud bang heard in engine compartment and the engine stalled and will not restart?customer states the engine sounds bad when attempting to start?veh towed to shop?the RV is at a trailer establishment 3. Seatbelt recall ACTION: 1. -Motor replaced 2. -Transmission replaced 3. Seatbelt recall

9/1/2017 8:35:55 PM

ARBS notes: Vehicle in-service date: 02/18/2016 Time in service: ? 1 Year, 6 Months Vehicle Acquired: ___ RCAS requesting sales docs to verify purchased new Purchase State: [redacted] _____ OTHER [redacted] VEHICLES OWNED: None on file WARRANTY CASE(S): [redacted] ? engine replacement necessary 8/14/2017 TECHLINE CASE(S): 28019081 - Engine stopped running and does not restart. Found crank broken, metal in the oil pan bearing debris DTS INSPECTIONS: None on file _____ PRIOR CA CASE(S): None on file

9/1/2017 8:40:19 PM

ARBS notes SRCAS-JW confirmed Veh purchased New per buyer's order from DLR. ? ARBS notes: *BUYBACK REASON: 1 repair attempt and 24 days down for an engine and transmission concern *[redacted] LAW: Yes, [redacted] *REPURCHASE USAGE: 10,876 miles @ 20 days down *RETENTION GOODWILL: No usage on replacement per NC *OPTIONS: if C does not want a repurchase or replacement, NNA will offer $4,500 as a cash settlement in lieu of the buyback.

9/1/2017 8:41:05 PM

SRCAS-JW attached the buyers order to the case

9/1/2017 8:56:10 PM

CRR-AS VERIFIED Account Info including: C's name, home & email address, phone# & best contact# CRR-AS VERIFIED VEH Info including: VIN#, Current Mileage , Warranty, Service History CRR-AS CHECKED for open recalls/campaigns and found:0 CRR-AS CHECKED for previous UNRELATED Case(s) and found: CRR-AS CHECKED previous RELATED Case(s) and found:0 CRR-AS NOTED concern is: want to talk to RCAS agent as soon as possible today ****CRR-AS received a inbound call from C'**** C stated C already have a case and want to talk to RCAS agent as soon as possible C stated someone going to call C but did not received any call C stated VEH is ready and no one giving any response to C C stated C is so frustrated now because its going on from a month and C is using a rental VEH CRR-AS noted the concern CRR-AS send an email to RCAS agent regarding C's call CRR-AS ask about any further assistance CRR-AS provided the case number# 27959583 C acknowledged and appreciated the assistance Best contact# [redacted] C declined the call *****Call ended mutually*****

9/1/2017 9:15:25 PM

SRCAS-JW is assisting sup esc call SRCAS-JW called C at [redacted] SRCAS-JW informed C that the call may be reviewed for training and quality SRCAS-[redacted] informed C the dlr is requesting C to come pick up the vehicle at this time for the vehicle is ready to be picked up SRCAS-JW informed C for any expenses for rental and storage fees SRCAS-JW will review for reimbursement SRCAS-JW provided C with SRCAS-JW direct fax number and email address C stated C will go pick up vehicle by tonight or tomorrow by 9-2-2017 C thanked SRCAS-[redacted] Call ended mutually

9/5/2017 5:12:28 PM

SRCAS-JW received voicemail message from [redacted] [redacted] Friday 9-1-17 after SRCAS-JW shift ended for day who stated that the software update was completed same day and the update took care of the hard shift concerns Service Manger Dave stated the C was contacted as well for status update

9/5/2017 8:45:07 PM

[redacted]KW Rec'd new case. Request payoff from NMAC, factory invoice from [redacted] and sent out LOI via FedEx tracking#4068 0599 2432

9/5/2017 8:51:14 PM

[redacted]KW Attempted to reach C [redacted] and left vmx to rtn my call. Provided contact # and hrs available.

9/6/2017 1:17:02 PM

DRTS attached factory invoice

9/6/2017 7:37:46 PM

[redacted]KW made initial contact with [redacted] explained to C that the concerns with their vehicle have been reviewed and the authorization has been received to offer the customer either a repurchase or replacement of their vehicle based on the state lemon law guidelines or if C instead chooses to keep the vehicle, a settlement of $4500 is being offered. RC clarified for the customer that if they chose a replacement vehicle their responsibility would start with what they currently owe, plus usage/depreciation for miles they put on the vehicle, plus any extra options that they do not have on their current vehicle. RC stated if the customer chooses a vehicle that is a different model or more than one model year different than their current vehicle they would be charged the MSRP difference. RC explained how a repurchase was calculated: down payment, plus payments made, less usage, less negative equity, if any. NNA pays off lien. RC stated that once the requested documentation has been received, an offer would be assembled and sent, and then we would go over the figures to see how C would like to proceed.

9/6/2017 9:16:28 PM

SRCAS-JW received repair orders, rental of vehicle and RV camper receipts to the case that C sent SRCAS-JW on 9-6-17 of which C is requesting NNA to reimburse SRCAS-JW attached the documents to the case for RC-KW to review

9/8/2017 2:27:50 PM

SRCAS-JW received voicemail from C SRCAS-JW called C at [redacted] SRCAS-JW informed C the call may be recorded for training and quality purposes SRCAS-JW informed C that the case is being handled by RC-KW and any further questions or concerns, C is to contact RC-KW who is now the point of contact C thanked SRCAS-JW for all the assistance and help thus far Call ended mutually

9/11/2017 4:20:54 PM

[redacted]-KW [redacted] C regarding the options. C is interested in going with the Settlement amount and wanted to know if he would get the reimbursement for the car rental and motor home storage due to engine blowing while he was on vacation in [redacted]. let C know that I will look into this.

9/11/2017 9:23:24 PM

ARBS reviewing C's request per RC-KW's email. ARBS notes that C's RV storage and rental bill are about $1000. ARBS notes NNA can increase settlement offer to $5,500.00 inclusive of all costs, with release.

9/12/2017 12:15:28 PM

[redacted]-KW Completed the Settlement offer per C request. Increase on offer from $4500 to $5500 per ARBS-RB. Sent to Quality for review.

9/12/2017 5:51:05 PM

[redacted]-KR reviewed Cash Setltement Letter: OK 1 registered party: [redacted] $5500 per ARBs approval - email attached. 2016 Nissan Titan XD, [redacted]

9/14/2017 1:08:24 PM

[redacted]-KW Sent offer to C (9/14) and called C to go over this and make him aware that the amount was increased due to the receipts that C presented for reimbursement. C was extremely happy and had no questions. RC rec'd the signed offer back from C. Requesting settlement check.

9/14/2017 1:26:08 PM

C wants rental assistance for a VEH that can tow C's truck

9/14/2017 1:40:20 PM

[redacted]-KW Sent check request to Quality for review. [redacted]- prepared shipping label FedEx tracking#7702 5523 5924

9/15/2017 1:22:09 PM

[redacted]-KW Sent email to C that I need current registration. The one the C sent expired 01/2017

9/15/2017 4:04:34 PM

[redacted]-KW Rec'd updated reg and attached to case. confirmed w/C that this was rec'd and check has been re-submitted.

9/18/2017 6:54:38 PM

[redacted]- check mailed

10/3/2017

10/3/2017 3:52:55 PM

CRR-LD VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number CRR-LD NOTED concern is: follow up CRR-LD received inbound call from C. C-Advised C has case # 27959583 and needs to speak with RCAS that was working on claim as c has changed C?s mind about decision that was provided for concern C-Advised RCAS-KW advised C to contact NNA back if C should decide to purchase a new VEH and return check that was provided CRR-LD-Apologized for concern C-requested the RCAS-KW handle this concern as RCAS-KW knows what is happeing with this concern C-Advised drove VEH just recently and found VEh would not stay on road and when looked at tires found the tires ion the VEH are not the tires C origianlly had on VEh and wants to know who swapped the tires out on VEH. CRR-LD asked C if there was anything else CRR-LD could assist with. C declined. CRR-LD informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day Tuesday 10/03/17 regarding C?s concern . C understood. CRR-LD provided C with agent ID and case number 27959583 CRR-LD noting C?s best contact number is [redacted] [redacted] ended mutually

10/3/2017 6:27:59 PM

[redacted]-KW [redacted] C regarding his vehicle and that he is having continuing concerns with this vehicle that are not just minor issues. C is wanting to know if he can pay back the settlement amount of $4500 and proceed with a Replacement options. Sent email to ARBS-RP regarding this and awaiting his reply. Let C know that I will call him back as soon as I receive a response. C understood and thanked me for my looking into this for him.

10/3/2017 7:34:08 PM

ARBs-RP confirmed OK to proceed with repurchase/replacement, deducting $4500 base settlement. [redacted]-KR notes that ARBs-RP confirmed that C will NOT have deduction for additional amount in settlement (beyond the $4500) that was provided for rental and RV storage. **********$4500 CASH SETTLEMENT TO BE DEDUCTED FROM REPURCHASE/REPLACEMENT********** .

10/3/2017 8:46:11 PM

[redacted]-KW [redacted] C regarding the Replacement option and that he needs to go the the DLR and choose a comparable replacement. He will need to provide me with the vin# along with the name of the DLR that he is going to and name of sales manager. RC Also verified that C does understand that he will need to pay back the original settlement amount of $4500.

10/5/2017 8:03:38 PM

[redacted]-KW [redacted] C to let him know that I rec'd call from [redacted]@DLR. He will be getting me the MBOS then RC can review to confirm that this is comparable veh. Let C know that as soon as the DLR sends this info then I will be able to put together the Replacement offer. RC confirmed with C that the warranties are not included as they are thru third party. Also Gap is not incl. Let C know that he can go to DLR to cancel these after the surrender for possible pro-rated refund. C is looking to do "new financing" as he does need to pay back the $4500 from prev settlement.

10/9/2017 2:13:50 PM

RC-KW Rec'd call from [redacted]@DLR. States that the veh that he had sent the MBOS for, was sold (obtaining from different dlr). DLR has located another veh and is waiting for confirmation that they can get this truck and will then provide RC with MBOS and invoice.

10/12/2017 6:24:11 PM

RC-KW Per [redacted]@NMAC-current payoff/payments are as follows: Payoff - $46,397.88 last payment since last payment history: 9/14/17 $776, $129.75 interest, $646.25 principal 10/04/17 $800, $75.29 interest, $724.71 principal.

10/12/2017 7:04:14 PM

RC-KW Completed replacement offer and sent to Quality for review. RC Contacted C to let him know the current status and that as soon as I recieve the approval on offer then I will be emailing this to him.

10/17/2017 9:31:30 PM

RC-KW In quality for review.

10/20/2017 6:14:33 PM

RC called NMAC and confirmed updated payoff and per diem: $46,427.54 good til 10/30 per diem $3.71

10/20/2017 6:51:07 PM

CUSTOMER REPLACEMENT LETTER (Retail; new finance) MSRP of new vehicle: $65,105.00 MSRP of old vehicle: $61,845.00 Total Upgrade Cost: (waived) $0.00 +Usage: none $0.00 +Current Payoff(good through 10/30/17): $46,427.54 + Repayment of Settlement $4,500.00 **Total Customer Participation**: $50,927.54 _____ DEALER CONFIRMATION LETTER: (+) New Vehicle Invoice: $61,884.00 (+) Sales Tax: $1,874.49 (+) License/Registration/Doc fees: $688.00 (-) REBATES ($9,500.00) (=) Total due Dealer: $54,946.49 (-) Customer responsibility to Dealer: ($50,927.54) (=) Total NNA Pays to Dealer: $4,018.95 _____ WORKSHEET NOTES: MSRP New: 65,105 MSRP Old: 61,845 No usage per NC-LL

10/20/2017 8:59:40 PM

ARBS-RP reviewed replacement figures and APPROVES of VIN: [redacted] presented. ARBS-RP notes both these Veh's are same Model #, trim level. ARBS notes 2017 Titan's base MSRP is $2,510 more than the 2016 - year model upgrades waived.

10/23/2017 12:27:17 PM

Rc-KW Emailed the Replacement offer to C and also to the dealer.

10/23/2017 2:50:04 PM

RC-KW Spoke to C regarding the Replacement offer. C did not have any questions regarding offer. He is having his wife sign and will fax this over to me. Advised C to contact dealer to get the pre-approval of new financing.

10/23/2017 5:06:32 PM

Rc-KW Rec'd signed replacement offer from C. will request checks.

10/25/2017 8:06:35 PM

RC-KW Rec'd call from DLR that C is taking the 0% financing option and therefore the rebate amount would go from $9,500 to $1,000. DLR emailing the amended MBOS and will revise offer.

10/25/2017 8:45:18 PM

RC-KW Completed revised dealer letter and sent to Quality.

10/26/2017 7:48:01 PM

Dealer Replacement (Revised) Offer Letter: (+) New Vehicle Invoice: $61,884.00 (+) Sales Tax: $1,874.49 (+) License/Registration/Doc fees: $688.00 (-) REBATES ($1,000.00) (=) Total due Dealer: $63,446.49 (-) Customer responsibility to Dealer: ($50,927.54) (=) Total NNA Pays to Dealer: $12,518.95 QC-MS notes the only change from the original offer letter is a reduction of the rebate from $9,500 to $1,000.

10/30/2017 3:52:44 PM

ARBS reviewing replacement BOS adjustment noting rebate changing as C taking 0% finance option instead of large rebate. ARBS APPROVES of revised numbers.

10/31/2017 12:33:09 PM

Rc-KW Contacted C regarding the replacement offer. C stated that the vehicle is no longer available. He is interested in looking at a 2018 Armada. DLR is supposed to provide the factory invoice and MBOS for this vehicle. Let [redacted] know that I will contact him as soon as I receive so that we can go over this vehicle as possible replacement.

11/1/2017 5:07:06 PM

RC-KW contacted NMAC to get updated payoff-no payments made since last payoff. $46,472.01 good to 11/11. RC Called C and went over the MSRP difference that C will be responsible for. C would like to go ahead with this.

11/1/2017 5:18:36 PM

RC-KW Revised Replacement offer for the 2018 Armada. Sent to Qualify for review.

11/2/2017 12:21:48 PM

Customer Revised Replacement (New Finance) Offer Letter - Repl. VIN: [redacted] MSRP of new vehicle: $64,640.00 MSRP of old vehicle: $61,845.00 Total Upgrade Cost: $2,795.00 +Usage: none $0.00 +Current Payoff(good through 11/11/17): $46,472.01 + Repayment of Settlement $4,500.00 **Total Customer Participation**: $53,767.01 Dealer Replacement Offer Letter: (+) New Vehicle Invoice: $60,602.00 (+) Sales Tax: $1,836.03 (+) License/Registration/Doc fees: $688.00 (-) REBATES ($3,500.00) (=) Total due Dealer: $59,626.03 (-) Customer responsibility to Dealer: ($53,767.01) (=) Total NNA Pays to Dealer: $5,859.02 Worksheet notes: No NNA warranties No usage on Repl in NC Reg good to 11/30/17

11/2/2017 9:21:10 PM

ARBS reviewing replacement deal for an Armada this time: [redacted] ARBS notes upgrade cost charged to C. ARBS approves of [redacted] for replacement per figures below.

11/3/2017 1:52:28 PM

RC-KW Emailed offer to C and also emailed the DLR letter to [redacted]. RC Rec'd the signed offer back from the C and attached to case.

11/7/2017 1:51:02 PM

Consumers Affairs voluntary Settlement due to 1 repair attempt and 24 days down for an engine and transmission concern.

11/7/2017 2:07:51 PM

RC-KW Called NMAC-per [redacted]: Current payoff $46,494.25 to 11/17 per diem $3.71 Extending payoff 11/18 to 12/08 - 21 days*3.71 77.91+46,494.25=$46,572.16

11/7/2017 2:14:51 PM

RC-KW Requested checks involved with Replacement: CR0319784-$46,572.16 Lien holder check payable to NMAC CR0319784-$5,859.02 Dealer check payable to [redacted] Nissan

11/7/2017 3:44:12 PM

RCTL-KR reiterating previous note regarding C paying back $4500 of $5500 settlement: RC-KR notes that ARBs-RP confirmed that C will NOT have deduction for additional amount in settlement (beyond the $4500) that was provided for rental and RV storage.

11/9/2017 8:36:06 PM

*** [Added after the case is closed.] *** DRTS-RM received a check made payable to NMAC in the amount of $46,572.16 and a check made payable to [redacted] Nissan in the amount of $5,859.02. Forwarding checks to [redacted] via FedEx tracking [redacted].

11/14/2017 9:19:22 PM

*** [Added after the case is closed.] *** RC-KW Set up case in VSPC-Case Number: 273069

12/5/2017 9:00:28 AM

*** [Added after the case is closed.] *** RC-KW Rec'd call from C that the Lien has not been paid. C just surrendered veh 11/29. Called NMAC to ck to see if they rec'd the payoff that was mailed on 12/01 and delivered on 12/4. Not showing as of yet. Current payoff showing as $46,604.03 and payoff was made for $31.85 less. Will follow up to see if payoff is posted and req history to see why ck was off.

12/6/2017 2:57:32 PM

*** [Added after the case is closed.] *** RC-KW Called NMAC and verified that the payoff was made $46,572.16 and acct now shows $0 balanced owed.

CONSUMER ASSISTANCE REQUEST

C [redacted]

NAME: [redacted]
CITY: [redacted]
STATE: [redacted]

OPEN_DT: 10/6/2017
CLOSE_DT: 12/13/2017

VIN: [redacted]
MODEL: A61 YR: 2016
MFG DT: 2/2/2016
SVC DT: 12/12/2016
MILEAGE: 30,469

TRIM: SL
OPTIONS: B11B95B96C03L92S01Z6
SERVICING DLR FIRKINS NISSAN, INC.
DLR STATE: [redacted]
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	138000	ENGINE ASSEMBLY
	AG	ENGINE MECHANICAL	YE	MULTIPLE REPAIR ATTEMPTS
10	OA	Vehicle Concerns	224500	Automatic Transmission
	BG	POWERTRAIN	YE	MULTIPLE REPAIR ATTEMPTS
10	OA	Vehicle Concerns	226000	DRIVE SHAFT
	BG	POWERTRAIN	YX	POOR OR IMPROPER OPERATION

CAR VERBATIM

10/6/2017

10/6/2017 12:51:41 PM

RCAS-LW notes refer to case 27344146.****

10/6/2017 12:54:14 PM

RCAS-LW received a VMX from C.*** C stated that C would like RCAS to revisit the RHR. C stated that C has not had the VEH in 3 weeks. C stated that C thinks at this point NNA should repurchase the VEH. C requested RCAS call C back.

10/6/2017 3:29:37 PM

RCAS-LW notes RCAS reciveed emial from C on case 27344146.** An email has been received for case 27344146: CUSTOMER: [redacted] PHONE: [redacted] VIN: [redacted]. Sent: Fri Oct 06 13:13:18 GMT 2017 C stated Just following up by email to make sure RCAS received C's voicemail yesterday regarding the ongoing problem with the truck in this case. C stated C know it was decided at my first request that the problems were not significant enough to warrant a buy back but having been without the truck for 3 weeks now and having still look like the photo attached sitting in the dealers parking lot begs the question again. C stated C is told that so far the order waiting for approval is over $19,000 in parts and the transmission and rear end have not been evaluated yet. C stated This engine seized on the interstate at 70+ MPH and fortunately for me something snapped after it bounced down the road a while allowing me to keep it in the road. C stated This after several complaints of engine performance and computer updates, tailgate issues, still unfixed AC problems and a transmission slip code. C stated C thinks it's time for Nissan to take this vehicle back so we can all cut our losses. C stated Even though I have been given a rental, it is not equipped to perform the daily tasks I need to complete my job, nor is it rated to pull my boat which is stuck in my side yard for the last weeks of our boating season. C stated C looses money daily not having the roll out bed and tonneau cover that I paid extra to install on my new Titan. C stated C owns corporately 2 other Nissan's and my wife, father, daughter, and son all own Nissan's and we have never had a bad experience until this Titan. C stated C is hoping to work this out directly with you but am frustrated enough that I will start pursuing legal options if we cannot come to a quick resolution.

10/6/2017 3:34:21 PM

RCAS-LW sent email to ASM-[redacted] and [redacted]*** RCAS-LW requested diagnosis and current status of the VEH. RCAS-LW requested questions per SOP 3.19.

10/6/2017 3:45:06 PM

RCAS-LW placed outbound call to C @ [redacted]. RCAS-LW VERIFIED C's name, home & email address, concern, phone#, VIN#, mileage RCAS-LW verified mailing address: [redacted] RCAS-LW CHECKED and ADVSIED for open recalls/campaigns and found: None Previous UNRELATED Case(s) Found: None Previous RELATED Case(s) Found: 27344146 RCAS-LW ADVISED "This call may be recorded for quality and training purposes." RCAS-[redacted] provided C with Case # and RCAS direct #. RCAS-LW understood C is having further concerns with VEH? RCAS-LW understands the VEH has been at the DLR for 3 weeks? C stated yes. C stated that DLR stated 2-3 more weeks at least before the DLR is able to repair VEH. C sated the DLR advised it needs a new engine and turbo. RCAs-LW understood that C would like to revisit the RHR? C stated yes. Why do you want to return the vehicle to Nissan North America? C stated that C has lost complete confidence is the VEH. C stated that the VEH seized at 70 MPH. Where is the vehicle currently? C stated Firkins Nissan. Where was the vehicle purchased? C stated Firkins Nissan. Was it purchased new or used? C stated new. If used, when was the vehicle purchased? N/A Where is the vehicle serviced? C stated Firkins Nissan. Has the vehicle been taken to multiple Nissan dealers or Infiniti retailers? If so, document names of dealers/retailers? C stated Firkins Nissan. RCAS-LW advised that the review process does take 10 business days. RCAS-LW advised that RCAS would follow up every 3 business days. RCAS-LW advised that RCAS has reached out to DLR for further information. RCAS-LW advised that once RCAS receives the information, RCAS would start RHR review. C thanked RCAS. RCAS-LW asked if C had any questions? C sated not at this time. RCAS-LW thanked C. Call ended mutually.

10/9/2017 6:47:22 PM

RCAS-LW received email from [redacted]*** ? How many times has the customer?s vehicle been to the dealer/retailer for repairs? 8 ? What repairs were performed? SEE ATTACHED ? Are there currently any OPEN ROs? YES ? Is the vehicle currently at the dealership? YES ? How many days has the vehicle been kept out of service at your dealer for repairs? 17 PREVIOUS, 24 DURING CURRENT REPAIR = TOTAL 41 DAYS ? Has the on-site CA Technical Specialist (CATS) been involved? YES ? Has TECH LINE been involved? YES ? Has a Dealer Technical Specialist (DTS) been involved?YES ? Can you send RO?s? ATTACHED Do you have any extra information about the concern that might help with this review? Could you advise of the current concern? AC BOWLING WARMER ON DRIVER'S SIDE, VEH SHUT DOWN ON INTERSTATES- NOW MAKES A WHINING NOISE

10/9/2017 8:25:39 PM

RCAS-LW notes completed and attached RHR for ARBS to review.****

10/9/2017 9:06:07 PM

DRTS received the RHR. The RHR was assigned to ARBS [redacted]r for review.

10/10/2017 9:28:44 PM

ARBS-CM placed outbound call to [redacted] Nissan @ [redacted]. ARBS-CM spoke with ASM-[redacted]. ARBS-CM provided C?s name. ARBS-CM asked what current repairs the veh is in need of. ASM-[redacted] stated DLR is repairing the A/C concern with updating the A/C door actuator. ASM-[redacted] stated regarding the veh shutting off, the DLR is replacing the engine and turbo and the DLR is just waiting on parts. ASM-[redacted] stated the repair is covered under warranty. ARBS-CM understood. Call ended mutually.

10/10/2017 9:30:55 PM

ARBS-CM notes the following: Open campaigns: ECM Reprogram, Rear Seat Belt Attachment Hardware Additional cases found: 28545642, 28480381, 27344146, 27344146 Tech line case found: 28464100 DTS involved: yes, 28464100 VSC found: none State: FL In-service Date: 12/12/16 ***** 12/21/16 @ 1,206 miles ? RO 177408 ? Days Down: 1 Concern: 1. Headlamps misaligned, customer states headlights are not both aiming straight. Not sure if left one shines to high or right is too low. 2. Customer states back camera at night seems hazy. Can?t really see anything. Action: 1. Re-aimed headlamps. 2. Back up camera is operating as designed no update or upgrade. 2/21/17 @ 1,300 miles ? RO 180313 ? Days Down: 1 Concern: C states exhaust fumes when A/C is on fresh air, please advise Action: Replaced cowl 3/4/17 @ 9,933 miles ? RO 181083 ? Days Down: 1 Concern: 1. Customer states software update for the radio, keeps dropping settings. 2. Customer states diesel fumes inside the cabin when using the outside air. Action: 1. Updated radio to most current version. 2. Installed cowl and foam block. 4/5/17 @ 13,219 miles ? RO 182577 ? Days Down: 1 Concern: 1. Customer states def system error light came on warning screen check and advise 2. Customer states def system error light came on warning screen check and advise 3. Customer states vehicle lacks acceleration when coming to a stop like it doesn?t shift and when accelerating doesn?t recognize gas is being applied check and advise Action: 1. Cleared past codes test drove no return 2. No info, warning light not on 3. Found an ECM update, programmed the ECM 6/3/17 @ 18,447 miles ? RO 185343 ? Days Down: 1 Concern: Customer states the tailgate will not open and the spare key will say incorrect key id. Action: Confirmed tailgate will not open. Also key fob will intermittently not register in vehicle. Found tailgate latch will not fully engage when pressed. Key fob and latch have been ordered. 6/10/17 @ 19,285 miles ? RO 185650 ? Days Down: 10 Concern: 1. Customer states tail gate will not open new latch ordered and is here. 2. Customer states one key is not recognized by truck new key ordered and here. 3. Customer states the truck seems sluggish check for ECM updates. Action: 1. Replaced rear tail gate latch mechanism and quality re-checked. Operating as designed at this time. 2. Reprogramed new key to vehicle, system operating as designed at this time. 3. Reprogram ECM, update found. 7/5/17 @ 21,990 miles ? RO 186767 ? Days Down: 3 Concern: 1. Cust states ac on dr side blows warm 2. Cust states tailgate handle inop 3. Courtesy multi point inspection 4. Cust states nav screen will show Nissan logo then takes awhile for nav screen to come back up 5. Cust states def sensor reads empty puts fluid in and still reads low hits a bump and it reads full Action: 1. Part on order 2. Found brackets in tailgate not supported properly replaced lock assy. In tailgate 3. 27 point inspection all 4. Could not duplicate customer concern. Found bulletin that applies to condition. Perfomred navigation reprogram using usb provided by nissan. After update checked and found no problems. Ntb16100 rx4xaa .5 5. Could not duplicate customer concern. Customer filled def tank after low warning light. Possible air bubbles caught inside tank on sensor were moved when vehicle hit bump 9/15/17 @ 29,965 miles ? RO 189548 ? Days Down: 26 currently Concern: 1. Cs a/c is blowing warmer on driver side than on passenger side check and advise. 2. Cs while driving on interstate the veh shut down completely, and now when starting makes a whining noise. Action: 1. Pending repair for A/C door actuator. 2. Pending repair for replacing the engine and turbo ***** Total Days Down: 44 currently

10/10/2017 9:39:03 PM

ARBS-CM notes the following: 1 visit for headlamps misaligned ---1 repair for re-aimed headlamps 1 visit for back up camera hazy ---1 no dupe 2 visits for exhaust fume smell ---1 repair for replaced cowl ---1 repair for installed cowl and foam block 1 visit for radio drops settings ---1 repair for updated radio 2 visits for DEF system error light on ---1 cleared codes, warning light not on ---1 no dupe 3 visits for lack of acceleration/veh is sluggish ---1 repair for ECM programming ---1 repair for ECM reprogram ---1 pending repair for engine and turbo replacement 3 visits for tailgate inop ---1 SOP ---1 repair for replaced gate latch mechanism ---1 repair for replaced lock assy 2 visits for incorrect key message ---1 SOP ---1 repair for programmed new key to veh 2 visits for A/C warm on driver side ---1 SOP ---1 pending repair for A/C door actuator replacement 1 visit for nav screen inop ---1 repair for perform nav reprogram

10/11/2017 6:11:21 PM

RCAS-LW placed outbound call to C @ [redacted]. RCAS-LW ADVISED "This call may be recorded for quality and training purposes." **********[redacted]**********[redacted]********** RCAS-LW advised that NNA is still reviewing for repurchase or replacement. RCAS-LW advised that RCAS will continue to follow up every 3 business days. RCAS-LW asked if C had any questions? C stated no. RCAS-LW advised that RCAS would follow up no later than 10/16/17. C thanked RCAS. RCAS-LW thanked C. Call ended mutually.

10/11/2017 7:23:28 PM

ARBS-CM reviewed case with ARBS-AJ. ARBS-CM taking case over for further case handling.

10/11/2017 9:53:02 PM

ARBS-CM placed outbound call to [redacted] @ [redacted] and left a VMX. ARBS-CM stated ARBS-CM was calling in regards to C?s case and provided the case #. ARBS-CM advised ARBS-CM would call C again to discuss the case further. ARBS-CM provided ARBS-CM?s contact info. ARBS-CM thanked the C.

10/12/2017 3:32:13 PM

ARBS-CM received VMX from C.

10/12/2017 4:17:48 PM

ARBS-CM placed outbound call to [redacted] @ [redacted]. ARBS-CM stated ARBS will be assisting C going forward. ARBS-CM stated ARBS is aware the C?s veh is having an engine and turbo replaced at this time and [redacted] seeking NNA to buy the veh back? C stated yes. ARBS-CM understood. ARBS-CM apologized for the concerns C has had. ARBS-CM stated NNA reviewed in regards to the state guidelines for C?s request. ARBS-CM stated NNA can offer C a replacement, repurchase, or a cash settlement amounting to $3,000. ARBS-CM explained repurchase/replacement process and stated there would be a usage deduction with both options. C asked how much that would be. ARBS-CM stated per the state guidelines, the calculation is the full mileage/120,000 * purchase price. ARBS-[redacted] stated ARBS will need the sales contract before giving C an exact amount, but if ARBS uses the MSRP, the usage fee will be around $13,000.00. C stated C will go to court before agreeing to anything like that. C stated for 8 months of use, that is ridiculous. ARBS-CM stated that usage fee is in accordance with the C?s state guidelines. ARBS-CM stated ARBS can send C an intent letter letting C know what ARBS needs and then ARBS can put together a detailed offer letter C know exactly what the offer would look like. C stated yes, C would like to see that. ARBS-[redacted] asked if [redacted] leaning towards a replacement or repurchase? C stated [redacted] a longtime NNA owner. C stated C has never had any problems with the NNA vehs. C stated C?s loaner titan has the same concerns that C?s veh had. C stated [redacted] very discouraged with the titan line. C stated [redacted] leaning towards a repurchase. ARBS-CM understood. ARBS-CM stated ARBS will email the intent letter to C and once ARBS has back all the documents, ARBS will draft the detailed offer letter for C. ARBS-CM stated C also has the cash settlement offer that C could consider as well. C understood. Call ended mutually.

10/12/2017 4:29:24 PM

ARBS-CM notes emailing intent letter to C. ARBS-CM attached to case.

10/12/2017 5:03:21 PM

ARBS-CM received email from C requesting copy of customer release agreement if C chose to accept settlement. ARBS-CM replied to C's email stating ARBS would need registration in order to draft customer release agreement.

10/12/2017 5:08:39 PM

ARBS-CM notes C emailing ARBS stating C just wants to know what C is releasing and what happens when the new engine fails in another 8 months.

10/12/2017 5:14:02 PM

ARBS-CM placed outbound call to [redacted] @ [redacted]. ARBS-CM stated ARBS is calling in regards to C?s email. C stated [redacted] just wondering that the release looked like. C stated C wants to know what would happen if the engine went back in the future or the transmission went bad. ARBS-CM stated ARBS cannot speak on any hypothetical situations. ARBS-CM stated the agreement is C stated C will not sue NNA and tha[redacted] willing to work with NNA regarding this veh with any future concerns. ARBS-CM stated since NNA has offered to repurchase or replace the veh, that offer will remain valid in the future if C decided later that C no longer wanted the veh. ARBS-CM stated if C wanted the repurchase in the future, NNA could still offer that, C would just be responsible for paying the settlement amount back. C understood. C stated C would talk this over with C?s wife and let ARBS know. ARBS-CM understood. Call ended mutually.

10/17/2017 9:59:03 PM

ARBS-CM notes emailing C stating ARBS has not heard back from C and asked if C had any questions.

10/23/2017 6:22:19 PM

ARBS-CM placed outbound call to [redacted] @ [redacted] and left a VMX. ARBS-CM provided case number. ARBS-CM stated ARBS wanted to touch base with C regarding C?s case and how C would like to proceed? ARBS-CM advised ARBS-CM would call C again to discuss the case further. ARBS-CM provided ARBS-[redacted]?s contact info. ARBS-CM thanked the C.

10/24/2017 6:08:40 PM

ARBS-CM notes emailing C stating ARBS has not heard back from C and asked if C had any questions.

10/24/2017 7:09:11 PM

ARBS-CM notes C emailed ARBS stating: is $3000 Nissan's best offer for the loss of use of truck and boat and business for the 2 months I have been without it.

10/24/2017 7:10:59 PM

RBS-CM placed outbound call to [redacted] @ [redacted] and left a VMX. ARBS-CM provided case number and stated ARBS was calling in regards to C's email. ARBS-CM advised ARBS-CM would call C again to discuss the case further. ARBS-CM provided ARBS-[redacted]?s contact info. ARBS-CM thanked the C.

10/24/2017 7:12:55 PM

ARBS-[redacted] notes emailing C stating ARBS could increase settlement amount to $4,000.

10/24/2017 7:37:59 PM

ARBS-CM notes C emailing ARBS-CM stating: Sorry I missed your call, I stepped away for 2 minutes and that's what happened. My only hesitation in accepting your offer is that I still don't know when I am going to get the truck back so to say I have been inconvenienced is true, but it continues to go on. I loose money daily from a business standpoint and still cannot use my boat and with the first cold front of the season coming thru today may have lost the last 2 good months of boating for the season. If the situation were resolved I think the offer is fair but it's not so what's the rest of the inconvenience worth?

10/24/2017 7:40:08 PM

ARBS-CM notes emailing NMAC requesting payoff info.

10/24/2017 9:37:46 PM

ARBS-[redacted] notes receiving email from C stating ARBS may call C now as C will have C's phone the rest of the day.

10/24/2017 9:43:48 PM

ARBS-CM placed outbound call to [redacted] @ [redacted]. ARBS-CM stated ARBS wanted to discuss C?s concerns with the settlement. ARBS-CM stated if C is concerned with the amount of time the repair will take and losing business, ARBS can wait until the repair is completed to see how long that takes to see if ARBS can up the settlement offer. C understood. ARBS-CM stated if C wished to rent a veh to haul C?s boat, ARBS has no problem reimbursing C up to a couple of hundred dollars if C needs to rent a veh. C understood. C stated that sounds good. ARBS-CM stated ARBS will see when the repair will be done and ARBS can reevaluate the settlement at that point. C understood. Call ended mutually.

10/24/2017 9:46:22 PM

ARBS-CM notes emailing ASM-[redacted] requesting estimated completion date of C's repairs.

10/25/2017 2:51:25 PM

ARBS-CM notes [redacted] emailing ARBS stating ASM will update ARBBS will repair is completed.

10/26/2017 4:04:40 PM

ARBS-CM notes NMAC emailing ARBS stating C is not financed through NMAC.

10/26/2017 4:06:49 PM

ARBS-CM notes emailing [redacted] requesting update regarding repair status.

10/27/2017 6:12:27 PM

ARBS-CM notes [redacted] emailing ARBS stating as of 10/25, the veh now needs a transmission replacement.

10/31/2017 5:47:49 PM

ARBS-CM notes emailing C stating ARBS is waiting on DLR to confirm that C's veh repairs are complete before reevaluating NNA's settlement offer.

10/31/2017 5:48:33 PM

ARBS-CM notes emailing [redacted] requesting update regarding repair status.

11/1/2017 2:26:05 PM

ARBS-CM notes [redacted] emailing ARBS stating the repair was completed yesterday.

11/1/2017 2:27:20 PM

ARBS-CM notes emailing C advising C to let ARBS know when C picks up the repaired veh and then ARBS can discuss settlement options with C.

11/1/2017 2:27:55 PM

ARBS-CM notes emailing [redacted] requesting copy of completed RO.

11/3/2017 1:16:14 PM

ARBS-CM notes [redacted] emailing ARBS stating ASM will send completed RO when everything is documented with labor times, etc. ARBS-CM notes [redacted] advised after the tech drove the veh, the airbag light started flashing with no relation to the repairs previously made. ARBS-CM notes [redacted] advised the DLR is waiting on a TCU and seatbelt for correction.

11/3/2017 1:18:00 PM

ARBS-CM notes emailing C stating ARBS is currently waiting on completed RO and ARBS will contact C to discuss settlement one repairs are completed.

11/8/2017 10:44:27 PM

ARBS-CM notes emailing [redacted] asking if veh is repaired.

11/9/2017 4:48:11 PM

ARBS-CM notes [redacted] emailing ARBS stating the repair should be done by this afternoon. ARBS-CM requested ASM send the completed RO when repair is finished.

11/14/2017 6:09:00 PM

ARBS-CM notes emailing [redacted] asking if repair is completed and requested RO be sent to ARBS.

11/14/2017 10:22:36 PM

ARBS-CM notes [redacted] emailing ARBS stating the veh is not completed yet and the DLR "hit an iceberg" regarding the airbag light concern. ARBS-CM replied to ASM's email requesting information as to when veh would be repaired.

11/14/2017 10:24:35 PM

ARBS-CM cc'ed DTS-[redacted] on email to [redacted].

11/14/2017 10:27:27 PM

ARBS-CM notes emailing C stating: The dealership advised they are now repairing a concern with the airbag light being on. I am still happy to reevaluate the settlement offer with you once the vehicle is repaired, or we can begin the repurchase/replacement option as well if you were still seeking one of those routes. For now, I will continue to seek updates regarding the vehicle being repaired to reevaluate the settlement offer once repaired. Thank you for your patience.

11/15/2017 2:29:48 PM

ARBS-CM notes [redacted] emailing ARBS stating: AIRBAG LIGHT IS ON CURRENTLY. WHEN TRACING HARNESS TO FIND THE OPEN CIRCUIT THERE IS RODENT DAMAGE TO THE HARNESS

11/17/2017 9:17:56 PM

ARBS-CM notes emailing [redacted] requesing update regarding repair status.

11/20/2017 9:01:23 PM

ARBS-CM notes emailing [redacted] requesting update regarding repair status.

11/20/2017 9:04:19 PM

ARBS-CM placed outbound call to [redacted] @ [redacted]. ARBS-CM stated ARBS is still waiting on the DLR to confirm the veh is repaired for ARBS to reevaluate the offer. ARBS-CM stated the DLR advised there was some rodent damage as well. ARBS-CM stated ARBS just wanted to touch base with C before the holiday as ARBS will be out of the office Thursday and Friday. C understood. Call ended mutually.

11/21/2017 8:21:11 PM

ARBS-CM notes C emailing ARBS stating the DLR called C to pick up the veh and asking ARBS what ARBS best offer is.

11/21/2017 8:26:38 PM

ARBS-CM placed outbound call to [redacted] @ [redacted]. ARBS-CM spoke with [redacted]. ARBS-CM stated the C had the engine replaced and then the DLR found rodent damage for the airbag system? [redacted] stated yes. [redacted] stated the engine replacement was completed previously and the rodent damage repair was completed yesterday. [redacted] stated the DLR opened a separate ticket for the rodent damage repairs. ARBS-CM understood. [redacted] stated the engine repair RO is still open because the DLR has to bill it out. [redacted] stated SA will have ASM-[redacted] send the ROs to ARBS. ARBs-CM understood. Call ended mutually.

11/21/2017 8:27:49 PM

ARBS-CM notes emailing ASM-[redacted] requesting SM to send both ROs to ARBS and asking when the engine repair started and what date it was completed.

11/21/2017 8:32:11 PM

ARBS-CM notes emailing C stating ARBS can offer C $5,000 cash settlement due to continued concerns and veh being down longer amount of time and the further inconvenience C experienced.

11/21/2017 8:38:09 PM

ARBS-CM notes C emailing ARBS asking if ARBS could extend the warranty on the veh. ARBS-CM replied to C's email stating ARBS could offer C an ECW on the engine which would not extend the mileage parameter, but it would extend the time parameter on the engine warranty to 7 years from the in-service date.

11/21/2017 8:53:58 PM

ARBS-CM notes C emailing ARBS asking if ARBS could extend the bumper to bumper warranty. ARBS-CM replied to C's email stating ARBS could offer C a Security Plus VSC for 96 months/120,000 miles. *** ARBS-CM reviewed offer with ARBS-[redacted].

11/21/2017 9:18:26 PM

ARBS-CM notes C emailing ARBS asking what C needed to do to make the offer happen. ARBS-CM notes emailing C back stating ARBS just needed the registration in order to draft the customer release agreement.

11/22/2017 7:52:07 PM

ARBS-CM received registration from C. ARBS-CM attached to case.

11/22/2017 7:57:36 PM

ARBS-CM notes emailing customer release agreement to C. ARBS-CM attached to case.

11/27/2017 9:43:31 PM

ARBS-CM notes C emailing ARBS asking what VSC ARBS would offer. ARBS-CM notes emailing C stating ARBS was offering the Security Plus Gold Preferred. ARBS-CM notes C emailing ARBS back stating C would return settlement agreement today.

11/29/2017 11:25:00 AM

ARBS-CM notes emailing C stating ARBS had not received any documentation back from C at this time.

12/1/2017 10:09:45 AM

ARBS-CM notes C emailing ARBS stating C's wife has been sick and that the veh also went back to the DLR on 11/29/17 for a vibration between 45-55 MPH and again at 70 MPH.

12/1/2017 10:10:44 AM

ARBS-CM notes emailing ASM-[redacted] asking for update regarding C's current concerns.

12/1/2017 10:14:05 AM

ARBS-CM placed outbound call to [redacted] @ [redacted]. ARBS-CM stated ARBS is aware the veh is back at the DLR? C stated yes. ARBS-CM apologized. ARBS-CM stated if C would like to get the veh repaired, NNA can look at the settlement offer again or if C would like to proceed with a repurchase or replacement, NNA can begin that process as well. C stated no, the DLR is fixing it so C is just trying to get over this hurdle. ARBS-CM understood. ARBS-CM stated ARBS will get the new info from the DLR and look at the settlement again with C once the veh is repaired. C understood. Call ended mutually.

12/6/2017 8:45:27 AM

ARBS-CM notes emailing ASM-[redacted] asking for info regarding new repairs.

12/6/2017 8:47:06 AM

ARBS-CM notes emailing C stating ARBS is waiting on the DLR to confirm the veh is repaired and to send ARBS the RO. ARBS-CM stated ARBS can reevaluate NNA's offer once the DLR confirms the veh is repaired.

12/8/2017 9:52:23 AM

ARBS-CM placed outbound call to [redacted] @ [redacted] and was advised all SA?s are busy.

12/8/2017 9:52:52 AM

ARBS-CM notes emailing ASM-[redacted] asking for info regarding new repairs.

12/8/2017 10:17:04 AM

ARBS-CM notes C emailing ARBS stating C has the veh back now and it seems to be running right.

12/8/2017 10:21:31 AM

ARBS-CM placed outbound call to [redacted] @ [redacted]. ARBS-CM stated now that the veh is repaired again, ARBS wanted to offer $5,500 cash settlement plus the VSC. C stated that sounds good. C stated write it up and C will get it back to ARBS today. ARBS-CM understood. Call ended mutually.

12/8/2017 10:26:06 AM

ARBS-CM notes emailing new customer release agreement to C. ARBS-CM attached to case.

12/8/2017 11:26:15 AM

ARBS-CM received signed release agreement from C. ARBS-CM attached to case.

12/8/2017 11:37:15 AM

ARBS-CM notes the following updated RHR review: 12/21/16 @ 1,206 miles ? RO 177408 ? Days Down: 1 Concern: 1. Headlamps misaligned, customer states headlights are not both aiming straight. Not sure if left one shines to high or right is too low. 2. Customer states back camera at night seems hazy. Can?t really see anything. Action: 1. Re-aimed headlamps. 2. Back up camera is operating as designed no update or upgrade. 2/21/17 @ 1,300 miles ? RO 180313 ? Days Down: 1 Concern: C states exhaust fumes when A/C is on fresh air, please advise Action: Replaced cowl 3/4/17 @ 9,933 miles ? RO 181083 ? Days Down: 1 Concern: 1. Customer states software update for the radio, keeps dropping settings. 2. Customer states diesel fumes inside the cabin when using the outside air. Action: 1. Updated radio to most current version. 2. Installed cowl and foam block. 4/5/17 @ 13,219 miles ? RO 182577 ? Days Down: 1 Concern: 1. Customer states def system error light came on warning screen check and advise 2. Customer states def system error light came on warning screen check and advise 3. Customer states vehicle lacks acceleration when coming to a stop like it doesn?t shift and when accelerating doesn?t recognize gas is being applied check and advise Action: 1. Cleared past codes test drove no return 2. No info, warning light not on 3. Found an ECM update, programmed the ECM 6/3/17 @ 18,447 miles ? RO 185343 ? Days Down: 1 Concern: Customer states the tailgate will not open and the spare key will say incorrect key id. Action: Confirmed tailgate will not open. Also key fob will intermittently not register in vehicle. Found tailgate latch will not fully engage when pressed. Key fob and latch have been ordered. 6/10/17 @ 19,285 miles ? RO 185650 ? Days Down: 10 Concern: 1. Customer states tail gate will not open new latch ordered and is here. 2. Customer states one key is not recognized by truck new key ordered and here. 3. Customer states the truck seems sluggish check for ECM updates. Action: 1. Replaced rear tail gate latch mechanism and quality re-checked. Operating as designed at this time. 2. Reprogramed new key to vehicle, system operating as designed at this time. 3. Reprogram ECM, update found. 7/5/17 @ 21,990 miles ? RO 186767 ? Days Down: 3 Concern: 1. Cust states ac on dr side blows warm 2. Cust states tailgate handle inop 3. Courtesy multi point inspection 4. Cust states nav screen will show Nissan logo then takes awhile for nav screen to come back up 5. Cust states def sensor reads empty puts fluid in and still reads low hits a bump and it reads full Action: 1. Part on order 2. Found brackets in tailgate not supported properly replaced lock assy. In tailgate 3. 27 point inspection all 4. Could not duplicate customer concern. Found bulletin that applies to condition. Perfomred navigation reprogram using usb provided by nissan. After update checked and found no problems. Ntb16100 rx4xaa .5 5. Could not duplicate customer concern. Customer filled def tank after low warning light. Possible air bubbles caught inside tank on sensor were moved when vehicle hit bump 9/15/17 @ 29,965 miles ? RO 189548 ? Days Down: 56 Concern: 1. Cs a/c is blowing warmer on driver side than on passenger side check and advise. 2. Cs while driving on interstate the veh shut down completely, and now when starting makes a whining noise. Action: 1. Pending repair for A/C door actuator. 2. Replaced engine and transmission 11/30/17 @ 30,469 miles ? RO 193081 ? Days Down: 9 Concern: C states that between 45-55 MPOH there is a vibration felt in the whole veh Action: Drive shaft and bearing has been removed and replaced ***** Total Days Down: 83

12/8/2017 11:38:36 AM

ARBS-CM notes the following updated summary: 1 visit for headlamps misaligned ---1 repair for re-aimed headlamps 1 visit for back up camera hazy ---1 no dupe 2 visits for exhaust fume smell ---1 repair for replaced cowl ---1 repair for installed cowl and foam block 1 visit for radio drops settings ---1 repair for updated radio 2 visits for DEF system error light on ---1 cleared codes, warning light not on ---1 no dupe 3 visits for lack of acceleration/veh is sluggish ---1 repair for ECM programming ---1 repair for ECM reprogram ---1 repair for engine and transmission replacement 3 visits for tailgate inop ---1 SOP ---1 repair for replaced gate latch mechanism ---1 repair for replaced lock assy 2 visits for incorrect key message ---1 SOP ---1 repair for programmed new key to veh 2 visits for A/C warm on driver side ---1 SOP ---1 pending repair for A/C door actuator replacement 1 visit for nav screen inop ---1 repair for perform nav reprogram 1 visit for vibration felt in veh ---1 repair drive shaft and bearing replaced

12/8/2017 11:39:41 AM

Multiple DLRSHP visits. Possible RHR.

12/8/2017 11:40:55 AM

Consumer Affairs Voluntary Repurchase due to 3 repairs and 83 days out of service for lack of acceleration/veh is sluggish.

12/8/2017 11:57:48 AM

ARBS-CM submitted check request in the amount of $5,500.00 payable to [redacted] and [redacted].

12/8/2017 11:58:04 AM

FedEx Tracking Number: [redacted]

12/8/2017 12:01:20 PM

ARBS-CM requested VSC.

12/12/2017 3:28:26 PM

ARBS-CM notes case closure pending check delivery.

12/13/2017 1:45:41 PM

ARBS-CM notes check was delivered on 12/13/17 @ 2:35 PM with signature release on file.

12/13/2017 1:46:55 PM

ARBS-CM closing case at this time. ***CASE SUMMARY*** C contacted NNA requesting repurchase/replacement due to concern: lack of acceleration/veh is sluggish. ***CASE DECISION*** ARBS-CM notes NNA offered Consumer Affairs Voluntary Settlement due to 3 repairs and 83 days out of service for lack of acceleration/veh is sluggish in the amount of $5,500 and a Security Plus Gold Preferred VSC.

CONSUMER ASSISTANCE REQUEST

C [redacted]

NAME: [redacted], **RHONDA**
[redacted]**:** [redacted]
[redacted]**:** [redacted]

VIN: [redacted]
MODEL: **A61** YR: **2017**
DT: 10/31/2016
SVC DT: 4/22/2017
MILEAGE: 7,088

TRIM: [redacted]
OPTIONS: B93C03K01L94
SERVICING DLR [redacted] OF [redacted]
DLR [redacted]**:** [redacted]
A[redacted]**DENT:** N **AIRBAG:** N

OPEN_DT: 10/11/2017
CLOSE_DT: 10/23/2017

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	138000	ENGINE ASSEMBLY
	AG	ENGINE MECHANICAL	YX	POOR OR IMPROPER OPERATION

CAR VERBATIM

10/11/2017

10/11/2017 4:34:12 PM

CRR-JC<OPENED or VERIFIED> Account information including: C's name, home & e-mail address, phone number & best contact number CRR-JC VERIFIED VEH Information including: VIN #, Current Mileage, Warranty & Service History CRR-JC CHECKED for open recalls/campaigns and found: 2 CRR-JC CHECKED for previous UNRELATED Case(s) and found: 1 CRR-J[redacted]HECKED previous RELATED Case(s) and found: 0 CRR-JC NOTED concern is: VEH CONCERNS CRR-JC received inbound call from [redacted] stated C purchased a 2017 Titan C stated C?s engine blew out C stated C?s engine over heated C stated there is only 7,088 miles on VEH C stated C contacted DLRSHP C stated DLRSHP informed C that needed new engine and it would cost $15,000-$18 CRR-JC understood CRR-JC asked C if there was anything else CRR-JC could assist with. C asked CRR-JC if anyone could help C pay for new engine as C has just purchased VEH and not used it much CRR-JC informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 10/12/17 regarding C?s concern. C understood. CRR-JC provided C with agent ID 7319297 and case number 28591989 CRR-JC noting C?s best contact number is [redacted] Call ended mutually

10/11/2017 4:35:24 PM

****** [CASE SUMMARY] ****** CRR-JC sending case to RCAS assistance for engine repair.

10/12/2017 9:41:42 PM

RCAS-[redacted] outbound call to [redacted] OF [redacted] @[redacted] and spoke with SA-[redacted]. SA stated mud all inside and outside of VEH like VEH was stuck. SA stated looks like VEH spun the rod. SA stated VEH is knocking. SA stated per C?s insurance oil pan was asked to be removed and metal debris in oil pan. SA stated C?s insurance company has told C that tear down needed next before further review could occur but that C may be responsible for tear down depending on results. RCAS requested Techline case get started today. SA confirmed. RCAS confirmed no warranty case yet. SA confirmed further tear down needed first. Call ended mutually.

10/12/2017 9:45:23 PM

RCAS-[redacted] outbound call C @[redacted] and left VMX with case number, RCAS-HT direct line, and that RCAS-[redacted] out of office and that C to call back at earliest convenience.

10/12/2017 9:47:05 PM

RCAS-[redacted] outbound call C @[redacted] and notes unable to leave VMX due to message " C has VMX not set up yet goodbye"

10/12/2017 11:03:19 PM

CRR-CM VERIFIED> Account Info including: C's name, home & email address & best contact# CRR-CM CHECKED for open campaigns and found:2 ECM Reprogram / Rear Seat Belt Attachment Hardware advised [redacted] is advised CRR-CM CHECKED for previous UNRELATED Case and found:0 CRR-CM CHECKED previous RELATED Case and found: 0 CRR-CM NOTED concern is: C would like NNA to pay for a new engine for VEH Received in bond call from C's son [redacted] now known as [redacted] stated that C called in Oct 11 2017 in regards to owners VEH C stated that VEH had gotten stuck in the mud C stated that as the VEH owner was rocking the VEH to get the VEK unstuck the Engine over heated C stated that C will the person to contact as the VEH owner works at a call center and woks the same hours as RCAS C stated that C works at a NNA DRL in the sales department selling VEH's and VSC's that C has lost faith in due to C not having warranty able to cover this repair C stated that C will be available any time at [redacted] C stated that the VEH owner may have lunch at around 1pm CRR-CM advised C that RCAS will call C back Oct 13th 2017 in regards to this case CRR-CM asked C if there was anything else that CRR-CM can assist with C declined CRR-CM provided C with Case #28591989 and agent ID 7319224 C understood and appreciated the assistance Best Contact #: [redacted] Call ended mutually

10/13/2017 8:46:29 PM

RCAS-HT placed outbound call to C @ [redacted] RCAS-HT was unable to reach C.

10/16/2017 9:26:37 PM

RCAS-HT placed outbound call to C @ [redacted] RCAS-HT VERIFIED C's name, home & email address, phone#, VEH model/model year, mileage RCAS-HT CHECKED for open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found: 0 RCAS-HT ADVISED "This call may be recorded for quality and training purposes." C stated that the truck got stuck in mud. C stated that C was rocking truck to get the truck unstuck. C stated that the VEH overheated. C stated that the DLRSHP will not cover the repair, because the VEH is OOW. C stated that C got in touch with the insurance, and insurance would not cover the concern either. RCAS-HT understood. RCAS-HT stated that, because the concern is not covered under warranty, RCAS cannot guarantee assistance. RCAS-HT stated that RCAS-HT will follow up no later than Thursday. RCAS-HT provided direct #. C stated that is upset, because C is a salesman at a Nissan DLRSHP. C stated that C sales many of these trucks a month, but cannot get assistance. C stated that C owns 3 Nissan VEHS. C stated that C does not even want to sale the trucks anymore. RCAS-HT stated that RCAS cannot guarantee assistance. RCAS-HT stated that RCAS will review for [redacted] thanked RCAS-HT. Call ended mutually.

10/19/2017 2:45:17 PM

RCAS-HT received email from [redacted]. SM stated that the DLRSHP removed the oil pan and there is a lot of metal shavings, I spoke with my FOM-[redacted] and he advised me that it should be turned over back to his insurance.

10/19/2017 2:49:25 PM

RCAS-HT sent [redacted] an email requesting the following information -Is the VEH at the DLRSHP? -What is the official diagnosis? -Warranty cost of parts and labor? -What is the current mileage? -Recommendation on GW?

10/19/2017 10:27:31 PM

RCAS-HT placed outbound call to C @ [redacted] RCAS-HT was unable to reach C. VMX was not set up.

10/20/2017 9:28:56 PM

RCAS-HT placed outbound call to C @ [redacted]. RCAS-HT ADVISED "This call may be recorded for quality and training purposes." RCAS-HT stated that RCAS has been in contact with the DLRSHP. RCAS-HT advised that the SM is advising that C needed to turn VEH to insurance company." C asked [redacted] confirmed that information. RCAS-HT stated that [redacted] advised that the VEH was damaged C being stuck in mud. RCAS-HT advised the concern was not due to factory defect. C stated that C was going to trade in all Nissan VEH and get a new *explicit language* job. C stated that it was ridiculous that Nissan won't help considering it was Nissan's fault. RCAS-HT apologized for the inconvenience. RCAS-HT advised that the concern was not a factory defect. RCAS-HT asked if C had any other questions or concerns. C stated no. Call ended mutually.

10/20/2017 10:23:56 PM

CRR-EA VERIFIED Account Info including: C's name, home & email address, phone# & best contact# CRR-EA VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History CRR-EA CHECKED for open recalls/campaigns and found: PC511, R1719 CRR-EA CHECKED for previous UNRELATED Case(s) and found: none CRR-EA CHECKED previous RELATED Case(s) and found: none CRR-EA NOTED concern is: case status CRR-EA received call from [redacted] C stated C was disappointment with C?s case decision C was told that Nissan was unable to assist due to VEH damage being related to environmental cause C was wondering if C can be escaladed past RCAS C was told that insurance company was supposed to cover damage but they are refusing CRR-EA understood CRR-EA asked C to hold C accepted CRR-EA thanked C CRR-EA informed C that C would be escalated and C would get a call within 4-8 business hours which led into next business day CRR-EA advised C that call with be made for 10/23/2017 C understood CRR-EA provide C with Agent ID and Case # Call ended mutually

10/20/2017 10:24:23 PM

CASE SUMMARY C contacted Nissan CA requesting assistance with case status ***STATEMENT OF DECISION*** CRR-EA advised C the Case has been documented and referred C to follow up date of 10/23/2017

10/20/2017 10:25:19 PM

SRCAS-SB change follow-up date to 10.23.2017 for futher case handling.

10/23/2017 6:34:52 PM

[redacted], 10/23/17 at 1:06pm. SRCAS-LL ADVISED ?This call may be monitored and recorded for quality and training purposes.? [redacted] SRCAS is contacting C per C's request for a supervisor call back. C stated C needs some kind of help. C stated C works at the DLR. C stated RCAS-[redacted] lied about what service manager stated about concerns being manufacture defect. C stated C sells many Nissan veh's and Nissan cannot help C at all. C stated C is in sales at the DLR. C stated the serivce manager never said concerns were environmental. C stated the SM is right in front of C. C put SM on the phone. SM stated veh spun a bearing. SM stated there are metal shavings in oil pan. SM stated veh needs engine replaced. SM stated veh got stuck in the mud. SM stated insurance stated concern is Nissans fault because veh has rev limiter and should have stopped veh from over heating SM stated FOM-[redacted] has advised SM to refer C to insurance. SM stated RCAS-HT stated RCAS-HT would review for goodwill. [redacted] since veh is in warranty SM needs to contact warranty and review with warranty. SM stated SM will contact warranty today. C returned to phone. [redacted] SM is going to contact warranty in regards to assistance. [redacted] warranty can approve or deny claim based on photos and information from the DLR. [redacted] if warranty denies claim, CA cannot over turn decision and C would have to work with C's insurance. C stated Nissan is not going to help. C stated SRCAS is telling C to go kick a can. C stated C sells $500,000 in Nissan vehs a month. C stated C makes a lot of money for Nissan and the DLR. C stated C cant get any help. C reiterated all concerns. C stated FOM guy and [redacted] just telling C to go through C's insurance. C stated C knows Nissan isnt going to help. C stated Nissan has made mind up. C thanked SRCAS for listening. C inquired if C is just supposed to wait for warranty decisions. [redacted] DLR is in the best position to advise of warranty decision. C thanked SRCAS. C stated if warranty denies assistance, C stated C will take this up as high as C can go. SRCAS thanked C for time. call ended mutually.

10/23/2017 6:35:30 PM

SRCSA-[redacted] transferring case to RCAS-[redacted] for case closure

10/23/2017 9:15:45 PM

RCAS-BK is closing case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with engine failure. ***STATEMENT OF DECISION*** SRCAS-LL advised C that [redacted] is going to contact warranty in regards to assistance. [redacted] warranty can approve or deny claim based on photos and information from the DLR.

CONSUMER ASSISTANCE REQUEST

C [redacted]

NAME: [redacted]
CITY: [redacted]
STATE: [redacted]

OPEN_DT: 11/22/2017
CLOSE_DT: 1/8/2018

VIN: [redacted]
MODEL: A61 YR: 2016
MFG DT: 3/7/2016
SVC DT: 12/6/2016
MILEAGE: 20,198

TRIM: PLAT
OPTIONS: B11B92B95B96C03K11L1
SERVICING DLR CARLOCK NISSAN OF [redacted]
DLR STATE: [redacted]
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
NI	OF	NNA., INC. ISSUES	258500	TITAN
	[redacted]	NISSAN PRODUCT INQUIRIES	ZR	GENERAL INQUIRY

CAR VERBATIM

11/23/2017

11/23/2017 2:49:15 AM

[redacted] contacting NNA because C's VEH has been dow[redacted]t the DLR for 3 weeks an[redacted] stating that C does not want VEH back.

11/23/2017 2:56:34 AM

CRR-AS VERIFIED Account Info including: C's name, home & email address, phone# & best contact# CRR-AS VERIFIED VEH Info including: VIN#, Current Mileage , Warranty, Service History CRR-AS CHECKED for open recalls/campaigns and found:0 CRR-AS CHECKED for previous UNRELATED Case(s) and found:0 CRR-AS CHECKED previous RELATED Case(s) and found:28271275 CRR-AS NOTED concern is: WANT NISSAN TO BUY BACK THIS VEH ****CRR-AS received a inbound call from C'**** C stated C have 2016 [redacted] xd with 16000 C stated [redacted] done with this VEH C stated [redacted] not going to pick this vEH C stated[redacted] on side of the road C stated VEH completely shut off C stated everything went black C stated tow truck is here but C will not pick this truck C stated C want Nissan to buy back C stated its second time C stated last time DLR took 35 days to fix this VEH CRR-AS noted the concern CRR-As apologized for this CRR-AS send this case to RCAS CRR-AS stated RCAS will contact C on Friday 11-24-17 C understood CRR-AS ask about any further assistance C acknowledged and appreciated the assistance Best contact# [redacted] CRR-AS provided the case number# 29018709 C declined the call *****Call ended mutually*****

11/23/2017 2:56:46 AM

CASE SUMMARY CRR-AS SEND THIS CASE TO RCAS FOR FURTHER ASSISTANCE

11/24/2017 3:14:55 PM

[redacted] placed an outbound call SA-[redacted] at Carlock Nissan of [redacted]: [redacted]-RH stated that per the C the VEH quit on the C while driving on the interstate and the C had the VEH towed to the DLR. [redacted]-RH stated that the DLR pulled codes P060C-00 main processor code, P0335-00, P20448 [redacted]-RH stated that the DLR sent the codes to DTS-[redacted]n for further information. [redacted]-RH stated that the VEH has 20198 miles. [redacted]-RH stated that the DLR is still diagnosing the VEH.

11/24/2017 9:39:42 PM

[redacted] placed an outbound call [redacted] left VMX. [redacted] placed an outbound call to [redacted] was not available. RCAS-SJ provided the C with case #, RCAS-SJ contact #, and RCAS-SJ will follow up on 11/27.

11/27/2017 6:34:46 PM

RCAS-SJ spoke with at [redacted] Nissan of [redacted]: [redacted]-RH stated that the DLR sent more information into tech line this morning. [redacted]-RH stated that the DLR is waiting on a response but do not have an update as of now.

11/27/2017 6:40:22 PM

[redacted] placed an outbound call [redacted] left VMX. RCAS-SJ provided the C with case #, RCAS-SJ contact #, and RCAS-SJ will follow up on 11/28.

11/27/2017 6:55:40 PM

RCAS-SJ called @ [redacted] RCAS-SJ VERIFIED C's name, home & email address, VIN#, mileage Address confirmed: [redacted] 1955 RCAS-SJ CHECKED for open recalls/campaigns and found: none RELATED cases: 28271275 UNRELATED cases: none Owned vehicles: none RCAS-SJ ADVISED "This call may be recorded for quality and training purposes." ---------- RCAS-SJ confirmed that the [redacted] seeking a loaner VEH for recall PM 685. C stated that this is the 2nd time the VEH stalled. C stated that the first time the DLR had the VEH for 35 days. [redacted] apologized to the C. RCAS-SJ advised the C that NNA priority is to fix the VEH. [redacted] advised the C that the DLR is working with NNA internal resources to address the VEH concerns. C stated that the C do not want the truck back. C stated that the C wants for NNA to pay off the truck or give the C 5,000 for a 2018 [redacted]. C stated that the VEH has been at the DLR 45 days. RCAS-SJ advised the C that [redacted] can review the case based on the C?s service history and state limitations. C stated that NNA customer person is to offer a VEH that will meet the C?s needs. C stated that the VEH do not meet the C?s needs. [redacted] apologized to the C. RCAS-SJ advised the C that NNA will thoroughly review the C?s case to determine what options are available. RCAS-SJ advised the C that it will take 10 business day to review the C?s case. Why do you want to return the vehicle to Nissan North America? C stated that the VEH is a lemon and the VEH has too much downtime. Where is the vehicle currently? At the DLR Where was the vehicle purchased? Carlock Nissan of [redacted] Was it purchased new or used? New Where is the vehicle serviced? Carlock Nissan of [redacted] RCAS-SJ asked the C if there are any patterns to the concern. C stated that a low engine power light comes on. C stated that the concern happened on a long trip and short. C stated that the C do not have aftermarket accessories or use aftermarket parts. [redacted]J will follow up on 11/30. RCAS-SJ provided the C with RCAS-SJ contact number RCAS thanked the C and the call ended mutually.

11/27/2017 7:00:00 PM

[redacted] sent an email to [redacted] at Carlock Nissan of [redacted] asking RHR questions and for open RO's

11/27/2017 10:00:15 PM

[redacted] received email from [redacted] at [redacted] Nissan [redacted]: [redacted]-RH stated the following reflecting RHR questions. ? How many times has the customer?s vehicle been to the dealer/retailer for repairs? 3 ? What repairs were performed?First time-headlight adjustment and hood bushings adjusted for hood shaking. ? Are there currently any OPEN ROs? yes ? Is the vehicle currently at the dealership? yes ? How many days has the vehicle been kept out of service at your dealer for repairs? If the Service Manager is unsure, the RCAS needs to collect the hard copies of the repair orders for the vehicle that contain the technician time stamps (i.e. the date and time the technician has "logged" time worked on the vehicle until the vehicle is repaired. Also referred to as accounting copies). ? Has the on-site CA Technical Specialist (CATS) been involved?no ? Has TECH LINE been involved? yes ? Has a Dealer Technical Specialist (DTS) been involved?yes

11/27/2017 10:36:25 PM

[redacted] spoke with [redacted] at [redacted] Nissan [redacted] [redacted]-RH stated that tech line advised that the crankshaft broke in the bottom of the motor and the motor needs to be replaced. [redacted]RH stated that [redacted]-RH is not sure when the VEH will be repaired. [redacted]RH stated that [redacted]RH will send the RO's.

11/29/2017 1:47:46 PM

[redacted] placed an outbound call to SA-[redacted] [redacted] Nissan of [redacted]: [redacted]-JL stated that the parts are on order. [redacted]-JL stated that the C is in a loaner VEH. RCAS-SJ sent an email to [redacted] asking for open RO and inquiring about parts.

11/30/2017 7:25:39 AM

DRTS received the RHR. The RHR wa[redacted]signed to [redacted] for review.

11/30/2017 9:12:50 AM

RCAS-SJ spoke with SA-[redacted] [redacted] Nissan of [redacted]: [redacted] asked for details on RO 6098908. [redacted]-JL advised that the ticket was opened from 08/23/17- 9/30/17. [redacted]-JL stated that the DLR had never ran into the problem before so the DLR was working with tech line and the DLR was waiting on parts. RCAS-SJ asked the C for the DLR to send the time stamps for RO 6098908. [redacted]-JL advised that the DLR will send the RO's

11/30/2017 10:51:31 AM

[redacted] placed an outbound call [redacted] left VMX. RCAS-SJ provided the C with case #, RCAS-SJ contact #, and RCAS-SJ will follow up on 12/5.

11/30/2017 10:52:28 AM

[redacted] placed an outbound call to [redacted] left VMX. RCAS-SJ provided the C with case #, RCAS-SJ contact #, and RCAS-SJ will follow up on 12/5.

12/1/2017 8:28:27 AM

RCAS-SJ received fax from DLR. [redacted] attached RO timestamps to the case.

12/1/2017 3:47:45 PM

C Called CA on 11.22.17 [redacted] Rec?d RHR on 11.30.17 [redacted] Rev?d RHR on 12.1.17 NOTE*****C Reimb. ONE VEH. PYMT ~ $894.23 2/20/17 @ 4,937 miles ? RO 6095069 ? Days Down: 4 Concern & Action: 1. There is a fuel smell at times coming through vents, notices it more when vehicle is low on fuel / No problem found 2. Headlights don?t seem to be angled correctly / Measured and got height and adjusted headlights 3. Right side front of hood bounces up and down when going faster speeds / Adjusted bushings to hood 8/23/17 @ 15,352 miles ? RO 6098908 ? Days Down: 39 Concern & Action: 1. VEH lost power while driving and had to be towed in / Vehicle will not run towed in by wrecker, high pressure pump has internal failure, r r high pressure fuel pump and high pressure supply lines fuel rai. had dealt with tech line on checkout because no co des in system they had me remove stage 1 and stage 2 filter [redacted]?ys from known good vehicle to try start. Waiting on tech line to have resolution. 2. Left side of the VEH blows warm air while the right side blows cold air / Per Tech line Case - Under eng. review (TL - 28164416) 3. Panel on drivers front side of seat is loose where it has the seat adjustments / Fixed bracket on seat panel 4. Perform recall PC511 / Reprogrammed ecm per recall pc511 complete #45 5. Perform recall R1719 / Repaired left and right rear seatbelt per recall r1719 complete #45 6. Rental / Provided (CPIA - $1,020.00) 11/24/2017 ~ OPEN @ 20,198 miles RO:6100303 Days Down as of 12.1.17 (8) Dealer 3549 - carlock nissan of jackson Concern & Action: 1. While driving down the highway that vehicle completely died and all the lights and everything shut down. c/s that vehicle shut off / Working with techline in regards to what repairs are needed. Right now needs engine and turbo TL CASE - 29028008 Recommendation: Replace long engine [redacted]embly. DAYS as of 12.1.17 (51) [redacted] Customer: [redacted] [redacted] P# [redacted] 2016 Nissan Titan XD VIN ~ [redacted]: 12.6.2016 Color: Forged Copper Model: 56816 MSRP $62,665 LIENHOLDER ? NMAC RETAIL SALE Selling & Servicing Dealer: CARLOCK NISSAN OF [redacted] 495 [redacted] REGION CODE: [redacted] P# [redacted] [redacted] No open Campaigns NO VSC DTS ? [redacted] inspected veh. on 9/22/17 @ 2PM @ [redacted] Nissan of [redacted] 2 Tech Line Cases 1) 28164416 ~ 8/25/17 2) 29028008 ~ 11/24/17 1 Prev. Case ~ 28271275 ~ 9/7/17 RHR ? DENIED ~ Created By: [redacted] (9/13/2017 9:53 AM) ARBS-CM reviewed case with ARBS-PL-Chap Alsup. Total Days Down: 26 currently DTS DID NOT MEET with the C Dealer Code: 3549

12/1/2017 3:48:09 PM

[redacted] Taking over Case

12/1/2017 4:22:21 PM

Called C @ [redacted] [redacted] spoke to C and let C kno[redacted]s has taken over C case and will be C POC [redacted]s let C know that [redacted]A is in the pos. to REP. or REPL. C truck, or If C wants to wait until C truck is repaired, [redacted] will be glad to offer $5K and C keep C truck C stated C was almost in an Accident the other night and not sure if C wants to go that route [redacted]s stated that is fine if C does not want Cash Settlement [redacted] discussed Rep. [redacted] discussed Repl. and GAVE C MSRP $62,665 C/S not sure if C wants another TITAN c asked [redacted] why Can't Nissan buy Truck back and give C about $2,500 and C go buy another Truck Somewhere else? [redacted]s let C know that [redacted]s will provided C with Buyback calculations once [redacted] rec'd docs and if C wants buybac[redacted]s will provided for C, but [redacted] will not know the exact Calculations until [redacted] rec'd C payoff, Sales Contract, REG and pics C understood [redacted] provided C with [redacted] contact information C asked [redacted]s to let C think about options until Monday.

12/1/2017 4:22:40 PM

Requested Payoff: Hello, May I have the payoff, Sales Contract, Factory invoice and title application for this customer please? IS he SOC Eligible? Customer: [redacted] [redacted] P# [redacted] 2016 Nissan Titan XD VIN ~ [redacted]: 12.6.2016 Color: Forged Copper Model: 56816 MSRP $62,665

12/4/2017 12:39:50 PM

Rec'd purchase order, REG and towing bill from C

12/4/2017 12:45:21 PM

Rec'd VXM from C asking for return call to [redacted] called C and C asked [redacted] if [redacted] rec'd PICS of C truck? [redacted] let c know [redacted]s rec'd REG, Tow bill and Purchase Order, but not PICS [redacted] let C know that C will need to send pics on small attachments and if the file is too LARGE the e-mail will not come through C understood C stated C wants SOC C will go to the dealer today to look at trucks [redacted] confirmed that C will go to [redacted]

12/4/2017 12:57:18 PM

placed call to [redacted] @ [redacted] Asked for [redacted] on eternal hold Called Back [redacted] from Dealer website [redacted] asked for [redacted] on long hold [redacted]s called back Receptionist stated Recept. is trying to locate sales mgr. [redacted] mgrs. are [redacted] or [redacted] is walling toward Receptionist desk and will ask to take call [redacted] on hold receptionist stated SM-larry walking to office and will put [redacted] on hold and then transfer [redacted] on eternal hold [redacted] hung up and sent [redacted] e-mail @ [redacted]

12/4/2017 1:00:53 PM

E-mail to [redacted] Mr. [redacted], Nissan North America is replacing Mr. [redacted]?s Titan under the state of TN Lemon Law. He is financed with NMAC, and would like to visit your dealer to pick out a new Titan. Please see his information below. Mr. [redacted] stated that he will be by your dealer today to look at your inventory. Please do not release the new truck to him today, but send me the factory invoice and buyers order for the new vehicle. Please show the purchase price of the vehicle at invoice, but you may include all collaterals, taxes, rebates, doc fees, etc? The Dealership will keep holdback and should RDR as a new sale. Please do not include a down payment or a trade allowance on the buyers order. Once the vehicle is selected it will take 10 ? 14 days to surrender the vehicle. This vehicle will not go into the dealer stock. Nissan will pick up the repurchased vehicle. Customer: [redacted] P# [redacted] 2016 Nissan Titan XD VIN ~ [redacted]: 12.6.2016 Color: Forged Copper Model: 56816 MSRP $62,665

12/4/2017 1:26:41 PM

Rec'd PICS from C ODO - 20,198 miles - [redacted] Replied to C asking for PICS of interior and Back side of Truck and let C know [redacted] was unable to get a manager on the phone, but did Sent an e-mail to the [redacted]

12/4/2017 1:38:01 PM

Rec'd payoff [redacted] contract Title and Pymt. history SR# [redacted] Account#: 00102405060710001 Customer: [redacted] 30 day payoff $ 49056.90 good thru 01/4/2018 Per Diem 8.18 Payments received 11 Payment amount $ 894.23 Principal Paid $ 6,824.47 Interest paid $ 3,012.06 Late fee paid $20.00 Recent payment received on 11/13/2017 in the amount of $ 904.23 Copy of Contract, Payment History and Title are attached. The account is SOC eligible.

12/5/2017 9:49:46 AM

DRTS-SM located and attached Factory Invoice to case.

12/6/2017 8:47:42 AM

placed call to C @ [redacted] spoke to C and let C know that [redacted] was never able to get in touch with SM at CARLOCK NISSAN C stated C figures, and C is not happy with dealer [redacted] advised C that C does not have to shop at Carlock Nissan C stated C would like to go to [redacted] in [redacted] C stated C can swing by this afternoon [redacted] apologized to C for C treatment at Carlock Nissan and thanked C for letting Nissan Assist C in getting into new truck C stated NOT [redacted] fault the way dealer treated C and thanke[redacted]s for the help

12/6/2017 8:49:37 AM

Called [redacted] Nissan @ [redacted] spoke to [redacted] expl. C frustration with prev. Dealer and NNA has offered C SOC SM-SB took down C name and P# and stated will assist C today when C comes in [redacted] thanked [redacted]n B. and expl. the process of SOC [redacted] asked for SM-SB e-mail address [redacted]

12/6/2017 8:51:13 AM

placed call to C @ [redacted] / [redacted] spoke to C and gave C sm-sb [redacted]. C thanke[redacted]s for the call.

12/6/2017 8:57:49 AM

Sent E-mail to [redacted] Nissan - [redacted] ~ P# [redacted] [redacted], Thank you for assisting Nissan North America (NNA) with replacing Mr. [redacted]?s 2016 Titan XD. Please assist Mr. [redacted] in finding an equal value vehicle and send me the buyers order for the new vehicle. Please show the purchase price of the vehicle at invoice, but you may include all collaterals, taxes, rebates, doc fees, etc? The Dealership will keep holdback and should RDR as a new sale. Please do not include a down payment or a trade allowance on the buyers order. A copy of the invoice for Mr. [redacted]?s replacement unit will need to be provided. NMAC has agreed to do a Substitute of Collateral for this customer, which would just change the VIN on his current loan agreement. If Mr. [redacted] picks out a vehicle that has upgraded options, he would be responsible for the upgrades. Please do not release the new vehicle to the customer. Once the vehicle is selected it will take 10 ? 14 days to surrender the vehicle. This vehicle will not go into the dealer stock. Nissan will pick up the repurchased vehicle. Thanks again and I will keep a look out for the buyers order. Customer: [redacted] P# [redacted] [redacted] 2016 Nissan Titan XD VIN ~ [redacted]: 12.6.2016 Color: Forged Copper Model: 56816 MSRP $62,665

12/6/2017 10:57:27 AM

Rec'd call from SM [redacted] letting [redacted] know SM- G rec'd [redacted] E-mail about SOC for C [redacted] advised [redacted]- G that C has decided to go to a diff. dealer for SOC but thanked [redacted]s for the call.

12/6/2017 2:31:27 PM

Rec'd e-mail from C I am going to deal with CarLock in [redacted]. Thanks for your assistance,, [redacted]. Sent from my iPhone [redacted] replied and asked C if C went to [redacted] Nissan?

12/6/2017 2:47:59 PM

Rec'd Call from [redacted] asking [redacted] about SOC? [redacted]-MN stated C showed SM-MN the e-mail [redacted] sent C and Wants to help C out, but C is being very picky right now about color SM-MN stated C also wants to go with the "GAS Titan" instead of Diesel [redacted] provided SM-MN with SOC information and SM-MN stated Will Dealer Trade and Trans. Charges will probably cost $1K but the Truck is probably $2K cheape[redacted] stated as long as Dealer does not go over MSRP of $62,665 [redacted] can work with Truck,and Dealer can add the Trans. charges to the B/O, but if MSRP is the same or over, C will have to pay SM-[redacted] understood [redacted] advised that C was supposed to go to [redacted] Nissan after C could not Get Dealer to help C out, and [redacted] also let SM-MN know tha[redacted] even tried to contact [redacted] the dealer and was not able to.

12/7/2017 1:26:20 PM

Rec'd reply e-mail from C stating C did not GO to [redacted] Nissan but returned to Carlock Nissan but C stated C called [redacted] Nissan to let dealer know c will not be picking out truck from dealer [redacted] asked C if C was able to pick out new truck?

12/8/2017 3:21:45 PM

DRTS-ML spoke with title clerk, she should be sending title app to DRTS shortly today.

12/8/2017 3:41:45 PM

DRTS-ML received and attached title app to this case.

12/12/2017 2:07:19 PM

placed call to [redacted] @ [redacted] Asked to speak to [redacted] put on hold spoke to MN And was advised Truck due to be delivered to Dealer this Thursday, and C will be at the dealer on Friday to test drive provided -MN CELL # [redacted]

12/15/2017 11:15:54 AM

Rec'd Call from Mark N. letting arbs know C truck came in and c test drove truck. -MN will send arbs Factory Invoice and B/O

12/15/2017 1:15:22 PM

Rec' d B/O and new Titan XD Factory Inv. 2017 Nissan Titan XD 4X4 PL CR-LB Auto. VIN ~ [redacted]. ~ $57,008 MSRP $60,090 Deep Blue pearl / Black/Brown

12/15/2017 1:55:36 PM

Sent Dealer letter to [redacted] December 15, 2017 Carlock Nissan of [redacted] Attn: [redacted] / 2016 Nissan Titan XD / VIN [redacted] Dear Mr. [redacted]: Thank you for assisting Nissan North America?s Dispute Resolution Programs in the replacement of the above referenced vehicle with the new, 2017 Nissan Titan XD VIN: [redacted] North America, Inc. agree to pay your dealership the cost of the new vehicle as outlined below: (+) New Vehicle Invoice: $57,008.00 (+) Collaterals: $6,480.56 (= Total due to Dealer $63,488.56 (-) Customer portion to Dealer: ($0.00) (-) Factory Rebate ($6,000.00) (=) Total NNA Pays to Dealer: $57,488.56 It is also important to follow the following steps to make sure the Substitution of Collateral (SOC) is completed properly in order for us to release your check: Your dealership must contact the lien holder and request the forms to complete the SOC transaction as soon as possible. (Note: These documents must be obtained at

12/15/2017 1:59:19 PM

E-mail Sent To NMAC - [redacted] requesting SOC packet be sent to Dealer. ARBS CC [redacted]

12/18/2017 7:20:20 AM

Rec'd Corrected Buyers order from [redacted] Nissan [redacted] Director of Factory Relations and Acquisitions Carlock Automotive (m) [redacted] arbs sent revised Dealer letter to [redacted] December 18, 2017 Carlock Nissan of [redacted] Attn: [redacted] / 2016 Nissan Titan XD / VIN [redacted] Dear Mr. [redacted]: Thank you for assisting Nissan North America?s Dispute Resolution Programs in the replacement of the above referenced vehicle with the new, 2017 Nissan Titan XD VIN: [redacted]. Nissan North America, Inc. agree to pay your dealership the cost of the new vehicle as outlined below: (+) New Vehicle Invoice: $57,008.00 (+) Collaterals: $7.017.06 (= Total due to Dealer $64,025.06 (-) Customer portion to Dealer: ($0.00) (-) Factory Rebate ($6,000.00) (=) Total NNA Pays to Dealer: $58,025.06 It is also important to follow the following steps to make sure the Substitution of Collateral (SOC) is completed properly in order for us to release your check:

12/18/2017 7:21:38 AM

NAM[redacted]. sent SOC docs to [redacted]

12/18/2017 11:05:56 AM

Rec'd SIGNED Repl. Agreement

12/19/2017 4:48:08 PM

Sent NMAC - [redacted]. e-mail asking if completed SOC docs have been rec'd ?

12/20/2017 6:58:17 AM

Submitted Check Request for Consumer Affairs Voluntary Replacement due to 2 repairs and 51 days down for vehicle lost power while driving. $58,025.06 DEALER: Carlock Nissan of [redacted] Attn: [redacted] E-mail: [redacted] Director of Factory Relations and Acquisitions P# [redacted] CUSTOMER [redacted] P# [redacted] E-mail: [redacted] NMAC ACCOUNT: SR# [redacted] Account#: 00102405060710001 Customer: [redacted] 30 day payoff $ 49056.90 good thru 01/4/2018 Per Diem 8.18 Payments received 11 Payment amount $ 894.23 Principal Paid $ 6,824.47 Interest paid $ 3,012.06 Late fee paid $20.00 Recent payment received on 11/13/2017 in the amount of $ 904.23 *****The account is SOC eligible******* OLD VEHICLE: 2016 Nissan Titan XD VIN ~ [redacted] ISD: 12.6.2016 Color: Forged Copper Model: 56816 MSRP $62,665 NEW VEHICLE: 2017 Nissan Titan XD 4X4 PL CR-LB Auto. VIN ~ [redacted] INV. ~ $57,008 MSRP $60,090 Deep Blue pearl / Black/Brown

12/20/2017 11:06:13 AM

Rec'd confirmation e-mail from PEGGY H. with NMAC Hi [redacted]: Got the Paperwork yesterday. Will go to Title today. let [redacted] know arbs has submitted check request and will send out [redacted] tomorrow.

12/21/2017 7:14:00 AM

Check Request Approved.

12/21/2017 2:31:08 PM

Sent Check to [redacted] - 275756 FedEx ~ [redacted]

12/26/2017 2:43:36 PM

[redacted] has not scheduled surrender yet.

12/27/2017 7:39:30 AM

Sent e-mail to [redacted] for Surrender date.

12/27/2017 9:09:07 AM

rec'd reply email from [redacted] Hi [redacted], Statuses are below. I believe the system is now providing updates to the CST when acceptance, schedule, closing, etc. have been completed. [redacted] | Team Lead, Vehicle Disposition Vehicle Services Processing Center T [redacted] | F [redacted] Barbara.Raica@morleynet.com ****[redacted] ? 275756 ~ CASE# 29018709 ~ 2016 Nissan Titan ? case is still in audit*******

12/28/2017 1:55:45 PM

[redacted] notes: SURRENDER has NOT been Scheduled with [redacted] YET

1/2/2018

1/2/2018 2:53:40 PM

[redacted] has not scheduled surrender yet.

1/3/2018 7:28:55 AM

Surrender Scheduled for 1.8.2018 @ 10AM CST - MONDAY

1/8/2018 7:03:48 AM

[redacted] Closing Case **********SU[redacted]********** [redacted] - TN Replacement RE: 2 repairs and 51 days down for vehicle lost power while driving. 2016 Nissan Titan XD C Called CA on 11.22.17 [redacted] Rec?d RHR on 11.30.17 [redacted] Rev?d RHR on 12.1.17

CONSUMER ASSISTANCE REQUEST

[redacted]

NAME: [redacted]
CITY: [redacted]
STATE: [redacted]

OPEN_DT: 1/18/2018
CLOSE_DT: 2/19/2018

VIN: [redacted]
MODEL: A61 YR: 2016
MFG DT: 6/17/2016
SVC DT: 8/24/2016
MILEAGE: 142,400

TRIM: SV
OPTIONS: B11B93C03K02L92U01Z6
SERVICING DLR NISSAN OF GREER
DLR STATE: [redacted]
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	137000	CRANKSHAFT/CAMSHAFT
	AG	ENGINE MECHANICAL	YI	OOW GOODWILL ASSISTANCE REQUEST
06	OA	Vehicle Concerns	137000	CRANKSHAFT/CAMSHAFT
	AG	ENGINE MECHANICAL	ZB	BROKEN/CRACKED

CAR VERBATIM

1/18/2018

1/18/2018 2:18:05 PM

CRR-HB VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number CRR-HB VERIFIED VEH Information including: VIN #, Current Mileage, CRR-HB CHECKED for open recalls/campaigns and found: 1 CRR-HB CHECKED for previous UNRELATED Case(s) and found: 0 CRR-HB CHECKED previous RELATED Case(s) and found: 1 CRR-HB NOTED concern is: OOW assistance CRR-HB received inbound call from C C stated was speaking to NMAC C asked if there is any campaigns on C?s VEH C stated is having concerns with VEH CRR-HB confirmed C has 1 campaign on VEH for rear seatbelt attachment hardware CRR-HB asked what concerns is C having with VEH C stated the crankshaft broke CRR-HB if C has had VEH diagnosed at a Nissan DLR C stated Nissan of Greer C stated 12,700 because DLR will have to replace retire engine C stated DLR could not find the concern at first had to tear part the engine C stated DLR stated was a defect in the part that cause shaft to break CRR-HB asked how C would like Nissan Consumer Affairs to assist with this concern C stated bought this trunk with this type of engine so VEH would last C for a long time C stated C has 14200 mileage so C is OOW C stated C would like to see if Nissan can cover the cost of the repair CRR-HB informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 1/19/2018 regarding C?s concern. C understood CRR-HB asked C if there was anything else CRR-HB could assist with. C declined. CRR-HB gave case number and agent id Sending Case to RCAS Best Contact [redacted]

1/19/2018 9:34:58 AM

CRR-SA received an inbound call from: [redacted] CRR-SA verified C's name, address, phone and e-mail C stated C was supposed to get a call from NNA but haven't yet CRR-SA informed C that the follow up date is today E.O.B 01/19/2018 so C will definitely get a call C understood C thank CRR-SA for assistance CRR-SA provided C agent ID# 7319349

1/19/2018 10:31:04 AM

CRT-ARF contacted [redacted] and asked GW questions. -documented complaint on the work order? C/S while driving on highway VEH making loud noise and shutting off. -repair recommendation? Replace engine. -cause of the failure? crankshaft broke and caused engine damage. -warranty cost for parts and labor separated? [redacted]-SD stated that will need to wait for the technician working on VEH that was on vacation until Tuesday in order to get that information. [redacted]-SD stated that only the engine was $10,000. [redacted]-SD stated that DLR was working with C's extended warranty, and extended warranty was already covering $10,000 for the repair. -goodwill recommendation? No GW. VEH had not been to DLR since VEH had 40,000 miles. -current mileage? 142,400 miles. -previous repair or complaint related to the concern? No. -vehicle is currently at the dealership? Yes. [redacted]-SD advised to contact back on Tuesday.

1/19/2018 10:47:52 AM

CRT-ARF VERIFIED C's name, home & email address, concern, phone# Previous UNRELATED Case(s) Found: 2 Previous RELATED Case(s) Found: 1 CRT-ARF ADVISED "This call may be recorded for quality and training purposes."
********** CRT-ARF placed outbound call to C @ [redacted]) [redacted]. CRT-ARF stated that was calling on behalf of RCAS-AM. CRT-ARF stated that C contacted NNA seeking for OOW FA with engine replacement. C stated yes. C stated that VEH was at DLR at the moment, and DLR had to tear apart engine and found out that crankshaft broke and caused damage to the long block. C stated that engine needs to be replaced and C had a 3rd party extended warranty that might cover up to $10,000 for the repair, but C was still waiting for an answer, and DLR advised that cost would be around $12,700 and C did not have that money. CRT-ARF understood and apologized for the inconvenience. CRT-ARF stated that once all the information is obtained from DLR, RCAS-AM would review the case for possible OOW FA. C stated okay and advised that had other Nissan VEH and did not expect the engine to break. C stated that loves VEH, but engine failed. CRT-ARF apologized and advised that RCAS-AM would contact C no later than Wednesday and will see from there. CRT-ARF provided case # and RCAS-AM contact information. C stated okay and thanked CRT-ARF. CRT-ARF thanked C. Call ended mutually.

1/19/2018 10:50:18 AM

CRT-ARF unable to data net "Service Manager does not have an active email address to send to."

1/23/2018 7:50:21 AM

RCAS-AM received VMX from C requesting call back.

1/23/2018 8:23:23 AM

RCAS-AM called SA-Lee Brooks SA-LB stated that C's third party warranty advised on Friday that they will be covering the engine. SA-LB stated that a Nissan engineer came out and looked at it. RCAS-AM understood. Call ended.

CONSUMER ASSISTANCE REQUEST

[redacted]

1/23/2018 10:35:01 AM

RCAS-AM placed outbound call to C @ [redacted]. RCAS-AM ADVISED "This call may be recorded for quality and training purposes." ********** C stated that happened a week before Christmas C stated that C's third party warranty company is covering the repair. C stated that initially C's third party warranty company would only cover $10,000 and the repair was believed to cost $12,700. C stated that C believes that the engine is a new and C believes that C might have to pay the difference after C's warranty company pays the $10,000 RCAS-AM understood and apologized and asked how C would like NNA to assist in C's case C stated that C believes this is a defect from the manufacturer C stated that C would like Nissan to assist with the cost of the repair if it exceeds C's $10,000 limit from their third party warranty company. RCAS-AM advised that RCAS-AM can review for reimbursing the C following the repair but cannot do anything until the VEH is repaired. RCAS-AM advised that following the repair RCAS-AM would need C's PO and POP. RCAS-AM advised that once the VEH is repaired, if C has to pay an out of pocket difference C can call RCAS-AM and RCAS-AM will review for reimbursing C. C understood and advised that C will send RCAS-AM pictures of their engine. RCAS-AM understood and advised that RCAS-AM will send C an email requesting PO and POP and C can send all of their information to that email. C understood. RCAS-AM advised C to call after the VEH is repaired and if C is seeking reimbursement. C understood. RCAS-AM asked if C had further questions. C declined. RCAS-AM thanked C for their time. Call ended.

1/23/2018 10:39:33 AM

CASE SUMMARY C ([redacted]) contacted NNA requesting OOW FA to replace their engine after their crankshaft broke at 142,400 miles. RCAS-AM called SA-Lee Brooks and was advised that C has a third party warranty company that approved C?s engine repair. RCAS-AM called C and was advised that C?s third party warranty company will only approve $10,000 for the repair and the repair could possibly cost more and C would like NNA to assist on the difference if necessary. RCAS-AM advised C that RCAS-AM can review for NNA to reimburse C for the difference if necessary following the repair. ***STATEMENT OF DECISION*** RCAS-AM is closing case pending further contact from C.

1/23/2018 10:42:51 AM

RCAS-AM sent C an email requesting PO and POP.

2/19/2018 8:09:52 AM

RCAS-AM received VMX from C on 2/15 requesting a call back.

2/19/2018 8:28:54 AM

RCAS-AM placed outbound call to C @ [redacted]. RCAS-AM ADVISED "This call may be recorded for quality and training purposes." ********** C stated that has their VEH back and it is repaired. C stated that their third party warranty covered all but $250 of their engine repair. C stated that C would like to be reimbursed the $250 C had to pay out of pocket. RCAS-AM understood and advised that RCAS-AM will send C an email that C can respond to with PO and POP. C understood [redacted] asked if C's concern is a known big issue with Nissan trucks. RCAS-AM advised that RCAS-AM is not aware of any ongoing concerns with C's model VEH. RCAS-AM advised that RCAS-AM will schedule a follow up call between RCAS-AM and C for Wednesday this week. C understood and thanked RCAS-AM. RCAS-AM asked if C had further questions. C declined. RCAS-AM thanked C for their time. Call ended,

2/19/2018 8:31:05 AM

RCAS-AM sent C an email requesting PO and POP.

2/19/2018 2:23:54 PM

CASE SUMMARY Customer purchased vehicle: New Current mileage: 142,400 OOW: basic: 0mo/106,400miles Powertrain: 0mo/82,400 VSC: N/A Total customer pay at DLR: $2,979.18 Last service visit: 11/30/17 Previous owned VEH: N/A Total cost of repair: N/A

2/19/2018 2:27:18 PM

RCAS-AM reviewed check request with SRCAS-DD RCAS-AM submitting check request RCAS-AM verified account mailing address as follows: [redacted] Details of the reimbursement: C is requesting reimbursement for amount of money C had to pay that C?s third party warranty wouldn?t cover for engine replacement. Name of the repair facility: Nissan of Greer Ro #: 146808 Mileage: 142040 Date of Invoice: 12/22/17 Part Name(s): Long block assembly Part Amount(s): Labor Costs: Shop Supplies: Subtotal: Less insurance: Tax: Total Reimbursable Amount: 250.00 Customer Pay Verified By: Credit card

2/19/2018 3:21:43 PM

RCAS-AM placed outbound call to C @ [redacted]. RCAS-AM ADVISED "This call may be recorded for quality and training purposes." ********** RCAS-AM advised that RCAS-AM received C's documentation and advised that NNA is in a position to reimburse C the amount of $250. C understood and thanked RCAS-AM [redacted] asked if Nissan is interested in investigating what caused C's crank shaft to break. RCAS-AM advised that there is no way to investigate since C's engine has been disassembled and repaired. C understood. RCAS-AM advised that C will receive a check for the amount of $250 in 2-4 weeks. C understood. RCAS-AM asked if C had further questions. C declined. RCAS-AM thanked C for their time. Call ended.

2/19/2018 3:25:03 PM

CASE SUMMARY C ([redacted]) contacted NNA seeking reimbursement for the remaining $250 after C?s third party warranty was used to repair engine long block. RCAS-AM submitted check request to SRCAS-DD which was approved for $250. RCAS-AM called C and advised C that NNA is in the position to reimburse C the $250. ***STATEMENT OF DECISION*** RCAS-AM is closing case as no further assistance is available

2/19/2018 3:26:55 PM

CANNOT DATANET

CONSUMER ASSISTANCE REQUEST

[redacted]

NAME [redacted]
CITY: [redacted]
STATE: [redacted]

OPEN_DT: 2/14/2018
CLOSE_DT: 3/5/2018

VIN: [redacted]
MODEL: A61 YR: 2016
MFG DT: 2/18/2016
SVC DT: 5/19/2017
MILEAGE: 12,444

TRIM: PLAT
OPTIONS: B11B92B95B96C03K11L1
SERVICING DLR PORTER NISSAN
DLR STATE: [redacted]
A[redacted]IDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	137000	CRANKSHAFT/CAMSHAFT
	AG	ENGINE MECHANICAL	ZB	BROKEN/CRACKED
NI	OF	NNA., INC. ISSUES	258500	TITAN
	[redacted]	NISSAN PRODUCT INQUIRIES	ZR	GENERAL INQUIRY

CAR VERBATIM

2/14/2018

2/14/2018 3:23:01 PM

CRR-EA VERIFIED Account Info including: C's name, home & email address, phone# & best contact# CRR-EA VERIFIED Veh Info including: VIN#, Current Mileage CRR-EA CHECKED for open recalls/campaigns and found: none CRR-EA CHECKED for previous UNRELATED Case(s) and found: 0 CRR-EA CHECKED previous RELATED Case(s) and found: 0 CRR-EA NOTED concern is: VEH REPLACEMENT CRR-EA received inbound call from [redacted] stated C's VEH is just over 12,000 MILES [redacted]tated C?s VEH blew up while driving [redacted]tated the crankshaft broke [redacted]tated C would like a new truck from NNA CRR-EA acknowledged C's concern CRR-EA informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact C by close of business day 02/15/18 regarding C's concern CRR-EA provided C with Case # 29851732 and Agent [redacted] understood and appreciated the assistance CRR-EA asked C if there was anything else CRR-EA could assist with. C declined. Call ended mutually Best Contact #: [redacted]

2/14/2018 3:23:44 PM

**********CASE SUMMARY********** C called in regarding VEH Replacement CRR-EA advised C that case is being sent to [redacted] CRR-EA sending case to [redacted]

2/15/2018 7:57:51 AM

[redacted] made outbound call to DLR to speak with Service Advisor-[redacted]. Receptionist advised that SA-R is not at DLRSHP yet. Receptionist provided extension 3112 to reach SA-R.

2/15/2018 9:25:39 AM

[redacted] made outbound call to DLR and left [redacted] with Service Advisor-[redacted] and provided contact info. [redacted] requested a call back to further discuss C's concerns.

2/15/2018 9:43:38 AM

Initial Call to Customer: [redacted] VERIFIED C's name, mailing address, e-mail, phone #, vehicle [redacted] CHECKED for open recalls/campaigns and found: Previous UNRELATED Case(s) Found: 3 Previous RELATED Case(s) Found: 0 [redacted] ADVISED "This call may be recorded for quality and training purposes." _____ [redacted]H placed outbound call to C at [redacted]. [redacted] stated that [redacted] is Customer?s Regional Consumer Affairs Case Manager and in short, that means that [redacted]H is C?s point of contact with Nissan Corporate regarding Customer?s concerns or questions with vehicle or DLR Custome[redacted] is C?s husband and will be referred to as C during this notation. [redacted]tated C?s concern happens Friday night while driving the VEH powered down and C was stuck in the median. [redacted]tates that crankshaft is a design flaw. [redacted]tated VEH did not give any warning of a shutdown [redacted]tated C got warning lights repaired a few months ago in regards to control center. [redacted] apologized for C?s frustrations. [redacted]H advised C that buyback is not a guarantee and the review process can take up to 10 business days. [redacted]tated if NNA does not take VEH back then C will pursue lemon law. [redacted]tated C is not looking for cash, C just wants a VEH that is operating correctly. [redacted] advised that [redacted] understands C?s concerns. [redacted]H asked C the following questions: Why do you want to return the veh to NNA? [redacted]tated C?s concern is due to a design flaw and wants another VEH. Where is the VEH currently? VEH is currently at DLRSHP VEH is currently at DLRSHP Where was the veh purchased? Porter Nissan Was it purchased new or used? New Where is the veh serviced? Porter [redacted] advised that [redacted]H will follow up with C no later than 2/20 to keep C updated on case. [redacted] emailed contact info to [redacted] understood and thanked [redacted]H for assistance. Call ended mutually.

2/15/2018 2:02:00 PM

[redacted] made outbound call to DLR and spoke with Service Advisor-[redacted]. SA-R advised that C was hearing knocking in VEH. Confirmed main crank shaft separation inside the motor. SA-R advised that warranty just confirmed a new transmission for C. Repair will be completed within 2 weeks if not less. VEH is currently at DLRSHP. SA-R advised that tech line or DTS has not been involved. [redacted] requested RO?s. SA-R advised that SA-R will fax over RO?s. Call ended mutually.

2/19/2018 7:25:10 AM

[redacted]H sent email to Service Advisor-[redacted] requesting RO's for VEH.

2/19/2018 3:06:37 PM

[redacted] made outbound call to DLR and spoke with Service Rep-[redacted]. [redacted] requested that all of the RO's for C's VEH be faxed to [redacted]. [redacted] agreed to fax. [redacted] provided fax #.

2/20/2018 7:34:07 AM

[redacted]H received RO's from Service Advisor-[redacted]

2/20/2018 7:38:54 AM

RCAS-AH made outbound call to C @ [redacted]. RCAS-AH advised that call is being recorded for quality and training purposes. RCAS-AH advised that buyback is currently still under review. C understood. RCAS-AH inquired if had any questions or concerns. C stated no. RCAS-AH set follow up for 2/23. C understood. Call ended mutually.

2/23/2018 8:52:27 AM

RCAS-AH made outbound call to DLR and left VMX with Service Manager-[redacted] requesting further info about C's VEH. RCAS-AH provided contact info and requested a call back

2/23/2018 9:26:07 AM

RCAS-AH received inbound call to Service Manager-[redacted]. SM-DF advised that C's VEH is still currently down at the DLRSHP. SM-DF advised that tech line has been involved. SM-DF advised that VEH has been down because DLRSHP was waiting on motor to arrive. SM-DF advised that motor arrived on Wednesday. SM-DF advised that SM-DF hopes to have repair completed on 2/23 or 2/26 at the latest.

2/23/2018 9:28:41 AM

RCAS-AH made outbound call to C @ [redacted] and left VMX advising that C's case is still under review.

2/23/2018 10:42:57 AM

DRTS received the RHR. The RHR was assigned to [redacted] [redacted]n for review.

2/26/2018 4:59:18 PM

ARBS-TZ reviewed the following repair history: Prior to in-service date: 3/16/2016 @ 11 miles RO# 311628 perform recall pc441 titan ecm repro recall pc441 completed 4/14/2016 @ 11 mile RO#313724 perform recall pc438 titan combi lamp recall pc438 completed 7/2/2016 @ 11 miles RO# 319530 reprogram ecm recall pc465 completed 10/26/2016 @ 67 miles RO#327816 swap passenger side miirror from this vehicle to stock unit# n161718 refer to ro327816 for vehicles info that we swapped mirror to. [redacted] to be billed to new car policy 10/31/2016 @ 68 miles RO#328067 swap passenger side mirror to vehicle ro# 328065 swapped passenger side mirror from this vehicle to sold vehicle ro328065. this vehicle stock n16690 does not have blind spot warning but mirror that was installed previously does to this vehicle has bsw. mirror was not received for sold unit until two days later which is why sales wanted us to swap them. sales and service were unaware of difference between two mirrors even though trucks were same trim level package. 11/2/2016 @ 68 miles RO#328254 pc494 titan breather tube inspection recall pc494 completed 11/10/2016 @ 68 miles RO#328817 pc507 titan tcm reprogram recall pc507 completed 4/3/2017 @ 68 miles [redacted]#6009517 recall pc470 recall pc470 completed pc470 completed 4/12/2017 @ 70 miles RO# 6010213 tech states during pc470 recall tech found actuator arm separated and unable attach updated arm to actuator for recall repl liftgate actuator ========== ARBS-TZ notes repair history after in-service date: 7/3/2017 @ 2,097 miles RO# 6015966 3 days down Concerns: 1. customer states when using navigation screen blacks out at times. customer states they don't have anything plugged into usb port when this happens 2. Tech states after software for radio; check engine light came on. Actions: 1. reprogram navigation per ntb16-100b 2. configured multi AV 8/17/17 @ 5110 miles RO[redacted]. C/s lost spare i-key actions: 1. tech programmed one new I-key remote 9/12/2017 @ 7,456 miles RO#6020851 9 days down Concerns: 1. pc511 titan ecm reprogram ntb17-095 2. did not perform recall for rear seat belt 3. check engine light is going off and on at times Actions: 1. recall pc511 completed pc511 completed 2. parts are on restriction 3. auto amplifier control - can part has been ordered 9/21/17 @ 7914 RO#25021477 Concerns: 1. SOP/check engine light on 2. SOP/rear seat belt part in Actions: 1. rpl auto air control amplifier, replaced HVAC control head. 2. rear seat belt repair, left and right

2/27/2018 7:30:15 AM

RCAS-AH made outbound call to DLR and spoke with Service Advisor-[redacted]. [redacted] confirmed that the most recent repair on the vehicle was on the engine. RCAS-AH requested the most recent RO. [redacted] advised that [redacted] will fax it over in a few minutes. RCAS-AH thanked [redacted] for info. call ended mutually.

2/27/2018 7:54:51 AM

RCAS-AH left VMX with Service Manager-[redacted] requesting most recent RO. RCAS-AH provided fax #

2/27/2018 7:55:36 AM

RCAS-AH left VMX with Service Advisor-[redacted] requesting the most recent RO. RCAS-AH provided fax #.

2/27/2018 9:48:28 AM

ARBS-TZ had asked RCAS-AH the following questions and RCAS-AH provided the answers in the comments following: Do we have the RO#, date open and mileage for the engine repair? Now the vehicle is repaired correct? Do we know what date the repair was completed?

2/27/2018 9:52:58 AM

==ARBS-TZ notes the following to continue repair history review: ARBS-TZ notes RCAS AH clarified that the recent repair was the engine; rpl the long block. ARBS-TZ notes: 2/12/18 @ 12457 miles RO#36031071 15 days down Concerns: C/s when making a left turn the vehicle started to make a knocking noise then stalled out.k Actions: rpl long engine block ass'y. ========== ARBS-TZ notes the following for review: State: DE In Service Date 5/19/2017 Retail Sale 0 previous CA cases 1 techline case 26034945 0 DTS inspections No VSC 1 visit navi/radio 2 recalls performed: seat belt and ECM reprogram 2 visits SES light on and off: Part ordered: auto amplifier rpl auto air control amplifier, replaced HVAC control head. 1 visit: vehicle stalled/Engine replaced

2/27/2018 9:57:51 AM

ARBS-TZ notes vehicle is repaired., ARBS-TZ recommends goodwill consideration to be given such as a payment, once the concern has been resolved. Or goodwill consideration to be given at the discretion of the RCAS once the concern has been resolved. ARBS-TZ notes based upon the RHR provided [redacted] good faith review of C?s concerns, NNA is not in a position to offer a repurchase of this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.

2/27/2018 2:39:39 PM

RCAS-AH sent email to NMAC requesting monthly payment amount for C.

2/28/2018 12:41:38 PM

RCAS-AH made outbound call to [redacted] RCAS-AH advised that call is being recorded for quality and training purposes. RCAS-AH advised that after thorough review, NNA is not in a position to offer a repurchase of this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties. C stated C is disappointed in decision and may consider pursuing lemon law in the future. C stated NNA has lost a loyal C who has bought 6 NNA VEHs in the past. RCAS-AH apologized for C?s frustrations. RCAS-AH advised that RCAS-AH still wants to review C for a monthly reimbursement. C stated C is not financed through NNA. RCAS-AH advised C to attach proof of monthly payment to email and RCAS-AH will review and follow up with C no later than 3/2. C understood and appreciated effort. Call ended mutually.

3/2/2018 9:54:05 AM

RCAS-AH reviewed case with [redacted] who approved to reimburse C 1 monthly payment

3/2/2018 9:56:22 AM

THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT: C IS ELIGIBLE FOR 1 MONTHS VEH PAYMENT REIMBURSEMENT ONLY. PAYMENT: $ 629.12 TOTAL AMOUNT: $629.12 Approved by: [redacted] Mailing Address: [redacted]

3/5/2018 8:03:18 AM

RCAS-AH made outbound call to [redacted]. RCAS-AH advised that call is being recorded for quality and training purposes. RCAS-AH advised that NNA will reimburse C for 1 monthly payment. C understood and appreciated offer. RCAS-AH verified mailing address. RCAS-AH advised that C should receive check within 2-4 weeks. C understood. RCAS-AH advised C to contact RCAS-AH if C has any concerns in the future. C understood. Call ended mutually.

3/5/2018 8:05:54 AM

RCAS-AH is closing case as no further assistance can be offered at this time. **********Closing Summary********** C contacted NNA seeking RHR due to transmission concern. RCAS-AH reviewed case with ARBS who advised that NNA is not in a position to buyback VEH. **********Closing Decision********** RCAS-AH advised C that NNA is not in a position to buyback VEH from C. RCAS-AH advised that 1 monthly payment on C's VEH due to VEH being down for multiple weeks at DLRSHP.

[redacted], March 6, 2024

CONSUMER ASSISTANCE REQUEST

Pa[redacted]

[redacted]

NAME: [redacted] **VIN:** [redacted] **TRIM:** PRO-4X

CITY: [redacted] **MODEL:** A61 YR: 2017 **OPTIONS:** B92C03K03K11L11M11X

STATE: [redacted] **MFG DT:** 3/26/2017 **SERVICING DLR** [redacted]

SVC DT: 4/12/2017 **DLR STATE:** [redacted]

OPEN_DT: 7/12/2018 **MILEAGE:** 26,919 **ACCIDENT:** N **AIRBAG:** N

CLOSE_DT: 8/13/2018

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	138000	ENGINE ASSEMBLY
	AG	ENGINE MECHANICAL	YX	POOR OR IMPROPER OPERATION

CAR VERBATIM

7/12/2018

7/12/2018 8:58:35 AM

CRR-CS VERIFIED Account Info including: C?s name, home address, phone# & best contact# CRR-CS VERIFIED VEH Info including: VIN#, Current Mileage CRR-CS CHECKED for open recalls/campaigns and found: 0 CRR-CS CHECKED for previous UNRELATED Case(s) and found: 27831153 CRR-CS CHECKED for previous RELATED Case(s) and found: 0 CRR-CS NOTED concern is: NOISE OF VEH CRR-CS received inbound call from C C stated C is having issue with VEH C stated C has taken VEH in to DLRSHP 3 times and was told to contact NNA [redacted]A to start a case CRR-CS understood and asked what concerns C is experiencing with VEH C stated at 25,000 miles the VEH went from a nice quiet VEH to progressively getting louder and louder C stated one of the main reasons why C purchased VEH was how quiet it sounded C stated DLRSHP says there is nothing wrong, however, C feels there is C stated C was told C needs to open case with NNA to have a representative come out for a test drive with C CRR-CS apologized to hear about current concern CRR-CS asked which DLRSHP C has been working with C stated [redacted] CRR-CS asked name of service advisor C stated [redacted] C stated the sound doesn?t affect the performance C stated C feels there may be some sort of exhaust leak in the manifold CRR-CS stated concern has been documented and case will be forwarded to [redacted]S for further review C understood CRR-CS stated a Regional Consumer Affairs Specialist will review the case and contact C regarding concern before end of business day 7/13/2018 C understood and accepted CRR-CS offered further assistance C declined CRR-CS provided C with Case #32073513 and Agent ID #7319327 CRR-CS thanked C for contacting NNA and wished C a great day Call ended mutually.

7/12/2018 8:59:09 AM

*** CASE SUMMARY *** C contacted NNA regarding concern with loud noise VEH makes CRR-CS forwarding case to [redacted]S for further review Best Contact # [redacted]

7/13/2018 11:49:14 AM

[redacted]-DN emailed Service Manger-[redacted] requesting further information

7/13/2018 4:30:15 PM

[redacted]-DN noting per Tableau, only maintenance visits since 8/2017

7/13/2018 4:32:06 PM

[redacted]-DN made call to [redacted] and left VMX for [redacted]-[redacted] requesting response

7/13/2018 5:21:48 PM

[redacted]-DN made outbound call to C at [redacted] [redacted]-DN VERIFIED C?s name, home & email address, concern, phone, VEH. [redacted]-DN VERIFIED servicing dealer/retailer: [redacted] [redacted]-DN CHECKED for open recalls/campaigns and found: NONE Previous UNRELATED Case(s) Found: NONE Previous RELATED Case(s) Found: NONE [redacted]-DN ADVISED ?This call may be recorded for quality and training purposes.? [redacted]-DN verified concern as VEH noise C stated VEH was quiet when C bought VEH C stated starting at 25,000 miles C began hearing a growling sound while accelerating C stated DLR diesel mechanic stated noise is normal C stated C returned to DLR and some more people spoke to C and told C again that everything is fine C stated C then drove VEH with a sales person who stated VEH is not normal C stated C then worked with Service Advisor-[redacted] who stated C needs to call and create a case [redacted]DN apologized for concern [redacted]-DN stated there are no diagnostic visits on file for VEH, only maintenance C stated C is so upset to hear that C stated C has been going to the DLR talking to people [redacted]-DN stated speaking to advisors is not a diagnostic C stated this DLR is terrible and always drops the ball C stated C wants to file a complaint [redacted]-DN agreed to file complaint C stated C will go for diagnosis C stated C wants to see someone?s hide hanging on a barn for this C stated C is going to call DLR right now [redacted]-DN advised follow-up for 7/18 [redacted]-DN asked if C has questions C stated no Call ended mutually

7/17/2018 1:23:08 PM

[redacted]-DN received email from [redacted]-[redacted] stating: Mr. [redacted] has set an appointment foe this coming Monday the 23rd, I have driven with the customer and can hear the sound that he is referring too. Additionally, I have spoke with [redacted] our DTS and he has asked that we remove the oil pan to inspect the engine bearings.

7/18/2018 1:21:27 PM

[redacted]-DN made outbound call to C at [redacted] [redacted]-DN ADVISED ?This call may be recorded for quality and training purposes.? [redacted]-DN confirmed appointment for 7/23 [redacted]DN advised follow-up for 7/24 when further information is available C agreed [redacted]-DN asked if C has further questions C stated no Call ended mutually

7/24/2018 2:11:55 PM

[redacted]-DN emailed [redacted]-[redacted] requesting appt. info

7/24/2018 4:16:13 PM

[redacted]-DN received email from [redacted]-[redacted] stating: We have found metal in the engine oil pan ? we will be replacing the engine.

7/24/2018 4:22:53 PM

RCAS-DN made outbound call to C at [redacted] RCAS-DN ADVISED ?This call may be recorded for quality and training purposes.? RCAS-DN verified diagnosis and confirmed engine replacement repair RCAS-DN confirmed C is in a loaner VEH C stated being in this loaner is not ideal RCAS-DN understood RCAS-DN stated RCAS is working to get ETA from DLR RCAS-DN advised follow-up for 7/27 RCAS-DN asked if C has further questions C stated no Call ended mutually

7/27/2018 1:45:23 PM

RCAS-DN emailed [redacted] requesting repair ETA

7/27/2018 5:07:01 PM

RCAS-DN made call to [redacted] and left VMX for [redacted] requesting repair ETA

7/27/2018 5:40:48 PM

RCAS-DN received email from [redacted] stating: WE are expecting parts to start arriving next Thursday. We have provide the customer a rental.

7/27/2018 5:46:59 PM

RCAS-DN made outbound call to C at [redacted] RCAS-DN ADVISED ?This call may be recorded for quality and training purposes.? RCAS-DN advised parts for repair are expected to start arriving around Thursday RCAS-DN asked if C has any questions C stated no RCAS-DN advised follow-up for 8/1 Call ended mutually

8/1/2018 1:54:19 PM

RCAS-DN emailed [redacted] requesting update

8/1/2018 5:13:00 PM

RCAS-DN made call to [redacted] RCAS-DN requested [redacted] or an advisor RCAS-DN was told no one is available RCAS-DN left message requesting info from [redacted] Call ended mutually

8/1/2018 5:43:59 PM

RCAS-DN received email from [redacted] stating: Parts arrived, eta for completion next Friday.

8/1/2018 5:47:03 PM

RCAS-DN made outbound call to C at [redacted] RCAS-DN ADVISED ?This call may be recorded for quality and training purposes.? RCAS-DN provided DLR update RCAS-DN asked if C has any questions C stated no RCAS-DN advised follow-up for 8/8 Call ended mutually

8/8/2018 4:05:00 PM

RCAS-DN emailed [redacted] requesting repair update

8/8/2018 5:17:43 PM

RCAS-DN made call to [redacted] RCAS-DN requested [redacted] RCAS-DN was told [redacted] is not available RCAS-DN requested [redacted] Advisor RCAS-DN spoke to [redacted] Advisor-[redacted] RCAS-DN requested repair update SA-RW stated DLR still working on repair and no ETA Call ended mutually

8/8/2018 5:24:08 PM

RCAS-DN made outbound call to C at [redacted] RCAS-DN ADVISED ?This call may be recorded for quality and training purposes.? C stated that DLR did not get all the parts C stated C is waiting for DLR to call with ETA RCAS-DN understood and apologized for not having this information RCAS-DN advised follow-up for 8/13 and stated RCAS will ensure all relevant information is provideed C thanked RCAS RCAS-DN asked if C has other questions C stated no Call ended mutually

8/9/2018 3:19:18 PM

RCAS-DN received email from [redacted] stating VEH is on track for completion tomorrow, 8/10

8/13/2018 10:36:35 AM

RCAS-DN received email from [redacted] stating VEH is repaired

8/13/2018 12:16:55 PM

RCAS-DN made outbound call to C at [redacted] RCAS-DN ADVISED ?This call may be recorded for quality and training purposes.? RCAS-DN verified C is reunited with VEH and satisfied with repairs C stated C may have DLR check alignment sometime, but C is not too concerned RCAS-DN understood RCAS-DN asked if C has any questions C stated no RCAS-DN thanked C for contacting Nissan Call ended mutually

8/13/2018 12:18:52 PM

RCAS-DN is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted Nissan CA concerning VEH noise RCAS-DN reviewed Case with [redacted] RCAS-DN noting DLR inspected VEH and found metal in oil pan and authorized engine replacement *** STATEMENT OF DECISION *** RCAS-DN verified engine replacement and C is satisfied with repairs

8/13/2018 12:20:12 PM

UNABLE TO DATANET

CONSUMER ASSISTANCE REQUEST

[redacted]

NAME: [redacted] **VIN:** [redacted] **TRIM:** [redacted]

CITY: [redacted] **MODEL:** **A61** YR: **2016** **OPTIONS:** B11B92C03E10K11L12S0

STATE: [redacted] **DT:** 1/11/2016 **SERVICING DLR** [redacted] OF [redacted]

SVC DT: 11/15/2016 **DLR STATE:** [redacted]

OPEN_DT: 1/22/2019 **MILEAGE:** 30,741 **ACCIDENT:** N **AIRBAG:** N

CLOSE_DT: 2/5/2019

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Engine Assembly

CAR VERBATIM

1/22/2019

1/22/2019 3:28:16 PM

DRTS-KA Received incoming mail, attached documents to case for agent follow-up.

1/23/2019 10:20:53 AM

RCAS-TE notes summary of C letter: C stated C had to replace engine and surrounding components. C stated VEH was down for 74 days or 10.5 weeks. C stated RO showed 70,000 miles when C VEH only has 30,000. C stated C will contact attorney if C does not hear back in a timely fashion. C stated C will be seeking damages for cost of repair and loss of value. C stated contact info. Letter ended.

1/23/2019 10:22:57 AM

RCAS-TE notes data net failed- DLR not enabled.

1/23/2019 10:25:35 AM

GOODWILL C purchased VEH: New Current mileage: 30,741 OOW- Basic: 0 Power train:0 VSC: None Total customer pay at retailer: $3145.25 Last service visit: 12/31/2018 Previous owns veh: 0

1/23/2019 2:27:40 PM

RCAS -TE placed outbound call to DLR @ [redacted]. RCAS-TE spoke with SM- [redacted]. SM-FC stated under warranty. SM-FC stated there was a misprint and miles are readjusted now. SM-FC stated DTS was involved and it was a 19k dollar claim. RCAS-TE asked what took so long. SM-FC stated parts and inspections. RCAS-TE thanked for time. Call ended mutually.

1/23/2019 2:52:51 PM

RCAS-TE placed outbound call to C @ [redacted]. RCAS-TE left VMX stating contact info, case number and 1/24. Call ended.

1/23/2019 2:54:22 PM

RCAS-TE placed outbound call to C @ [redacted]. RCAS-TE left VMX stating contact info, case number and 1/24. Call ended.

1/24/2019 12:22:59 PM

Previous cases found: 33831503-DPIC, 33287409 Open recalls/campaigns: none DRTS-JT in receipt of a customer letter via Certified Mail signed by [redacted], received on 1/24/19. Letter is attached for your review. Customer states: experienced catastrophic engine failure resulting in replacement of trucks engine and corresponding components, truck was out of service by reason of repair from 10/15/18 to 12/28/18 Customer requesting: seeking damages for, among other things, revocation of acceptance, diminished value, cost to repair, court costs and attorney's fees Letter attached.

1/24/2019 12:34:59 PM

DRTS-JT called [redacted] OF [redacted]M and spoke with [redacted] who stated she would email over ROs as soon as she can

1/25/2019 7:17:27 AM

DRTS-JT received/attached ROs

1/25/2019 8:06:06 AM

RCAS-TE received inbound call from C @ [redacted]. RCAS-TE ADVISED ?This call may be recorded for quality and training purposes.? C stated C is returning VMX. RCAS-TE advised [redacted] no longer C case manager. RCAS-TE advised FUD is 1/25 and someone will be reaching out to [redacted] understood. Call ended mutually.

1/25/2019 10:09:15 AM

DRTS-TS uploaded [redacted] attached the factory invoice only.

1/25/2019 10:50:43 AM

DRTS-JT

1/25/2019 10:52:57 AM

DRTS-JT completed/attached RHR

1/25/2019 11:54:19 AM

**ARBS-YK reviewed the RHR, WPIA, DBS and Salesforce.

1/25/2019 11:54:35 AM

ARBS-YK reviewed the Service History and notes the following: 03/01/2017 @ 4,514 miles - R.O: 39757 - Days down: 1 Complaint: 1. C/S pass FRT door is missing the trim for the mirror on the inside of the door 2. C/S on RR sliding window, there is a plastic box that was stuck on but keeps falling Action: 1. Tech verified concern, ordered part 2. Tech verified concern, ordered part 05/25/2017 @ 7,876 miles - R.O: 42553 - Days down: 3 (FW) Complaint: 1. Diesel in the DEF 2. C/S heated seat is INOP Action: 1. Removed DEF pump and drained tank, found layer of diesel. Fuel replaced RR pump seal and bled system 2. No work performed 06/29/17 @ 9,360 miles - R.O: 44115 - Days down: 2 (FW) Complaint: 1. C/S the RR window center molding fell off, part ordered in 2. C/S pass door interior mirror trim is missing, part is in Action: 1. Installed RR window and verified repair 2. Installed pass door mirror trim 09/06/2017 @ 13,789 miles - R.O: 47173 - Days down: 3 (FW/CM) Complaint: 1. Recall PC511 2. Recall R1719 3. C/S pass door missing panel 4. C/S trans is shifting hard and gets stuck in between gears 5. C/S drivers seat heating and cooling not working Action: 1. Completed NTB17-095 2. Completed NTB17-088 3. Ordered & replaced mirror panel passenger side 4. Performed trans adjustment to resolve the hard shift, test drove after adjustment, operating as designed 5. Tech ordered replacement and installed, seat is operating as designed * 04/27/2018 @ 23,090 miles - R.O: 56632 - Days down: 1 (FW) Complaint: 1. C/S DEF warning light is on 2. C/S A/T oil temp light goes on and off and sometimes had lack of power Action: 1. Found TSB NTB17-060A, reprogrammed ECM 2. Found TSB NTB18-015, programmed TCM and performed adjustment 07/10/2018 @ 27,029 miles - R.O: 59297 - Days down: 1 (FW) Complaint: 1. C/S replace both diesel fuel filters 2. C/S that AC does not blow really cold, notices on 90 degree days Action: 1. Replaced fuel filters 2. Tech found TSB NTB18-046, performed TSB & reprogrammed ECM 10/15/2018 @ 30,741 miles - R.O: 63151 - Days down: 73 (FW) Complaint: 1. C/S that there is a DEF error light coming on the dash and the truck won?t start 2. C/S that the drivers side heated seat isn?t working 3. C/S vehicle does not start 4. Straight time for flywheel and torque converter removal of seized engine Action: 1. Found engine to be seized, contacted Tech Line and found main bearing seized-sent pics to Tech Line, [redacted] was here and looked at vehicle, PCC authorized replacement of diesel engine. Tech removed & replaced engine-transferred all NEC parts, replaced Turbo due to metal throughout. See line 5 & 6 for OLH?s 2. Found TSB for heat distribution pad, TSB NTB17-109A, replaced pad 3. Started failed, replaced starter 4. Engine found to be seized making flywheel torque converter separation impossible, broke two barring tools, upper oil has bolt heads that aren?t accessible with torque converter attached, had to cut six torque converter mounting points with torch from back side of converter inwards to resolve *** Total days down: 84

1/25/2019 11:54:53 AM

**ARBS-YK notes: In-Service Date: 11/15/2016 Purchase State: Selling Dealer: [redacted] OF [redacted]M Sale type: Retail Sale New or Pre-owned: New Days down: 84 Year/Model: 2016 Nissan TITAN XD VIN: [redacted]2 Last recorded mileage: 30,741 Open Recall/CM found: None Tech Line case found: None Warranty cases found: None Previous Goodwill offered: Related CA cases found: 33287409 - 12/28/2018 Related DPIC cases found: 33831503 - 12/13/2018: 31375-EZ00B VSC found: None **DTS Field Inspection: DTS Name: [redacted] DTS Inspection Date: 11/5/2018 10:18 AM Request Type: DTS Dealer --- Customer's Concern: No crack/ no start, DEF lamp on. --- Vehicle Findings 1. Engine wont turn over. 2. Starter replaced. No change. 3. Oil level full and clean. 4. Advised dealer to attempt to turn engine by hand. No movement. 5. Advised dealer to remove oil pan and inspect for debris. Debris present in oil pan. No sludge or LOM noted. 6. On R.O 42553, 7,876 miles, diesel found in DEF tank, dealer drained and filled tank. 7. DBS shows LOF on 6/29/18 at 9360 miles. --- Recommendation: DTS advised dealer to contact customer for maintenance records, remove fuel filters and inspect for DEF contamination, take photo of oil filter, collect oil and fuel sample and send to BS labs for analysis. Dealer to contact PCC with findings and follow PCC instructions. --- Update: 12/6/18 PCC approved Long Block Dealer contacted DTS with concerns of metal debris in turbo assembly. DTS recommends dealer replace turbo. DTS advised dealer to contact PCC with additional parts amount for turbo assembly replacement

1/25/2019 11:55:11 AM

**ARBS-YK notes the following repair Summary: 2 visits to [redacted] for pass front door is missing trim: ---- 1. SOP ---- 2. Replace door mirror trim @ 9,360 miles (FW) 2 visits to [redacted] for rear sliding window box stuck ---- 1. SOP ---- 2. Replace rear window @ 9,360 miles (FW) 3 visits to [redacted] for DEF contamination: ---- 1. Replace DEF pump seal and bled system @ 7,876 miles (FW) ---- 2. Reprogram ECM @ 23,090 miles (FW) ---- 3. Replace Long Block, Turbo and Cat Converter per DTS and Tech Line @ 40,741 miles (FW) 3 visits to [redacted] for heater INOP: ---- 1. No dupe ---- 2. Replace Seat Pad @ 13,789 miles (FW) ---- 3. Replace Seat Pad @ 40,741 miles (FW) 1 visit to [redacted] for pass door is mussing a panel: Replace mirror panel @ 13,789 miles (FW) 1 visit to [redacted] for hard trans shifting: Adjust transmission to correct @ 13,789 miles (FW) 1 visit to [redacted] for lack power: Reprogram TCM @ 23,090 miles 1 visit to [redacted] for A/C not blowing cold: Reprogram ECM @ 27,029 miles (FW) 1 visit to [redacted] for No start: Replace Starter @ 40,741 miles (FW) **Recall/CM: 1. PC511 - 2016-2017 - Titan XD; Electronic Control Module (ECM) Reprogram 2. R1719 - 2016-17 - Titan; Rear Seat Belt Attachment Hardware

1/25/2019 11:55:27 AM

**ARBS-YK notes: The following repairs performed earlier of 2 years/18,000 miles of the original delivery of VEH to C: 2 visits to [redacted]R for rear sliding window box stuck ---- 1. SOP ---- 2. Replace rear window @ 9,360 miles (FW) 2 visits to [redacted] for pass front door is missing trim: ---- 1. SOP ---- 2. Replace door mirror trim @ 9,360 miles (FW) 1 visit to [redacted] for DEF contamination: Replace DEF pump seal and bled system @ 7,876 miles (FW) [2 additional visits outside presumption period] 2 visits to [redacted] for heater INOP: ---- 1. No dupe ---- 2. Replace Seat Pad @ 13,789 miles (FW) [1 additional visit outside presumption period] 1 visit to [redacted] for pass door is mussing a panel: Replace mirror panel @ 13,789 miles (FW) 1 visit to [redacted] for hard trans shifting: Adjust transmission to correct @ 13,789 miles (FW) **Recall/CM: 1. PC511 - 2016-2017 - Titan XD; Electronic Control Module (ECM) Reprogram 2. R1719 - 2016-17 - Titan; Rear Seat Belt Attachment Hardware = Days down: 9

1/25/2019 12:04:44 PM

**ARBS-YK placed outbound call to [redacted] @ [redacted] and left VMX. ARBS-YK included Case number, name, and ARBS-YK contact of [redacted]. ARBS-YK stated that ARBS-YK will be @ the office M-F from 8:00-5:00 PM CST. ARBS-YK stated that ARBS[redacted] calling to discuss the case with C. ARBS-YK stated that ARBS-YK will reach out to C the next business day.

1/28/2019 1:18:48 PM

**ARBS-YK placed outbound call to [redacted] @ [redacted] and left VMX. ARBS-YK included Case number, name, and ARBS-YK contact of [redacted]. ARBS-YK stated that ARBS-YK will be @ the office M-F from 8:00-5:00 PM CST. ARBS-YK stated that ARBS[redacted] calling to discuss the case with C.

1/28/2019 1:22:56 PM

**ARBS-YK sent email below to C: 01/28/2019 Case #34266570 VIN #[redacted] Dear [redacted], Thank you for taking the time to contact Nissan [redacted] America and allowing us the opportunity to be of assistance. This email is regarding the correspondence received on January 24, 2019 and dated January 14, 2019. I have made two contact attempts to reach you on 01/25/2019 and 01/28/2019 and I was not able to get hold of you. Please provide me with your best contact number, and a preferred contact time if desired, so I can continue to assist you. Case #34266570 has been updated to document this request. Please feel free to contact us directly at [redacted] with any questions or comments. Sincerely,

1/29/2019 11:10:07 AM

ARBS-YK placed outbound call to [redacted] @ [redacted]. ARBS[redacted] this is a time to discuss the case. C stated Yes. ARBS-YK stated that NNA has received the letter C has sent dated 01/14 on 01/24. ARBS-YK stated that last visit to DLR was on 12/28. C stated Yes. ARBS[redacted] having any current concerns. C stated that C was experiencing some sort of shifting delay before and C feels like the problem has returned now. C stated that the engine is good and VEH is running fine. C stated that this is not an urgent matter. ARBS-YK stated that [redacted] seeking compensation for the time VEH was at DLR for engine replacement. C stated Yes. C stated that C uses VEH for business and C has lost a lot for the 9 weeks VEH was at DLRSHP. C stated that the initial offer that C received was like a slap in the face. ARBS-YK asked what offer C has received. C stated that C was told that NNA can offer C 2 oil changes. ARBS-YK stated that NNA's offer was a 2 years maintenance plan. C stated that C must've misunderstood. ARBS-YK stated that in the letter C has requested to be compensated for Atty fees. ARBS-YK asked if [redacted] being represented. C stated that C has consulted and Atty but [redacted] not being represented. C stated that C was advised by the Atty to try to contact Nissan now and see if C can come to a resolution. ARBS-YK stated that NNA is willing to offer compensation however no Atty fees can be included since NNA has never received a formal letter of representation. C agreed. ARBS-YK stated that NNA reviews the case based on the state lemon law and VEH at this time does not qualify for repurchase or replacement due to VEH being outside the LL right period. ARBS-YK stated that is however willing to offer C a $3,000 cash settlement as compensation for the concerns, pending a signed agreement. C stated Yes. C stated that C would like to accept the offer. C stated that is more than what C was expecting. ARBS-YK stated that ARBS-YK will email C and C will need to provide VEH Reg as POO. ARBS-YK stated that NNA will send C an agreement that C will need to sign and notarize. ARBS-YK stated that NNA will then mail check to C. ARBS-YK asked to verify the mailing address. C stated: [redacted] ARBS[redacted] C has any questions. C stated No. C thanked ARBS-YK for assistance. Call ended mutually.

1/29/2019 11:13:42 AM

**ARBS-YK sent email below to C: Good Afternoon Mr. [redacted], Thank you for speaking with me today. As per our conversation, please respond to this email with a copy of your vehicle registration. I will send you the settlement agreement as soon as the document is received. Please see my phone number below and feel free to reach out to me if you have any questions. Regards,

1/29/2019 1:35:06 PM

**ARBS-YK received and attached the Reg from C to the case.

1/29/2019 1:35:27 PM

**ARBS-YK sent email below to C: Mr. [redacted], Please see the settlement agreement attached to this email for your review. Once I receive the agreement signed and notarized, I will process the check. Please let me know if you have any questions. Regards,

1/31/2019 7:53:25 AM

**ARBS-YK received email below from C: Now that I see the extent of the contract I feel that I should have been made aware or looked at prior to any negotiation of price. please give me a call to discuss thanks [redacted] Case #34266570

1/31/2019 8:17:36 AM

ARBS-YK placed outbound call to [redacted] @ [redacted]. ARBS-[redacted] this is a time to discuss the case. C stated Yes. C stated that C was not aware of the extend of the right [redacted] giving up. C stated that C should have seen the contract before agreeing to any amount. ARBS-YK asked what right C feels that [redacted] giving up. C stated that C wants to make sure that the warranty is still there and C was wondering if the warranty start over since VEH has a new engine now. ARBS-YK stated that as mentioned in the 5th paragraph, VEH's warranty are still applicable and not affected in any way by the settlement. ARBS-YK stated that [redacted] covered up to 2010 or 100,000 miles. ARBS-YK stated that C has almost an additional 60,000 miles in the power train coverage. ARBS-YK stated that the settlement is compensation that NNA is offering C for the concerns. ARBS-YK stated that [redacted] not giving up any right. ARBS-YK stated that if C has any future concerns, C can contact NNA CA back and NNA will reassess the case and determine if NNA is in the position to offer any further assistance. ARBS-YK stated that if NNA has to buy VEH back in the future, NNA will offer C the rest of the compensatio[redacted] entitled for less the current amount. C understood. C asked if NNA can increase the compensation. ARBS-YK stated that ARBS-YK will be able to offer $4,000. C stated that this would be agreeable. ARBS-YK stated that ARBS-YK will update the agreement and send C a new copy. ARBS-YK stated that C will need to sign and notarize the agreement and send it back and NNA will mail the check to C. C thanked ARBS-YK. Call ended mutually.

1/31/2019 8:19:25 AM

**ARBS-YK sent email below to C: Mr. [redacted], Per our conversation, please see the settlement agreement attached to this email for your review. As discussed, once I receive the agreement signed and notarized, I will process the check. Please let me know if you have any further questions. Regards,

2/1/2019 8:30:19 AM

**ARBS-YK received email below from C: Attached please find notarized, signed agreement. Thank you. Regards, [redacted]

2/1/2019 8:34:15 AM

C contacted CA regarding warranty concern and engine repairs.

2/1/2019 8:41:50 AM

**ARBS-YK submitted check payable to [redacted] in the amount of $4,000.00 FedEx Tracking #: [redacted]

2/1/2019 8:44:30 AM

**ARBS-YK sent email below to C: Mr. [redacted], Thank you for providing me the signed agreement. The check has been submitted and will be mailed to your residential address early next week. Please let me know if you have any questions. Regards,

2/4/2019 2:47:11 PM

Check sent-FedEx tracking number as notated by DRT agent.

2/5/2019 1:20:59 PM

**ARBS-YK notes check was delivered on Tuesday 2/05/2019 at 11:58 am and Signed for by: [redacted]

2/5/2019 1:21:50 PM

ARBS-YK closing case at this time as not further assistance can be offered at this time. ***CASE SUMMARY*** C contacted NNA requesting repurchase/replacement due to 3 visits and 77 days out of service due to Diesel Exhaust Fluid (DEF) error light on. ***CASE DECISION*** Consumer Affairs Voluntary Settlement due to 3 visits and 77 days out of service due to Diesel Exhaust Fluid (DEF) error light on and cumulative 84 days out of service for all warranty repairs in the amount of $4,000. ARBS-YK notes check was delivered on Tuesday 2/05/2019 at 11:58 am and Signed for by: [redacted]

CONSUMER ASSISTANCE REQUEST

[redacted]

NAME: [redacted], [redacted]
CITY: ENNIS
[redacted]: [redacted]
OPEN_DT: 2/22/2019
CLOSE_DT: 2/25/2019

VIN: [redacted]
MODEL: A61 YR: 2017
DT: 12/16/2016
SVC DT: 2/15/2017
MILEAGE: 46,450

TRIM: PRO-4X
OPTIONS: B92C03K03K04K11L11M
SERVICING DLR CLAY COOLEY NISSAN
DLR [redacted]:
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Engine Assembly

CAR VERBATIM

2/25/2019

2/25/2019 1:00:46 PM

Quality Connection Hot Alert

2/25/2019 1:02:51 PM

TCS-RL received case for handling as a result of QC survey response received from C. TCS-RL notes copied survey notes below: Alert Trigger Verbatim E1820A, Engine Starting - Does not turn over when trying to start, DF E1840A, Engine Hesitates/Surges/Run Rough - 1st startup of the day, DF E1840B, Engine Hesitates/Surges/Run Rough - Other startups, DF E1850U, Engine Runs, Then Dies/Stalls, DF Can't keep truck out of the shop, pay lots of money to not have anything to drive. Truly regret buying truck, wish I would've just went to a different model or even a buy here pay here place. I bought a 2007 Yukon xl with 110k miles on it the same time I bought truck and it hasn't had any issues. My truck stalled on me and locked up going 75mph without warning, defective main bearings in the block from [redacted]. Broke the crankshaft behind #1&2 cylinders, replaced the block, 800 miles later, the fuel pump and lift pump went out, not a week later it wouldn't start again, said it was battery terminals which I knew it wasn't so I paid out of pocket anyway. Drive 20 miles engine light came back on now it sits in dealership saying it has an intake problem. Not sure yet but I'm sure the whole intake has to come back off. Survey Verbatim Improvements to Vehicle Get me away from it and put me in one that doesn't have defected main bearings from [redacted]. $1400 a month for a vehicle I can't drive is redundant. Like Most About Vehicle The looks NPS Reasons Dealerships don't stand behind their vehicles, nor does consumer affairs. Get you in the note of the vehicle and just wish you the best. I understand vehicles have issues but for main components to be going down in a diesel or for a crankshaft to brake is crazy. $65k truck that just gets passed around from dealership to dealership not knowing when it's going to break down and not start E1820A, Engine Starting - Does not turn over when trying to start, DF E1840A, Engine Hesitates/Surges/Run Rough - 1st startup of the day, DF E1840B, Engine Hesitates/Surges/Run Rough - Other startups, DF E1850U, Engine Runs, Then Dies/Stalls, DF Can't keep truck out of the shop, pay lots of money to not have anything to drive. Truly regret buying truck, wish I would've just went to a different model or even a buy here pay here place. I bought a 2007 Yukon xl with 110k miles on it the same time I bought truck and it hasn't had any issues. My truck stalled on me and locked up going 75mph without warning, defective main bearings in the block from [redacted]. Broke the crankshaft behind #1&2 cylinders, replaced the block, 800 miles later, the fuel pump and lift pump went out, not a week later it wouldn't start again, said it was battery terminals which I knew it wasn't so I paid out of pocket anyway. Drive 20 miles engine light came back on now it sits in dealership saying it has an intake problem. Not sure yet but I'm sure the whole intake has to come back off. TCS-RL checked for open/related previous CA cases and found: 33879208 TCS-RL checked for closed CA cases and found: None TCS-RL checked for open recalls/campaigns and found: None

2/25/2019 1:24:33 PM

TCS-RL reviewed C's previous case, CA 33879208, and notes the following: - CA 33879208 is current open case being worked by RCAS-MH - RCAS-MH has follow up call with C scheduled for 3/25/19 - C requested RHR within CA 33879208 - ARBS-JC reviewed CA 33879208 and determined that vehicle is not eligible for repurchase / replacement but that DTS inspection was recommended. - C was offered one month vehicle payment and C accepted offer.

2/25/2019 1:25:29 PM

TCS-RL is closing case as C has open case with CA, CA33879208, and that RCAS-MH is actively working case.

CONSUMER ASSISTANCE REQUEST

[redacted]

NAME: [redacted], **SHAD**
CITY: [redacted]
STATE: [redacted]

OPEN_DT: 3/8/2019
CLOSE_DT: 4/11/2019

VIN: [redacted]
MODEL: **A61** YR: **2016**
MFG DT: 1/22/2016
SVC DT: 11/15/2016
MILEAGE: 60,427

TRIM: PLAT
OPTIONS: B11B92C03K11L12S01Z6
SERVICING DLR MOSSY NISSAN [redacted]
DLR STATE: [redacted]
A[redacted]IDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Engine Assembly
06	OA	Vehicle Concerns	5Y	Exhaust System
	CB	Exterior	AD	Exhaust Manifold

CAR VERBATIM

3/8/2019

3/8/2019 12:34:52 PM

CRR-AR VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number CRR-AR VERIFIED VEH Information including: VIN #, Current Mileage CRR-AR CHECKED for open recalls/campaigns and found: 0 CRR-AR CHECKED for previous UNRELATED Case(s) and found: 2 CRR-AR CHECKED previous RELATED Case(s) and found: 0 CRR-AR NOTED concern is: DLR complaint/OOW FA CRR-AR received inbound call from [redacted] stated C is calling to put in a VEH complaint C stated [redacted] also upset that C?s warranty does not cover everything on the VEH C stated C purchased an extended warranty for the VEH C stated C has also had a lot of concerns C stated that when C first purchased the VEH that within the first year that there was squaky noises C stated C was informed that the DLR would not look at the VEH without charging [redacted] stated C had to go to an IRF to have the concern repaired for the hood C stated that C was informed the concern was not under warranty C stated that the handle for the center console broke and had to argue with the DLR to have the concern covered under warranty C stated that the pull down racks latch broke and C had to argue to have the concern covered C stated that the rear cargo light lens is cracked and is not under warranty C stated C was quoted $800 for the assembly to be replaced C stated C?s engine recently blew up and had to get a new motor on the VEH C stated that the DLR asked for another truck but only gave C a small VEH C stated C had to rent a truck so C could work C stated that the DLR never gave C any INFO on the new motor C stated C asked if the motor was the same or if it was a new motor that had the concern corrected C stated C was informed by the DLR that the DLR does not deal in maybes C stated that everything C does with this VEH is push back C stated C took the VEH back in as C?s gas mileage has gone down by 4 miles a gallon C stated that the display screen is also broken/cracked and was informed that C?s radio warranty is no longer good C stated that the DLR put in a claim for the screen C stated [redacted] also constantly taking the VEH for maintenance CRR-AR apologized CRR-AR asked how NNA could assist [redacted] stated C wants the VEH concerns to be covered and replaced C stated C also wants to know what motor was put into C?s VEH C stated [redacted] uncomfortable about the VEH C stated C may want a new VEH due to these concerns C stated C would also like to file a DLR complaint C stated that the SM-Mark has provided C terrible service CRR-AR apologized CRR-AR informed C that case will be escalated to RCAS for further review CRR-AR informed C that RCAS will contact C by end of next business day from [redacted] area code C understood CRR-AR asked C if there was anything else CRR-AR could assist with. C declined. CRR-AR provided C with agent ID and case number C understood Call ended mutually. Best Contact# [redacted]

3/8/2019 12:35:54 PM

----- CASE SUMMARY ----- C stated C wants OOW FA and to file a DLR complaint CRR-AR informed C that case will be escalated to RCAS for further review CRR-AR escalating case to RCAS

3/8/2019 1:52:08 PM

RCAS-BR sent email to [redacted] asking about VEH.

3/8/2019 1:56:30 PM

RCAS-BR sent email to [redacted] asking for ROs and confirmation of days down on 272195, 287390, 294797, 315101,328067.

3/8/2019 1:57:02 PM

RCAS-BR unable to Datanet.

3/8/2019 4:04:05 PM

RCAS-BR received email from [redacted] stating ROs with email. RCAS-BR noting no attachments. RCAS-BR replied asking for attachments.

3/8/2019 6:02:25 PM

RCAS-BR received email from C stating there was seat degradation with cracks and tears and was told wear and tear, but C states VEH is less than two years old.

3/8/2019 6:25:34 PM

RCAS-BR received email from [redacted] with ROs. RCAS-BR attached.

3/11/2019 9:56:02 AM

In Service Date 11/15/2016 Retail Sale in CA no VSCs no open campaigns techline case 33654779 - knocking noise, louder in gear, just started an hour ago Incident/RO Date 11/27/2018 Current Mileage 55,117 Long engine replacement is recommended warranty cases: [redacted] - Suspended Claim [redacted]2 - long block repl DPIC 21764715 - wi 2/25/16 dealer requested part number for the MIRROR ASSY-OUTSIDE RH vin is too new for dealer's catalog. DTS [redacted] on 11/28/2018: Complaint Customer states there is a noise from engine. Cause DTS was contacted by dealer to check noise in diesel Titan. DTS checked vehicle with Tech [redacted]. [redacted]n has preformed Cylinder balance test. DTS could not noticed difference in balance test. DTS advised Tech to remove sub-pan for inspection. Tech has removed sub pan and found bearing material in pan. See attached. DTS advised Tech to save bearing material and oil sample for engineering and PCC. Correction Dealer to provide ASR and pictures to PCC for long block approval. Status Complete ** CPIA: 2/25/16 - PDI and trim broken replacement 3/16/16 - prior to sale 6/1/16 - prior to sale 6/9/16 - prior to sale 8/5/16 - prior to sale 10/4/16 - prior to sale 12/14/16 - 3 days TCM campaign 4/17/17 - 5 days SES light - no defect found 9/8/17 - 7 days ECM repro campaign 9/25/17 - 3 days tool box will not open - latch had come apart, straight time paid out 11/1/17 - 2 days window trim weather stripping deformed - SOP here - repl 12/6/17 - 2 days seatbelt campaign 5/2/18 - 29 days cargo holder won't hold anymore - repl floor box lid 11/27/18 - 14 days strange knocking noise at idle - repl long block ** 65 days in CPIA RHR needed

3/11/2019 4:14:23 PM

CRT-AS made outbound call to [redacted] at [redacted]. CRT-AS spoke with SA-[redacted], as SM was on a phone call. CRT-AS asked for more information about C's repair history. SA-TC stated that C came into DLR the other day for transmission shift concern, but DLR determined that C's veh is operating as designed. SA-TC stated C came into DLR for shattered radio, but DLR's shop foreman and SM determined that C's concerns were due to impact. SA-TC stated DLR recommended air filters and other filters. SA-TC stated DLR replaced C's engine under warranty. SA-TC stated that C's engine power levels are appropriate, and C has no other concerns at this time. CRT-AS asked about C's pull down latch. SA-TC stated SA-TC does not know what a pull down latch is. SA-TC stated that C's center console was repaired. SA-TC stated that C came in for a noise in C's veh, but C declined repairs because C's veh was not covered under warranty. CRT-AS asked about crack in C's taillight. SA-TC stated that DLR paid for crack in C's taillight at 2,000 miles. CRT-AS confirmed that there are no open ROs. SA-TC confirmed. CRT-AS asked if TECHLINE was involved in any repairs. SA-TC said no. SA-TC said DTS can get involved for C's radio if DTS wants to come out for that. CRT-AS thanked SA-TC. Call ended mutually.

3/11/2019 4:42:02 PM

CRT-AS made outbound call to C at [redacted]. CRT-AS VERIFIED C?s name, home & email address, concern, phone. CRT-AS VERIFIED servicing dealer/retailer: [redacted] CRT-AS CHECKED for open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found: 0 CRT-AS ADVISED ?This call may be recorded for quality and training purposes.? C stated that C's seats are tearing after 30-40,000 miles. C stated that C forgot to mention that. C stated that C bought the most expensive veh on the lot. C stated that IRF fixed C's squeak concern because DLR said DLR could not fix C's concern. C stated that C has lots of problems with C's veh. C stated that C can't pass C's veh on to C's son in good faith. C stated that C's veh is a lemon. C stated that DLR says C's radio damage was caused by C, but C didn't do anything. C stated that C has no faith in C's veh. CRT-AS asked how C would like NIS to assist since C mentioned that C's veh is a lemon. C stated that C would either like a new veh or to have C's veh fixed at no cost to C. C asked how C is supposed to have faith in C's veh. CRT-AS advised that the repurchase process takes up to 10 business days to complete, but CRT-AS will update C every 3 business days until NIS reaches a decision. CRT-AS advised that CRT-AS cannot guarantee NIS will repurchase C's veh. CRT-AS asked why C wants to return C's veh to NNA. C stated that C's veh is not reliable. CRT-AS verified that C currently has C's veh. C confirmed. CRT-AS verified that C purchased C's veh at DLR. C confirmed. CRT-AS verified that C purchased C's veh new. C confirmed. CRT-AS verified that C had C's veh serviced at DLR. C confirmed. CRT-AS advised that repurchase process is a review of C's repair history and C's state guidelines. CRT-AS advised that the repurchase process takes up to 10 business days to complete, but CRT-AS will update C every 3 business days until NIS reaches a decision. CRT-AS advised that CRT-AS cannot guarantee NIS will repurchase C's veh. CRT-AS asked if C has other questions. C stated that C's veh gets 11 or 12 miles per gallon. C stated that C would never have purchased C's veh at 10 miles to the gallon. CRT-AS advised the C that CRT-AS will follow up on 3/14. CRT-AS provided the C with CRT-AS contact number via email. CRT-AS thanked the C for C?s time. Call ended mutually.

3/13/2019 1:14:15 PM

DRTS received the RHR. The RHR was assigned to [redacted] for review.

3/14/2019 11:37:18 AM

CRT-AS sent contact and case number requests email to C.

3/14/2019 11:40:45 AM

CRT-AS placed outbound call to C at [redacted] and left a VMX including Case #34834172, CRT-AS?s name, and contact of [redacted]. CRT-AS stated CRT-AS will follow up with C no later than 3/19. CRT-AS requested that if C calls back and reaches VMX, to please leave best time to reach C.

3/14/2019 11:42:27 AM

CRT-AS made outbound call to C at [redacted]. CRT-AS noting line to construction company. CRT-AS noting number is not a direct line to C.

3/14/2019 1:38:55 PM

ARBS rejected RHR due to the following ROs not accounted for in the RHR review [redacted] # 306103 [redacted] # 312258 RO # 315101 [redacted] # 317798 RO # 323656 [redacted] # 328579 [redacted] # 328067 RO # 333485 Please collect ALL ROs and resubmit RHR once all ROs have been accounted for on the actual Word document. ARBS sent EMAIL to RCAS-AS to gather ROs and resubmit RHR.

3/19/2019 10:26:05 AM

CRT-AS made outbound call to [redacted] at [redacted]. CRT-AS asked to speak with someone about getting C's ROs. CRT-AS noting assistant stated that CRT-AS would need to speak with [redacted]. CRT-AS noting [redacted] was with a customer and could not speak with CRT-AS.

3/19/2019 10:56:18 AM

CRT-AS placed outbound call to C at [redacted] and left a VMX including Case #34834172, CRT-AS?s name, and contact of [redacted]. CRT-AS stated CRT-AS will follow up with C no later than 3/22. CRT-AS requested that if C calls back and reaches VMX, to please leave best time to reach C.

3/19/2019 10:56:55 AM

CRT-AS made outbound call to C at [redacted]. CRT-AS noting line to construction company. CRT-AS noting number is not a direct line to C.

3/20/2019 9:30:14 AM

CRT-AS made outbound call to [redacted] at [redacted]. CRT-AS spoke with [redacted]. CRT-AS asked for C's ROs. CRT-AS gave RO list to SA-AV. CRT-AS asked for SA-AV's email address. SA-AV provided email address. CRT-AS thanked SA-AV. Call ended mutually.

3/20/2019 9:30:37 AM

CRT-AS sent email to SA-AV requesting C's ROs.

3/21/2019 10:13:37 AM

CRT-AS received email from [redacted] with C's ROs.

3/21/2019 11:12:05 AM

DRTS received the RHR. The RHR was assigned to [redacted] for review.

3/22/2019 8:50:38 AM

ARBS rejected RHR due to the following ROs have missing information: [redacted] # ----- Lines accounted for -------- Lines Missing 281156 --- 1,2,3,4,7 ---------- 5,6 283007 --- 1,2,3,4 ----------5 294271 --- 1,2,3 ---------- 4,5 300376 --- 7,10 ---------- 1,2,3,4,5,6,8,9 301530 --- 1,2,3,8,9 ---------- 4,5,6,7 303899 --- 2,3,4,6 ---------- 1,5 ARBS sent EMAIL to RCAS-AS to collect missing information, update RHR and resubmit RHR

3/22/2019 10:45:08 AM

RCAS-JJ placed email to DLR requesting missing RO's 281156 --- 1,2,3,4,7 ---------- 5,6 283007 --- 1,2,3,4 ----------5 294271 --- 1,2,3 ---------- 4,5 300376 --- 7,10 ---------- 1,2,3,4,5,6,8,9 301530 --- 1,2,3,8,9 ---------- 4,5,6,7 303899 --- 2,3,4,6 ---------- 1,5

3/22/2019 4:36:42 PM

CRT-AS placed outbound call to C at [redacted] and left a VMX including Case #34834172, CRT-AS?s name, and contact of [redacted]. CRT-AS stated CRT-AS will follow up with C no later than 3/27. CRT-AS requested that if C calls back and reaches VMX, to please leave best time to reach C.

3/25/2019 2:57:05 PM

DRTS received the RHR. The RHR was assigned to [redacted] for review.

3/26/2019 8:15:31 AM

DRTS received the RHR. The RHR was assigned to [redacted] review.

3/26/2019 2:25:07 PM

ARBS notes: History cont'd: 5/2/18 @37,546 [redacted]#: 315101 DD: 22* (no warranty repairs made) Concern: 1. there is a random squeak inside cab. Usually happens on any type of bumpy road 2. Back seat has a cargo holder under driver rear seat that fold down and won?t hold anymore 3. Handle is broken on middle center console 4. Rear third brake light is cracked, no sign of impact Action: 1. Customer declined repairs 2. Replaced rear cargo assy (GW) 3. Replaced center console cover (CP) 4. Customer declined repairs 9/14/18 @48,754 [redacted]#: 323656 DD: 1 Concern: 1. Loud squeak noise from the front of the vehicle when traveling over rough road/bumps 2. Air conditioning on re-circulate there is an excessive amount of fumes coming into cab Action: 1. Test drove vehicle and could not duplicate customer concern. No abnormal noises detected 2. Cause exhaust smell - ntb 16-056 correction test drove vehicle with ac on fresh air, and diesel exhaust smell could be detected in cabin no exhaust smell could be detected with ac set to re circ per ntb 16-056, reprogrammed ecm vehicle operating properly at this time 11/27/18 @55,117 [redacted]#: 328067 DD: 11 Concern: 1. Strange knocking noise from the engine compartment when the vehicle is idling, gets louder when vehicle is put into drive and accelerating Action: 1. replaced long engine 3/4/19 @60,427 [redacted]#: 333485 DD: 2* Concern: 1. Since installation of engine the fuel economy has been gradually decreasing 2. Vehicle shift hard when stopping at a light or accelerating after slowing down 3. Audio unit information screen is no longer visible Action: 1. No problem found 2. Test drove and couldn?t duplicate 3. Audio screen is physically damaged and not warrantable

3/26/2019 2:25:34 PM

ARBS notes: Customer: [redacted] Mileage: 60,000 ISD: 11/15/16 Purchased: [redacted] 12/14/16 @2,698 [redacted]#: 281156 DD: 2 Concern: 1. Replace rear passenger tail light ? per due bill 2. PC507 3. When trying to start truck, truck stalled Action: 1. Replaced right rear tail lamp 2. Reprogrammed TCM 3. Vehicle started up fine numerous times throughout the day, no codes in system rec cust leave vehicle over night to see how it starts in the morning. no problem found at this time 1/12/17 @5,100 [redacted]#: 283007 DD: 1 Concern: 1. When trying to start truck, truck will start and then stall out Action: 1. Started vehicle multiple times, started every time, no codes in system, no obvious fault. Test drove vehicle and drives well, no ntbs or database searches related to stalling, no problem found 4/10/17 @10,168 [redacted]#: 289461 DD: 1 Concern: 1. Customer has little air bubble on the paint by the driver side, lower part of the door. Located towards rear part of door under handle. Action: 1. tech could not confirmed failure, recommended inspection with customer to confirm customer concern with paint defect 4/17/17 @10,286 [redacted]#: 290064 DD: 2 Concern: 1. check engine light on Action: 1. reductant pressure too low - air in system correction found code p20e8 - reductant pressure too low per esm ec-1672 performed active test def fluid leak check - passed possible that def pump sucked in an air bubble no failure exists at this time vehicle drives well at this time and light did not return 9/8/17 @20,736 [redacted]#: 300376 DD: 1 Concern: 1. Vehicle would not start, vehicle would start then stall immediately 2. Toolbox in bed of truck will not open 3. PC511 Action: 1. No problem found started vehicle in morning after sitting overnight - started fine started vehicle numerous times throughout day - starts fine, no codes sorted. Could not duplicate customer concern at this time, no problem found 2. Ordered parts 3. Reprogram ECM 9/25/17 @21,452 [redacted]#: 301530 DD: 2 Concern: 1. R1719 2. Toolbox in bed of truck will not open 3. There is a rattle in the passenger rear of the vehicle. Customer states noise occurs at approx 50-55 miles per hour, cannot hear noise over the radio, very subtle noise. Action: 1. Part on back order 2. Found vehicle with right in bed storage box not opening. Managed to get box open, and found stopper pin for latch had fallen out found pin, applied lock tight, and reinstalled .Also applied lock tight to left side storage box. Adjusted and tightened both latch both boxes open properly now 3. Found both rear door outside vertical window trim loose and vibrating from wind shear insulted trim and test drove again, noise no longer present 11/1/17 @23,347 [redacted]#: 303899 DD: 2 Concern: 1. Window trim/ weather stripping deformed causing rattle. Special order parts here Action: 1. Rattling noise at freeway speeds, found both rear door outer vertical window trim deformed and loose, creating a rattling noise. Replaced both trim pieces and test drove again. Noise no longer present 12/6/17 @ 26,292 [redacted]#: 306103 DD: 1 Concern: 1. R1719 2. Clunking sound from the left front suspension. Happens when going over uneven surfaces 3. Occasionally the transmission engages very rough, when starting to go from a stop Action: 1. Replaced rear seat belt bolts 2. Test drove vehicle and could not duplicate customer concern. No abnormal noises heard from suspension during test drive 3. Test drove vehicle and could not duplicate customer concern. No abnormal shifting felt during test drive

3/27/2019 12:36:22 PM

RCAS-BR made call to C at [redacted]. RCAS-BR left VMX with info and follow up of 4-1

3/27/2019 1:38:22 PM

ARBS notes: 24 days out for wty repairs, 48 total - 1 visit complete PC507: reprogram TCM - 3 visits, 0 repairs when trying to start truck; truck stalled 1st visit: no problem found @2,698 2nd visit: no problem found @5,100 3rd visit: could not duplicate @20,736 - 1 visit, 0 repairs little air bubble on paint by driver side 1st visit: could not confirm @10,168 - 1 visit, 0 repair check engine light on 1st visit: no failure exist @10,268 - 2 visits, 2 repair toolbox in bed of truck will not open 1st visit: SOP @20,736 2nd visit: replaced storage box @21,452 - 1 visit complete PC511: reprogram ECM - 2 visits complete R1719: SOP, replaced rear seat belt bolts - 2 visit, 2 repair rattle in passenger rear of vehicle 1st visit: insulted trim @21,452 2nd visit: replaced both trim pieces @23,347 - 2 visit, 0 repairs clunking noise from left front suspension when going over uneven surfaces 1st visit: no abnormal noise heard @26,292 2nd no abnormal noises heard @48,754 - 2 visit, 0 repairs transmission engages rough when accelerating 1st visit: no abnormal shifting @26,292 2nd visit: couldn?t duplicate @60,427 - 1 visit, 0 repairs random squeak inside cab 1st visit: customer declined repairs @37,546 - 1 visit, 0 wty repairs back seat cargo holder won?t hold 1st visit: replaced rear cargo assy (FG) @ 37,546 - 1 visit, 0 wty repairs handle is broken on middle console 1st visit: replaced center console (CP) @37,546 - 1 visit, 0 repairs rear third brake light is cracked 1st visit: customer declined repairs @37,546 - 1 visit, 1 repair fumes coming in cab when ac on re-circulate 1st visit: reprogram ECM @48,754 - 1 visit, 1 repair knocking noise from engine when idling; gets louder when put into gear 1st visit: replaced long engine @55,117 - 1 visit, 0 repairs fuel economy decreasing since engine replacement 1st visit: no problem found @60,427 - 1 visit, 0 repairs audio unit information screen no longer visible 1st visit: physically damaged, not warrantable @60,427 ARBS notes: TechLine: 33654779- knocking noise, louder in gear: RECOMMENDATION: ? Very good! Long engine replacement is recommended DTS: [redacted] ? 11/29/18 1.Complaint Customer states there is a noise from engine. ? Cause DTS was contacted by dealer to check noise in diesel Titan. DTS checked vehicle with Tech Camden. Camden has preformed Cylinder balance test. DTS could not noticed difference in balance test. DTS advised Tech to remove sub-pan for inspection. Tech has removed sub pan and found bearing material in pan. See attached. DTS advised Tech to save bearing material and oil sample for engineering and PCC. ? Correction Dealer to provide ASR and pictures to PCC for long block approval. ? Status Complete Previous case: 21764715-DPIC WTY case: [redacted] & [redacted] No open campaigns No VSC Vehicles owned: 2016 titan XD ? Retail: [redacted]

3/27/2019 1:38:55 PM

ARBS notes: Based on a good faith review of c's case and supporting documentation, NNA is not in a position to offer a repurchase of the vehicle at this time, as the vehicle has not been subject to an unreasonable amount of repair attempts for any warrantable concern. NNA will continue to honor the terms and conditions for all applicable warranties. ARBS recommends RCAS review case with TL and Region to discuss possible goodwill based on the specifics of this case.

3/27/2019 4:22:04 PM

ARBS recommends 1-2 months payment reimbursement if c accepts, please collect current vehicle registration and proof of payment prior to transferring case to ARBS for processing

3/28/2019 5:09:21 PM

RCAS-BR made call to [redacted] at [redacted]. RCAS-BR was told [redacted] was not available. RCAS-BR asked for SA. RCAS-BR was told no SA available. RCAS-BR left VMX for [redacted]MC.

3/28/2019 5:11:48 PM

RCAS-BR sent email to [redacted] asking if VEH was at DLR.

3/28/2019 6:06:30 PM

RCAS-BR received email from [redacted] stating VEH was not at DLR.

3/28/2019 6:11:56 PM

RCAS-BR made call to C at [redacted]. RCAS-BR left VMX with info and follow up of 3-29.

3/28/2019 6:13:29 PM

RCAS-BR sent email for missed attempts.

3/29/2019 10:07:12 AM

RCAS-BR sent letter of denial.

3/29/2019 11:41:55 AM

RCAS-BR made call to C at [redacted]. RCAS-BR left VMX with info and Nissan phone if C had further questions.

3/29/2019 11:45:21 AM

RCAS-BR is closing case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with repurchase. RCAS-BR advised that NNA has created case to document C?s concern and this case will remain in NNA?s system. RCAS-BR reviewed Case with ARBS- [redacted] and ARBS- [redacted] and advised that Nissan was not in the position to repurchase/replace C's VEH. RCAS-BR also confirmed that VEH had not been in recently with [redacted] since LOF on 3/4. ***STATEMENT OF DECISION*** RCAS-BR has been unable to reach to inform of repurchase denial and referred to DLR if having concerns.

3/29/2019 11:52:57 AM

*** [Added after the case is closed.] *** RCAS-BR closing case in name of [redacted] case was CRT case.

4/8/2019

4/8/2019 4:21:56 PM

CRR-[redacted]<VERIFIED > Account information including: C's name, home & e-mail address, phone number & best contact number CRR-JW VERIFIED VEH Information including: VIN #, Current Mileage, Warranty CRR-JW CHECKED for open recalls/campaigns and found: 0 CRR-JW CHECKED for previous UNRELATED Case(s) and found: 0 CRR-JW CHECKED previous RELATED Case(s) and found: 0 CRR-[redacted] NOTED concern is: Emailed RCAS CRR-JW received inbound call from C C states C has a case with RCAS and wants to know the status CRR-JW reiterated statement of decision CRR-JW states will email RCAS the concerns that C further has CRR-[redacted] asked C if there was anything else CRR-JW could assist with. C declined. C understood. CRR-JW provided C with agent ID 7319385 and case number 34834172 CRR-JW noting C?s best contact number is [redacted] Call ended mutually.

4/9/2019 10:26:10 AM

RCAS-BR made call to C at [redacted]. RCAS-BR left VMX with info and follow up of 4-10.

4/10/2019 11:32:06 AM

RCAS-BR made call to C at [redacted]. RCAS-BR left VMX with info and follow up of 4-11.

4/10/2019 11:35:38 AM

RCAS-BR sent email for missed attempts.

4/10/2019 11:40:50 AM

RCAS-BR received email from C stating phone of [redacted].

4/10/2019 5:12:52 PM

RCAS-BR reviewed with TL-[redacted]. RCAS-BR was advised to make third attempt 4-11 as well if not able to reach C today. RCAS-BR was advised to close in [redacted]'s name.

4/10/2019 5:14:22 PM

RCAS-BR made call to C at [redacted]. RCAS-BR left VMX with info and follow up of 4-11.

4/11/2019 12:35:47 PM

RCAS-BR made call to C at [redacted]. RCAS-BR left VMX with info and Nissan phone.

4/11/2019 12:37:01 PM

RCAS-BR is closing case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with repurchase. RCAS-BR advised that NNA has created case to document C?s concern and this case will remain in NNA?s system. RCAS-BR reviewed Case with ARBS- [redacted] and ARBS-[redacted] and advised that Nissan was not in the position to repurchase/replace C's VEH. RCAS-BR also confirmed that VEH had not been in recently with SM-[redacted] since LOF on 3/4. RCAS-BR reviewed with TL-[redacted] and was advised to close as RCAS has left VMXs on phone mentioned and was advised to close in [redacted] name. ***STATEMENT OF DECISION*** RCAS-BR has been unable to reach to inform of repurchase denial and referred to DLR if having concerns.

4/17/2019 11:16:57 AM

*** [Added after the case is closed.] *** CRR-FS VERIFIED Account Info including: C's name, home & email address, phone# CRR-FS VERIFIED VEH Info including: CRR-FS CHECKED for open recalls/campaigns and found: 0 CRR-FS CHECKED for previous UNRELATED Case(s) and found: 0 CRR-FS CHECKED previous RELATED Case(s) and found: 1 CRR-FS NOTED concern is: Cargo Light CRR-FS received an inbound call from C C stated C requested for buyback and was declined C stated C has lot of C stated C just replaced motor C stated Leather seat tearing, not covered C stated Dashboards concern C stated Check engine light on C stated $70000 truck C stated Cargo light cracked and not covered C stated Screen broken C stated BTB warranty C stated extended warranty CRR-FS acknowledged C and offered to assist CRR-FS apologized for C?s experience CRR-FS advised no VSC on VEH CRR-FS advised NNA unable to assist at this time CRR-FS advised C contact DLRSHP for details of extended warranty CRR-FS advised may be from third party C declined C hung up

Wednesday, March 6, 2024

CONSUMER ASSISTANCE REQUEST

[redacted]

NAME: [redacted], **BROOKS**
CITY: [redacted]
STATE: [redacted]
OPEN_DT: 5/6/2019
CLOSE_DT: 9/25/2019

VIN: [redacted]
MODEL: **A61** YR: **2017**
DT: 12/15/2016
SVC DT: 3/5/2017
MILEAGE: 45,000

TRIM: PRO-4X
OPTIONS: B92C03E10L11M11Z66
SERVICING DLR ROYAL NISSAN, LLC
DLR STATE: [redacted]
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Engine Assembly
NI	OI	Non Vehicle Concerns	337630	Roadside Assistance
	CP	Roadside Assistance	6N	Reimbursement Request - OOW

CAR VERBATIM

5/6/2019

5/6/2019 6:44:30 PM

CRR-TF VERIFIED Account Info including: C's name, home & email address, phone# & best contact# CRR-TF VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History CRR-TF INFORMED C of open recalls/campaigns and found: 0 CRR-TF CHECKED for previous UNRELATED Case(s) and found: 0 CRR-TF CHECKED previous RELATED Case(s) and found: 0 CRR-TF NOTED concern is: dealer cant diagnosis/ rental fee C called stated C VEH broke down while C was on vacation VEH made a horriable noise then shut off C said C's VEH is Dessel and the dealership in [redacted] said they had to send fluid samples to [redacted]A and call a teck C said from [redacted] this dealer doesn't deal with dessel VEH C said dealer has had VEH for week now and with [redacted] teck C said comming to dealer it could take up to 6 weeks for the C to get VEH back C also added C had to rent a truck to tow trailer home to FL C would like reimberstment for the truck rental it was about $700.00 C said C has the reciept for the rental C said C is out of town again but when C returns homes C saids C will need to rent another VEH C said not a truck but something to get C around CRR-TF appoligized to C for C issue CRR-TF sent e-mail for POO CRR-TF will send case to RCAS for review CRR-TF provided name and ID and case# CRR-TF asked C if there is anything else [redacted] could assist with C declined CRR-TF BEST CONTACT: [redacted]

5/6/2019 6:45:08 PM

********** Case Summary ********* C called dealer cant diagnosis CRR-TF sending to RCAS

5/7/2019 9:51:15 AM

RCAS-YB made outbound call to Royal Nissan. RCAS-YB spoke with SA-[redacted]. [redacted]HW advised engine is blown. [redacted]HW tech is trying to see if warranty will cover. [redacted]HW advised Cummins tech came out to inspect but no decision yet. [redacted]HW advised SA not sure how this process works as Cummins tech required DLR to fill out appropriate paperwork. [redacted]HW advised could take up to 6 weeks. RCAS-YB understood and thanked [redacted]. Call ended mutually.

5/7/2019 10:06:21 AM

RCAS-YB reviewed with CATS who advised cummins engine goes throught same process as regular engine.

5/7/2019 10:25:17 AM

RCAS-YB made outbound call to [redacted]. RCAS-YB VERIFIED C's name, home, email address, concern RCAS-YB CHECKED for open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found: 0 RCAS-YB ADVISED "This call may be recorded for quality and training purposes." RCAS-YB asked if concern was with engine. C states yes. RCAS-YB advised RCAS spoke with DLR who advised is working on getting warranty decision. RCAS-YB advised once RCAS has decision RCAS would follow up with C as well. RCAS-YB advised RCAS had inquired about rental as well. C stated yes, C stated C had to pay for rental. C stated C is out of town right now but will need rental when C returns. RCAS-YB understood and advised RCAS can review for reimbursement once VEH is repaired. RCAS-YB advised unfortunately cannot pay up front. C stated ok. C stated any requirements such as has to be Nissan. RCAS-YB advised no. RCAS-YB advised C would just need to send in documents once repair complete. RCAS-YB advised RCAS would review for $35 a day. C stated ok. C thanked RCAS. RCAS-YB thanked C and advised would follow-up no later then 5/10/19. Call ended mutually.

5/10/2019 10:19:21 AM

RCAS-YB made outbound call to Royal Nissan. RCAS-YB spoke with SA-[redacted]. RCAS-YB asked if any update. [redacted]HW advised no. RCAS-YB asked if SA submitted through PCC or Cummins. [redacted]HW advised SA not sure as tech submitted. [redacted]HW advised tech is not in today. RCAS-YB asked if SA could find out as RCAS was advised that process works the same for all engines. . [redacted]HW advised SA would email RCAS when SA knows. RCAS-YB thanked [redacted]. Call ended mutually.

5/10/2019 10:24:57 AM

RCAS-YB made outbound call to [redacted]. RCAS-YB ADVISED "This call may be recorded for quality and training purposes." RCAS-YB advised C RCAS is still waiting on update. RCAS-YB advised RCAS was also following up on documents was C able to send? C stated C saw email but has not responded. C stated C would send over now. RCAS-YB understood and advised RCAS would attach to case and follow-up with C if any update. RCAS-YB advised would followup no later then 5/16. C stated ok. C thanked RCAS. RCAS-YB thanked C. Call ended mutually.

5/15/2019 4:33:25 PM

RCAS-YB noting VMX from C 5/15/19 @ 2:51pm requesting call back.
********** RCAS-YB made outbound call to C @ [redacted]. RCAS-YB left VMX for C leaving case number, and best contact number. RCAS-YB stated RCAS-YB is calling to follow up with C to speak to C in regards to C's case. RCAS-YB stated that RCAS-YB will follow up with C no later than 5/16/19.

5/16/2019 2:16:25 PM

[redacted]-YB made outbound call to Royal Nissan. [redacted]-YB unable to reach SA or SM. ********** [redacted]**** [redacted]-YB sent email to [redacted] requesting more information.

5/16/2019 3:22:53 PM

RCAS-YB noting VMX from C 5/15/19 @ 4:48pm. ********** RCAS-YB made outbound call to [redacted]. [redacted]-YB ADVISED "This call may be recorded for quality and training purposes." C stated that aftermarket fuel tank would have to remove. C stated C was advised that C would be responsible. [redacted]-YB advised C could be done in order to address engine concern. [redacted]-YB advised if DLR advises that needs to be removed C would need to do in order to proceed with review. C stated what if not related. [redacted]-YB advised [redacted] would review for reimbursement. C stated ok. C advised C does not know where to take VEH. C stated how would C take elsewhere. C stated can [redacted] advise C where to go. [redacted]-YB advised [redacted]S cannot but would follow-up with DLR to see if DLR knew and have DLR contact C. C stated ok. [redacted]-YB advised [redacted] would follow-up no later then 5/20/19. Call ended mutually.

5/20/2019 11:48:34 AM

[redacted]-YB made outbound call to Royal Nissan. [redacted]-YB spoke with [redacted]. [redacted] advised SA out on lunch. [redacted] advised [redacted]S to call back later. [redacted]-YB thanke[redacted] ended mutually.

5/20/2019 2:03:11 PM

[redacted]-YB made outbound call to Royal Nissan. [redacted]-YB spoke with [redacted]. [redacted]HW advised SA spoke with C and sent over to shop to take out aftermarket fuel tank. [redacted]HW advised was towed Friday and should be receiving VEH back 5/21/19. [redacted]HW advised could not complete diagnosis on engine as aftermarket fuel tank was in way. [redacted]HW advised as soon as gets VEH back can proceed. [redacted]-YB understood and thanke[redacted] ended mutually.

5/20/2019 2:08:32 PM

[redacted]-YB made outbound call to [redacted]. [redacted]S-YB left VMX for C leaving case number, and best contact number. [redacted]-YB stated [redacted]S-YB is calling to follow up with C to speak to C in regards to C's case. [redacted]-YB stated that [redacted]S-YB will follow up with C no later than 5/24/19.

5/24/2019 11:29:55 AM

[redacted]-YB made outbound call to Royal Nissan. [redacted]-YB spoke with [redacted]. [redacted] advised DLR found crankshaft to be broken. [redacted] advised would be submitting to warranty for decision. [redacted]-YB understood and thanked [redacted] ended mutually.

5/24/2019 12:04:57 PM

[redacted]-YB made outbound call to [redacted]. [redacted]-YB ADVISED "This call may be recorded for quality and training purposes." [redacted]-YB asked C if C had received update. C stated no. [redacted]-YB advised [redacted] spoke with DLR who advised that crankshaft was broken. [redacted]-YB advised [redacted] was advised that concern will be submitted for warranty decision. C stated ok. C stated after decision how long. [redacted]-YB advised [redacted] would get ETA once decision is made, C stated ok. C stated what about getting VEH back to C. [redacted]-YB advised [redacted] would review and see if any assistance can be provided. C stated ok. C thanked [redacted]. [redacted]-YB tanked C. Call ended mutually.

5/30/2019 10:47:17 AM

[redacted]-YB made outbound call to Royal Nissan. [redacted]-YB spoke with [redacted]. [redacted]KT advised [redacted] OOO and has did not leave update. [redacted]KT advised [redacted]S to follow-up with SA 5/31/19. [redacted]-YB thanked [redacted] ended mutually.

5/30/2019 10:55:26 AM

[redacted]-YB made outbound call to [redacted]. [redacted]-YB noting phone rang but no option to leave VMX.

6/4/2019 10:07:19 AM

[redacted]-YB made outbound call to Royal Nissan. [redacted]-YB unable to reach service department.

6/4/2019 11:01:27 AM

[redacted]-YB made outbound call to Royal Nissan. [redacted]-YB spoke with [redacted]. [redacted]-YB inquired about C. [redacted]-SH advised tech has had other VEHs and has not submitted to warranty yet. [redacted]-SH advised concern looks to be with engine. [redacted]-SH advised would get with tech and submit of [redacted] would follow-up after lunch. [redacted]-YB understood and thanked SM. Call ended mutually.

6/4/2019 2:05:17 PM

[redacted]-YB made outbound call to Royal Nissan. [redacted]-YB unable to reach [redacted].

6/4/2019 2:05:23 PM

[redacted]S-YB sent email to [redacted] requesting more information.

6/4/2019 2:13:59 PM

[redacted]-YB made outbound call to [redacted]. Fast Busy tone.

6/4/2019 2:16:52 PM

[redacted]-YB received email from [redacted] advising DLR is contacting PCC for engine approval.

6/7/2019 11:46:19 AM

[redacted]-YB made outbound call to Royal Nissan. [redacted]-YB unable to reach service.

6/7/2019 11:53:26 AM

[redacted]-YB sent email to [redacted] requesting update.

6/7/2019 3:14:43 PM

[redacted]S-YB placed outbound call to [redacted]. [redacted]S-YB left VMX for C leaving case number, and best contact number. [redacted]-YB stated [redacted]S-YB is calling to follow up with C to speak to C in regards to C's case. [redacted]-YB stated that [redacted]S-YB will follow up with C no later than 6/12/19.

6/7/2019 3:15:05 PM

[redacted]-YB noting email from [redacted] advised concern was submitted to warranty and waiting on decision.

6/12/2019 1:58:20 PM

-YB made outbound call to Royal Nissan. -YB unable to reach service. ********** -YB sent email to SM- requesting update as S can see that warranty is requiring additional information from C.

6/12/2019 2:12:50 PM

-YB made outbound call to C @ . -YB ADVISED "This call may be recorded for quality and training purposes." -YB advised C DLR is working on getting engine repaired. C stated ok. C stated what is ETA. -YB advised warranty has requested pictures but after being submitted decision should be given. C stated ok. C stated C appreciated assistance. -YB understood and thanked C for time. -YB advised would follow-up 6/17/19. Call ended mutually.

6/17/2019 9:06:25 AM

-YB made outbound all to Royal Nissan. -YB spoke with SA- . -YB inquired about C. -HW advised video was sent to warranty. -HW advised no decision yet. -YB advised SA to call warranty as sees warranty is requesting pictures and has not received video. -HW advised SA would call. -YB understood and thanke ended mutually.

6/17/2019 9:56:33 AM

-YB made outbound call to C @ . Fast Busy tone.

6/20/2019 11:28:50 AM

-YB noting email from SM- advised pictures were submitted to warranty and waiting on decision.

6/20/2019 11:46:52 AM

-YB made outbound call to C @ . -YB ADVISED "This call may be recorded for quality and training purposes." -YB advised C at this time warranty has not made decision. -YB advised would continue working with C. C stated ok. C stated C has some rental expenses can C send over. -YB advised would send email and C can send documentation over. C stated ok. C thanked S for call. -YB thanked C and advised would follow-up no later then 6/25/19. Call ended mutually.

6/25/2019 1:48:10 PM

-YB made outbound all to Royal Nissan. -YB unable to reach service. ********** sent email to SM- requesting more information.

6/25/2019 2:19:57 PM

S-YB placed outbound call to C @ . -YB noting phone ran several times with no answer.

6/25/2019 2:20:51 PM

-YB noting email from SM- advising would reach out to warranty to ask what next steps are needed.

6/26/2019 1:40:33 PM

-YB noting email from SM- advising would reach out to warranty. ********** -YB sent another follow-up email to C asking if any update.

6/28/2019 11:41:40 AM

-YB received email from SM- advising warranty approved engine. ********** -YB sent email to SM- requesting part information.

6/28/2019 11:59:49 AM

-YB made outbound call to C @ . -YB ADVISED "This call may be recorded for quality and training purposes." -YB advised C engine was approved for replacement. -YB advised S is working to get part escalated. C stated ok. C stated what is ETA as C has stuff in VEH and C needs to know if C has to drive back to get. -YB advised has not received complete information yet to provide ETA but as soon as S has will provide to C. C stated ok. C stated that was great. C thanked . -YB thanked C for time and advised would follow-up no later then 7/3/19. Call ended mutually.

7/3/2019

7/3/2019 1:22:03 PM

-YB made outbound call to Royal Nissan. -YB spoke with . -YB inquired about engine. advised engine was received today. advised has let service know. -YB understood and thanked . Call ended mutually.

7/3/2019 1:41:32 PM

-YB made outbound call to C @ . -YB ADVISED "This call may be recorded for quality and training purposes." -YB advised C engine did arrive and repair should be completed shortly. -YB advised S is also looking into options to get VEH back to C. -YB asked C what address C would need VEH taken too. C stated . -YB understood and advised would look into options for C and would follow-up with C no later then 7/10/19. C stated ok. C thanked . -YB thanked C. Call ended mutually.

7/3/2019 1:51:59 PM

-YB made outbound call to Agero. -YB spoke with Customer Service- . -YB inquired about quote for towing from to advised quote is for $2065. -YB understood and thanked CS. Call ended mutually.

7/10/2019 1:53:27 PM

-YB made outbound call to Royal Nissan. -YB spoke with . -HW advised all parts are in and DLR should start working on VEH soon. -HW advised no later then Monday to begin repairs. -HW advised should be completed by following week. -YB understood and thanked ended mutually.

7/10/2019 2:16:00 PM

-YB made outbound call to C @ . -YB ADVISED "This call may be recorded for quality and training purposes." -YB advised C has been advise expects to finish VEH by next week. C stated ok. C stated C will be out of the country starting next week so can S follow-up on another number. -YB advised yes. C stated . -YB understood and thanked C for time. C thanked . -YB wished C good trip. Call ended mutually.

7/15/2019 10:17:45 AM

-YB made outbound call to Royal Nissan. -YB spoke with SA- . -YB inquired about C. -HW advised should start VEH today. -HW advised however SA not sure how long repair will take. -YB understood and thanke ended mutually.

7/15/2019 10:53:42 AM

-YB made outbound call to C @ . -YB ADVISED "This call may be recorded for quality and training purposes." -YB spoke with , C's brother, now known as C. -YB advised C repair should begin today. -YB advised C as soon as S has any updates will update C. C stated ok. C thanked . -YB thanked C for time. Call ended mutually.

7/18/2019 11:35:32 AM

-YB made outbound call to Royal Nissan. - unable to reach service.

7/18/2019 11:39:46 AM

-YB made outbound call to C @ . -YB advised had wrong number.

7/18/2019 11:55:24 AM

-YB moving follow-up for 3 business days to attempt number provided by C again.

7/23/2019 10:56:54 AM

-YB sent email to requesting update. ********** -YB received email from advising VEH should be completed this week.

7/23/2019 3:02:20 PM

-YB made outbound call to C @ . -YB ADVISED "This call may be recorded for quality and training purposes." -YB advised C has spoken with who advised R is expected to be finish with VEH this week. -YB advised C S is still looking into concern for C. C stated ok. C stated C does not understand what is taking so long. C stated C just seems like is not working on VEH. -YB apologized and advised unfortunately S is not sure how long process takes so cannot advise C if process is taking longer then usual. C stated ok. C stated S can just call C back next week. -YB understood and thanked C. Call ended mutually.

7/26/2019 3:23:36 PM

-YB sent email to requesting update.

7/29/2019 2:42:34 PM

-YB made outbound call to Royal Nissan. -YB spoke with SA- . -YB inquired about C. -HW advised technician ran into some difficulties. -HW advised technician had to pull apart additional parts. -HW advised now technician is gone for week for training and will not be back until 8/5/19. -HW apologized for delay. -YB asked if any other technician can work on VEH. -HW advised no as technician is the only diesel certified tech. -YB understood and thanked ended mutually.

7/29/2019 3:08:34 PM

CRR-RK VERIFIED Account Info including: C's name, home, phone# & best contact# CRR-RK CHECKED for open recalls/campaigns and found: 0` CRR-RK CHECKED for previous UNRELATED Case(s) and found: 0 CRR-RK CHECKED for previous RELATED Case(s) and found: 0 CRR-RK STATED C concern as: follow up C provided case# C stated called in for follow up CRR-RK advised C of follow up by EOB today C stated C is without VEH since April C stated C keep getting same answer that SHP is working on VEH C stated C want a number to call back if wont hear back CRR-RK stated will email C stated C got the call and C disconnected the call

7/29/2019 3:28:06 PM

-YB made outbound call to C @ . -YB ADVISED "This call may be recorded for quality and training purposes." -YB advised C spoke with who advised was having hard time putting in engine. -YB advised unfortunately VEH is not complete at this time. C stated C was advised engine was received 7/3/19. C stated now R is still repairing. C stated is there anyone else C can speak with regarding concern or someone C can send letter of representation to. -YB advised does have supervisor but unfortunately would provide same information. -YB advised S can send C email where C can send in letter of representation. C stated can send and C still wants to speak ti supervisor. C stated C knows this is not fault and C appreciates assistance but C needs VEH. -YB understood and advised supervisor would be contacting C by EOB 7/30/19. -YB thanked C for time and patience. Call ended mutually.

7/30/2019 11:21:34 AM

placed an outbound call to left VMX. -SJ provided the C with contact number the C?s case number. advised the C to give call if the C needed any further assistance. is transferring the case back to S for further handling.

8/1/2019 9:29:10 AM

-YB noting made outbound call to FOM- 7/30/19. -YB asked if FOM would provide assistance with towing VEH to Price LeBlanc Nissan as closest with certirfied tech. FOM-KL advised would be ok if agreed could do. -YB advised SM-KF is OOO. FOM-KL advised SM is OOO until 8/1 so when back can ask SM. -YB understood and thanked FOM. Call ended mutually.

8/1/2019 11:00:15 AM

-YB made outbound call to Price LeBlanc Nissan. -YB spoke with . -YB advised of C's concerns and if could do repair. -KF advised SM can do repair but would need to make sure all components come with VEH. -KF asked if VEH disassembled. -YB advised yes. -KF advised every part would need to be there or otherwise repair could not be completed. -KF advised SM would take about week to complete. -YB understood and advised would follow-up with and advise of date. -KF understood. YB thanked SM. Call ended mutually.

8/1/2019 11:01:45 AM

RCAS-YB reviewed case with [redacted] who advised it would be better to not tow VEH as everything would have to be in place and would result in same time frame.

8/1/2019 4:23:56 PM

RCAS-YB sent email to [redacted] advising CA decided not to tow VEH to DLR.

8/1/2019 4:24:38 PM

RCAS-YB moving follow-up date to 8/6/19 as C was advised DLR would be working on VEH.

8/6/2019 1:49:11 PM

RCAS-YB made outbound call to Royal Nissan. RCAS-[redacted] unable to reach service.

8/6/2019 1:49:39 PM

RCAS-YB sent email to [redacted] requesting update.

8/6/2019 2:13:04 PM

RCAS-YB made outbound call to C @ [redacted]. Phone not in service.

8/6/2019 3:02:21 PM

CRR-RK VERIFIED Account Info including: C's name, home, phone# & best contact# CRR-RK CHECKED for open recalls/campaigns and found: 0` CRR-RK CHECKED for previous UNRELATED Case(s) and found: 0 CRR-RK CHECKED for previous RELATED Case(s) and found: 0 CRR-RK STATED C concern as: follow up C stated case # C stated on July 3 was told engine was approved C stated C never received any email C called in for follow up CRR-RK advised C that RCAS called phone was not in service C stated C never received call C stated C asked for supervisor CRR-RK advised SRCAS -SJ called and left VMX on July 30 th with direct # and case# C asked for SRCAS name CRR-RK provided as per case notes C stated C never received any call C stated C want to speak to supervisor C stated C need assistance as [redacted] without VEH since April C stated C want call transfer to supervisor right now CRR-RK advised cannot transfer and escalated case as per C request C stated Supervisor can email if cannot reach C by phone CRR-RK documented CRR-RK stated name and agent id, CRR-RK stated if C need further assistance C declined call ended mutually

8/6/2019 3:04:14 PM

CRR-RK noting Advised C of follow up on 8/9/2019 C asked for supervisor C stated C never received the supervisor call before and neither today CRR-RK escalated case

8/6/2019 3:09:21 PM

RCAS-YB received email from [redacted] advising still working on VEH.

8/7/2019 8:42:30 AM

RCAS-YB sent email to [redacted] requesting ETA.

8/7/2019 8:43:00 AM

RCAS-YB received email from [redacted] advising ETA is by end of week.

8/7/2019 8:43:32 AM

RCAS-YB sent email to [redacted] asking if C has received an update or if anything that can cause delay.

8/7/2019 8:44:28 AM

RCAS-YB received email from [redacted] advising there is possibility of delay but DLR is hopeful to complete by end of week.

8/7/2019 8:51:54 AM

[redacted] SJ placed an outbound call to [redacted] left VMX. Sr.RCAS-SJ provided the C with [redacted] SJ contact number the C?s case number. [redacted] advised the C to give [redacted]- SJ call if the C needed any further assistance. [redacted]_SJ is transferring the case back to RCAS for further handling.

8/7/2019 8:54:13 AM

RCAS-YB noting email from [redacted] advising C was advised with update.

8/7/2019 12:19:45 PM

RCAS-YB noting VMX from C 8/6/19 @ 3:02pm requesting call back from supervisor. RCAS-YB noting C was called by [redacted].

8/9/2019 4:12:28 PM

RCAS-YB sent email to [redacted] asking if repair completed.

8/12/2019 8:52:03 AM

[redacted] SJ called [redacted] and spoke with [redacted] . [redacted] advised that the VEH should be repaired by Wednesday. [redacted] advised that the DLR spoke with the C last Thursday.

8/12/2019 9:14:31 AM

RCAS-ME placed outbound call to [redacted]. RCAS-ME noting C could not hear RCAS so RCAS disconnected call.

8/12/2019 9:27:43 AM

RCAS-ME placed outbound call to [redacted] on behalf of RCAS-YB. RCAS-ME ADVISED "This call may be recorded for quality and training purposes ?. RCAS-ME advised [redacted] should be repaired by Wednesday 8/14. RCAS stated DLR advised DLR spoke with C last week. RCAS asked if C was advised same information. C stated no. C stated DLR sent a one way text to C saying [redacted] should be repaired by last Friday or today. C stated that DLR has had [redacted]H for 3 months now. C stated this is 7th time DLR has told C a different date. C stated DLR originally told C that [redacted] would be ready on 8/7. RCAS apologized for miscommunication and stated will address with service department at DLR. RCAS advised C that RCAS-YB does have noted to review for any further assistance due to inconvenience and length of time repairs have taken. RCAS stated once repairs are complete Nissan can review further. C asked about [redacted] being sent back to [redacted]. RCAS stated Nissan CA can review to set up a reunite for [redacted] to be transported back to [redacted]. RCAS stated RCAS can review once repairs are complete. C stated C will be out of country in [redacted] for 2 weeks and asked RCAS to contact C's brother about case and reunite. C stated Cs brother can get car for C from local DLR if Nissan wants to send [redacted] there. RCAS stated RCAS can contact brother. RCAS asked for C's brother's information. C stated that brother's contact # is [redacted] [redacted]r (Brother of C) RCAS stated okay . RCAS asked if C has any other questions. C stated no. C thanked RCAS for follow up. RCAS thanked C for time. Call ended.

8/14/2019 2:29:10 PM

RCAS-ME placed outbound call to DLR. RCAS-ME spoke to SA-PJ. RCAS gave last 8 of VIN. SA stated [redacted] isnt at DLR. RCAS stated RCAS is showing C stated [redacted] has been at DLR for 3 months. SA checked again. SA stated [redacted] is at DLR. SA stated that DLR is replacing engine in [redacted]. SA state old engine is removed and DLR is still in process of getting new engine put in. SA stated [redacted] is handling C's [redacted]. SA stated that SA will contact C and let C know everything. RCAS asked if SA has time when [redacted] would be completed. SA stated about another week. RCAS stated okay because C was advised [redacted] would be repaired hopefully by today so RCAS will follow up with [redacted] and see whats going on. SA stated okay. RCAS thanked SA. SA thanked RCAS. Call ended.

8/14/2019 2:44:08 PM

RCAS-ME placed outbound call to C @ [redacted] [redacted] (Brother of C). RCAS-ME advised C that call may be recorded for quality and training purposes. RCAS-ME advised RCAS was giving a call on behalf of RCAS-YB as RCAS-YB is OOO and C's brother advised RCAS-ME to contact C as contact while owner is out of country. C stated yes . RCAS stated at this time the DLR is still repairing the [redacted] and DLR states [redacted] should be done by next wees but RCAS will follow up with C every 3 days to update C on status. RCAS stated RCAS did speak with brother about getting [redacted] reuniting with C by towing [redacted] to [redacted] repairs are complete. C stated okay. C stated C has been told each week [redacted]H will be done by end of week and [redacted] hasnt been done yet. C stated C thinks DLR is just letting [redacted] sit there and not working on [redacted] and nothing has been done. C stated C thinks things are getting taken out of [redacted]. C stated okay C will just wait. RCAS stated okay. RCAS stated RCAS will address with DLR why C and RCAS are receiving so many different completion dates for repairs. RCAS stated RCAS-YB ill contact C by end of business 8/19. RCAS asked f C has RCAS-YB number. C stated why C needs it. C stated C dosnt need it. C stated RCAS cant do nothing but tell C to wait and [redacted]H is still being repaired. RCAS stated thats fine and thanked C for time. C thanked RCAS. Call ended.

8/14/2019 2:51:07 PM

RCAS-ME sent email to SM-[redacted], [redacted] and [redacted]-[redacted] advising to explain delay in repairs and when [redacted]H will actually be completed.

8/19/2019 11:16:13 AM

RCAS-CF sent email to DLR Service [redacted]-[redacted], Service Advisor-[redacted] and [redacted] [redacted]-[redacted]. RCAS-CF provided case information. RCAS-CF inquired what the status is of [redacted]. RCAS-CF what the ETA is as reunite might be needed.

8/20/2019 8:19:29 AM

RCAS-CF made outbound call to DLR [redacted] @ [redacted]. RCAS-CF left VMX for Service Advisor-[redacted]. RCAS-CF provided last 8 of VIN #. RCAS-CF inquired about the status of [redacted]. RCAS-CF requested return call at direct line [redacted].

8/21/2019 2:36:03 PM

RCAS-CF made outbound call to DLR [redacted] @ [redacted]. RCAS-CF spoke with Service Staff-[redacted] and was informed no one was available for RCAS to speak with.

8/21/2019 2:43:56 PM

RCAS-CF sent email to DLR Service [redacted]-[redacted], [redacted]-[redacted], Service Director-[redacted] and [redacted]-[redacted]. RCAS-CF provided case information. RCAS-CF inquired what the status is of [redacted]. RCAS-CF requesting return communication.

8/21/2019 2:56:39 PM

RCAS-CF placed outbound call to C @ [redacted] [redacted]r (Brother of C). RCAS-CF advised C that call may be recorded for quality and training purposes. RCAS-CF informed C at this time RCAS has been unable to contact DLR to receive accurate up-to-date information on the status of [redacted]. C stated attorney has been obtained. RCAS-CF informed C RCAS will send email for which letter of representation may be attached and from there CA will be unable to further assist C with case. C stated C has heard this a couple times before from the other RCAS agents whom contacted [redacted] stated C and brother have attorney on retainer due to business. C stated as long as this [redacted] has been down at DLR [redacted] qualifies for FL lemon law. C stated biggest fear is the things left in [redacted] as C was traveling at the time will be stolen from [redacted]H if not already done. C stated there was personal possessions and gifts purchased that C had no option other than to leave in [redacted] and DLR is probably leaving [redacted] unlocked. RCAS-CF deeply apologizes to C for the experience and length of time the [redacted] has been down. RCAS-CF sent email for letter of representation. RCAS-CF informed C once letter is received CA will no longer be able to speak with C regarding [redacted] and case. RCAS-CF informed C the concerns are being documented with in case. RCAS-CF apologizes RCAS is unable to provide more information on [redacted] status but have involved higher management from Nissan with [redacted]. C stated okay. C stated as long as it is documented the attempts where DLR was trying to be contacted and no response. RCAS-CF understood. RCAS-CF thanked C for speaking with RCAS today and to have a good day. Call ended mutually.

8/21/2019 3:37:24 PM

RCAS-CF received email from Service [redacted]-[redacted]. [redacted]-RH stated there are two lines that are supposed to be delivered to DLR tomorrow Thursday 8.22.19. [redacted]-RH stated once arrived the engine will be ready for install. Email received Wednesday 8.21.19 3:00 PM CST.

8/22/2019 12:10:50 PM

RCAS-CF placed outbound call to C @ [redacted] r (Brother of C). RCAS-CF advised C that call may be recorded for quality and training purposes. RCAS-CF informed C after speaking with C yesterday and being informed C has attorney on retainer NNA is unable to further assist at this time. C stated yes there is a retainer but not with this case and not spoken to attorney regarding case. RCAS-CF informed C yesterday C informed RCAS attorney on retainer and if attorney is not repsresenting this said case there will need to be a letter sent to NNA stating this. C stated so since RCAS sent email for letter of representation RCAS will no longer assist. C stated C wants VEH brought ot near by DLR in [redacted] RCAS-CF informed C not due to the email but due to that statement C provided yesterday in conversation NNA would be unable to assist if attorney is on retainer and a letter stating representation or non-representation will need to be received in order to either continue assisting C or not. C stated C does not personally have an attorney in retainer. RCAS-CF confirmed this statement by C. RCAS-CF put C on brief hold and reviewed with [redacted]. RCAS-CF informed C RCAS may continue to assist case and review for reunite if there is no attorney on retainer and once VEH is repaired. C stated C wants VEH reunited before repairs are completed. RCAS-CF informed Cat this time DLR has order all parts and completing repairs and once completed may review for potential reunite. C stated why was this information not provided months ago when this information was provided to original RCAS. RCAS-CF informed C RCAS cannot speak on behalf of that as RCAS was not the original case MGR. RCAS-CF informed C as RCAS spoke with C for the first time yesterday and was informed of attorney retained and inquired RCAS provided the proper email to email on file. C stated okay. C stated when will be the next follow up. RCAS-CF informed C at this time the correct department is reviewing for the reunite and once repairs are completed a decision may be provided. RCAS-CF made follow up for Monday 8.26.19. RCAS-CF confirmed C had no questions or concerns. RCAS-CF thanked C for speaking with RCAS today and to have a good day. Call ended mutually.

8/23/2019 3:10:34 PM

Roadside Assistance Coordinator ? [redacted] following Two-Way quote through email on 8/23/2019 Quotes 8/23/2019 @ 10:07am PDT -691miles AutoStar Transport - Cost $945.00 pick-up 1-2 days delivery 2 days Number 1 Auto Transport - Cost $905.00 pick-up 1-4 days delivery 2 days RAC-SG requests RCAS-CF notates that vehicle is repaired, gain authorization from TL/FOM, notate case with specific quote and name of authorizer, then notify to proceed with dispatch.

8/23/2019 3:17:18 PM

RCAS-CF set task for [redacted] to review for the 2 quotes and possible approval for reunite.

8/24/2019 4:06:54 PM

[redacted] approves reunite as follows: Number 1 Auto Transport - Cost $905.00 pick-up 1-4 days delivery 2 days

8/26/2019 9:23:39 AM

RCAS-AB made outbound call to [redacted] @ [redacted]. RCAS-AB spoke SA[redacted]. [redacted]-HW stated that VEH is still being worked on. RCAS-AB thanked SA-[redacted]. Call ended mutually.

8/26/2019 9:35:52 AM

RCAS-AB placed outbound call to C @ [redacted] r (Brother of C). RCAS-AB advised C that call may be recorded for quality and training purposes. RCAS-AB advised that RCAS is assisting on RCAS-CF behalf as RCAS-CF is out of town. RCAS-AB advised that the VEH is still being worked on. RCAS-AB advised that RCAS will continue to follow up with the DLR and once the VEH is repaired RCAS will being the two way tow process as it has been approved. RCAS-AB asked if C had any questions. C stated no. RCAS-AB set follow up for 8/29 Thursday. C stated at that point C can speak to [redacted] at the [redacted] be back from out of town. RCAS-AB asked if C had RCAS-AB contact info. C stated it is a joke, as the DLR has had the VEH forever and RCAS cannot make the process hurry up. RCAS-AB apologized for the inconvenience. RCAS-AB thanked C for time. Call ended mutually.

8/28/2019 4:33:56 PM

RCAS-AB made outbound call to [redacted] @ [redacted]. RCAS-AB spoke [redacted] RCAS-AB asked if the VEH was ready for pickup [redacted]SH stated that the VEH is being bolted together and the radiator will be in by tomorrow. [redacted]-SH stated to call for updates as SM does not want to make promises. RCAS-AB thanked [redacted]-SH. Call ended mutually.

8/29/2019 9:15:20 AM

RCAS-AB placed outbound call to C @ [redacted] and left a VMX including Case #, RCAS-AB's name, and contact of [redacted]. RCAS-AB advised that the VEH is being bolted together and the radiator will be in today but there is no ETA for completed repairs yet. RCAS-AB stated RCAS-AB will follow up with C no later than 9/4. RCAS-AB stated that RCAS is in the office Monday-Friday from 8AM to 5PM CST.

8/29/2019 9:16:51 AM

RCAS-AB notes that [redacted] RCAS to contact [redacted] moving forward on last call 8/26.

8/29/2019 9:18:56 AM

RCAS-AB made outbound call to [redacted] @ [redacted]. RCAS-AB spoke [redacted]. RCAS-AB asked if C had a rental/loaner for the DLR. [redacted]-[redacted] stated that the rental is not from the DLR it is a trucking company. RCAS-AB thanked SA-[redacted]. Call ended mutually.

9/4/2019 3:06:05 PM

RCAS-AB placed outbound call to Royal Nissan [redacted]. RCAS spoke to [redacted]. [redacted]-TR stated that the VEH is being put together right now. [redacted] TR stated should be done by the end of the week. RCAS thanked [redacted] TR and ended call.

9/4/2019 3:08:30 PM

RCAS-AB placed outbound call to C @ [redacted] a VMX including Case #, RCAS-AB's name, and contact of [redacted]. RCAS-AB advised that the VEH is being bolted together and ETA is end of the week. RCAS-AB stated RCAS-AB will follow up with C no later than 9/6. RCAS-AB stated that RCAS is in the office Monday-Friday from 8AM to 5PM CST.

9/4/2019 3:11:21 PM

RCAS-AB sent unable to contact email to C.

9/5/2019 1:16:16 PM

RCAS-AB received a VMX from C requesting a call back before 3pm or after 4pm on 9/5. On Thu 9/5/2019 12:35 PM.

9/5/2019 1:21:56 PM

RCAS-AB placed outbound call to Royal Nissan [redacted]. RCAS spoke to [redacted]. [redacted]TR stated waiting on after market gas tank and should be completed by tomorrow. RCAS asked if C was provided a rental or if C was using Cs own. [redacted]-TR stated C is not in rental. RCAS thanked SM. Call ended mutually.

9/5/2019 2:14:21 PM

RCAS-AB placed outbound call to [redacted] RCAS-AB advised C that call may be recorded for quality and training purposes. RCAS-AB asked if C had a moment to speak. C requested a call back after 4. RCAS confirmed. Call ended mutually.

9/5/2019 4:39:29 PM

RCAS-AB placed outbound call to [redacted] RCAS-AB advised C that call may be recorded for quality and training purposes. RCAS-AB asked if C had a moment to speak. C confirmed. RCAS-AB advised that the VEH is being put back together. RCAS-AB advised the VEH ETA is tomorrow. RCAS advised following up with the DLR tomorrow and getting the tow dispatched if the VEH is completed RCAS-AB advised C that the tow company will contact with C when the DLR are close to ending repairs to coordinate dropoff. C asked if it is officially going to be done as C has been told multiple times it would be done. RCAS advised that it would be. RCAS apologized C has been inconvenienced so long. RCAS asked if C had any questions. C asked if there was going to be compensation for Cs bills for rentals. RCAS stated NNA will review the receipts and see what can be done once the VEH is repaired. RCAS-AB asked if C had case and contact info. C stated C does have the contact info. RCAS asked C to send in receipts to email. RCAS asked if C would be available if the tow company needed to call. C stated C has a flight at 10AM going to the [redacted] coast and [redacted] until 4PM. C stated C is available all day Monday. RCAS stated it would be documented. RCAS-AB thanked C for time. Call ended mutually.

9/5/2019 4:41:52 PM

RCAS-AB sent C request for documents email.

9/9/2019 3:07:17 PM

RCAS-AB placed outbound call to Royal Nissan [redacted]. RCAS spoke to [redacted]. [redacted]-TR stated it is being road tested tomorrow and should be done tomorrow. RCAS thanked [redacted] ended mutually.

9/10/2019 1:27:46 PM

RCAS-AB received a VMX from C requesting a call back on 9/10/2019 9:37 AM from [redacted].

9/10/2019 1:47:00 PM

RCAS-AB placed outbound call to Royal Nissan [redacted]. RCAS spoke to [redacted]. [redacted]-TR confirmed the VEH is repaired and just needs test driven, and should be done within the next hour and a half. RCAS stated will call SM-TR back. Call ended mutually.

9/10/2019 1:53:08 PM

RCAS-AB placed outbound call to [redacted] RCAS-AB advised C that call may be recorded for quality and training purposes. RCAS-AB asked if C had a moment to speak. C confirmed. RCAS-AB advised that the VEH is being test driven and will be ready to go. RCAS advised following up with the DLR later today and getting the tow dispatched. RCAS-AB advised C that the tow company will contact with C when the DLR are close to ending repairs to coordinate dropoff. C stated C may be at work. RCAS requested the address. C stated [redacted], and either C or brother will have to get it. RCAS understood and requested C send in documents. C confirmed. RCAS asked if C had any questions. C declined. RCAS set follow up for 9/12. C confirmed RCAS thanked C for time. Call ended mutually.

9/10/2019 5:00:30 PM

RCAS-AB placed outbound call to Royal Nissan [redacted]. RCAS spoke to [redacted]. [redacted]-TR stated that the drive was done and the VEH is ready for pick up. RCAS thanked [redacted] ended mutually.

9/10/2019 5:02:54 PM

RCAS-AB sent an email to EXEC-S[redacted] and informed that the VEH is ready for pick up.

9/11/2019 3:01:17 PM

RAC-SG noting the following update from Agero: Dispatched 9/11/2019 - Service has been authorized and secured with Number 1 Auto Transport. We will reach out to [redacted] tomorrow to get a pick-up and drop off time frame. Ref # 4215298

9/12/2019 3:20:08 PM

RAC-SG noting the following update from Agero: Update # 1 - 9/12/2019 @ 11:27am PDT - [redacted] driver who will picking up the vehicle with 2 hours and will have it delivered Monday at the latest.

9/12/2019 3:42:06 PM

RCAS-AB placed outbound call to C [redacted] RCAS-AB advised C that call may be recorded for quality and training purposes. RCAS-AB asked if C had a moment to speak. C confirmed. RCAS advised that the VEH is being picked up in two hours and will be delivered by Monday at the latest. RCAS advised the tow company will be in contact shortly before delivery. RCAS asked if C had any questions. C stated the DLR texted C after test driving the VEH and there is a bill for $471. C stated it was due to an aftermarket gas tank on it. C asked if C can add that to bill. RCAS stated will speak to the DLR and see if NNA CA can assist with the expenses. C confirmed. RCAS thanked C for time. Call ended mutually.

9/12/2019 3:45:09 PM

RCAS-AB sent an email top [redacted] requesting CST info for GW.

9/12/2019 3:51:53 PM

? Previous related cases found: 1 ? Previous unrelated cases found: 1 ? Open campaigns/recalls: 0 ? VSC contacts: 0 ? Warranty Extensions: 0 ? Purchased new or pre-owned: Pre-owned ? Current Mileage: 45,000 ? Miles beyond basic warranty: 9000 ? Months beyond basic warranty: 0 ? Miles beyond powertrain warranty: 0 ? Months beyond powertrain warranty: 0 ? Amount paid to DLR: 332.90 ? [redacted] seeking?: Assistance with VEH rental due to days down, and repair expenses.

9/13/2019 2:47:22 PM

RAC-SG noting the following update from Agero: Update # 2 9/13/2019 @ 930am PDT - As per [redacted] the vehicle has been picked up, we will confirm delivery Monday 9/16.

CONSUMER ASSISTANCE REQUEST

[redacted]

9/13/2019 3:06:05 PM

RCAS-AB reviewed case with SrRCAS-[redacted] and confirmed C would have to pay the DLR bill for Labor and towing and can only review later for reimbursement but is only a review. RCAS also confirmed on 8/21/2019 the case should have submitted a Filter RHR reference back to: reated By: [redacted] (8/21/2019 2:56 PM) RCAS-CF placed outbound call to C @ [redacted] r (Brother of C). RCAS-CF advised C that call may be recorded for quality and training purposes. RCAS-CF informed C at this time RCAS has been unable to contact DLR to receive accurate up-to-date information on the status of VEH. C stated attorney has been obtained. RCAS-CF informed C [redacted] send email for which letter of representation may be attached and from there CA will be unable to further assist C with case. C stated C has heard this a couple times before from the other RCAS agents whom contacted [redacted] stated C and brother have attorney on retainer due to business. C stated as long as this VEH has been down at DLR VEH qualifies for FL lemon law.

9/13/2019 3:08:03 PM

RCAS-AB submitted Filter RHR.

9/13/2019 3:18:04 PM

RCAS-AB placed outbound call to [redacted]. RCAS-AB advised C that call may be recorded for quality and training purposes. RCAS asked if C could speak. C confirmed. RCAS stated that the VEH should be delivered on Monday 9/16. RCAS advised C has to pay for the labor and towing bill as it is not covered under warranty and RCAS can only review for reimbursement. RCAS stated that the any assistance provided is only a review and is not guaranteed as rental nor towing is covered under warranty and C does not have VSC. RCAS asked if C had further questions. C stated C was told by the original representative everything from rental to towing would be covered. RCAS reviewed what RCAS-[redacted] told C and saw on 5/7/2019 RCAS confirmed that it would only be a review and NNA only reimburses $35 a day for 5 days. RCAS apologized and confirmed NNA will still review what NNA can do to assist. C confirmed and stated would send the DLR receipt to NNA as well. RCAS confirmed. RCAS stated if C has any questions to call RCAS and [redacted] speak to [redacted] Monday. C stated to call the brother as C will be OOO. RCAS confirmed. RCAS thanked C for time. Call ended mutually.

9/16/2019 8:19:01 AM

Filter RHR Request NO RHR Needed Veh. outside parameters of FL Guidelines Arbs Recommends Reimb. of 2 veh. payments Veh. is being Transported Back to C in [redacted] If C has Retained an Atty. Please Advise C to have Atty. send in letter of representation. Case File states C has one on Retainer for Business State - [redacted] BROOKS SCHROEDER Current Miles: 49,170 2017 TITAN XD ISD: 3.5.17 1N6BA1F49HN525592 PEARL WHITE Pre Own ***CARFAX*** 2 Prev. Owners No Accidents or Damage Reported Royal Nissan . 998 . [redacted]....SM-[redacted].... [redacted] 2 Closed Campaigns 0 Open Campaigns 0 Prev. cases 0 Tech line cases 0 VSC 0 DTS 1 approved Warranty case RO: 357021 (5.2.19) Royal Nissan @ 49,170 Miles RE: Repl. Engine CONCERNS: C called stated C VEH broke down while C was on vacation VEH made a horriable noise then shut off C said C's VEH is Dessel and the dealership in LA RE: BLOWN ENGINE [redacted]HW advised SA spoke with C and sent over to shop to take out aftermarket fuel tank. [redacted] advised DLR found crankshaft to be broken. [redacted] advised would be submitting to warranty for decision. email from SM-Scott Head advising DLR is contacting PCC for engine approval. [redacted]HW advised video was sent to warranty. [redacted]HW advised no decision yet. (6.28.19) received email from SM-Scott Head advising warranty approved engine. (7.3.19) [redacted] advised engine was received today. (7.23.19) email from SM-Scott Head advising VEH should be completed this week. (7.29.19) [redacted]HW advised technician ran into some difficulties. [redacted]HW advised technician had to pull apart additional parts. [redacted]HW advised now technician is gone for week for training and will not be back until 8/5/19. (8.6.19) received email from SM-Scott Head advising still working on VEH. (8.12.19) [redacted]DH advised that the VEH should be repaired by Wednesday. (8.21.19) SM-RH stated there are two lines that are supposed to be delivered to DLR tomorrow Thursday 8.22.19. SM-RH stated once arrived the engine will be ready for install. (8.23.19) AutoStar Transport - Cost $945.00 pick-up 1-2 days delivery 2 days Number 1 Auto Transport - Cost $905.00 pick-up 1-4 days delivery 2 days (8.24.19) [redacted] approves reunite as follows: (8.28.19) SM-SH stated that the VEH is being bolted together and the radiator will be in by tomorrow. (9.4.19) SM-TR stated that the VEH is being put together right now. SM-TR stated should be done by the end of the week. (9.5.19) SM-TR stated waiting on after market gas tank and should be completed by tomorrow. (9.10.19) SM-TR confirmed the VEH is repaired and just needs test driven, and should be done within the next hour and a half. (9.10.19) SM-TR stated that the drive was done and the VEH is ready for pick up. (9.12.19) RCAS advised that the VEH is being picked up in two hours and will be delivered by Monday at the latest. (9.13.19) C stated attorney has been obtained. C/S as long as this VEH has been down at DLR VEH qualifies for FL lemon law. (9.13.19) RCAS stated that the VEH should be delivered on Monday 9/16.

9/16/2019 4:00:21 PM

RAC-DH notes following notes from Agero: Update # 3 - 9/16/2019 @ 10:49am PDT - As per [redacted] the vehicle has been delivered. Service Complete.

9/17/2019 8:41:50 AM

RCAS-AB placed outbound call to [redacted] RCAS-AB advised C that call may be recorded for quality and training purposes. RCAS asked if C could speak. C confirmed. RCAS asked if C received the VEH. C got the VEH Saturday. RCAS stated excellent. RCAS stated that RCAS reviewed the case and saw that another agent had spoken to C and stated the VEH may have been a lemon. RCAS advised that RCAS reviewed to see if NNA would assist and although NNA cannot assist with that RCAS is able to provide C with 2 monthly reimbursements. RCAS asked if C would like to accept offer. C wanted to think about it, C wants to purchase a new VEH, and asked if NNA would assist. RCAS requested C to hold. C confirmed. RCAS stated that RCAS can look into incentive purchase plans but would have to review for C. RCAS advised that NNA would need C to send in POP and asked who C makes payments through. C stated through a bank. RCAS stated RCAS also needs Current VEH registration. RCAS stated C can also send in receipts for review. RCAS advised RCAS has sent multiple emails and once C sends in the documents to give RCAS a call. RCAS asked when C can send in documents. C stated C would not be back till next week. RCAS requested once C sends in documents to call RCAS. RCAS thanked C for time and asked if C had case and contact info. C confirmed. RCAS thanked C for time. Call ended mutually.

9/17/2019 8:45:08 AM

RCAS-AB submitted task to TL-[redacted] for VPP review.

9/18/2019 9:26:46 AM

[redacted] approves 2 monthly veh payment reimbursements. TL denies VPP as c still has powertrain warranty.

9/18/2019 10:14:16 AM

C seeking assistance with rental concern

CONSUMER ASSISTANCE REQUEST

[redacted]

9/18/2019 10:26:58 AM

[redacted]-AB placed outbound call to [redacted]. [redacted]-AB advised C that call may be recorded for quality and training purposes. [redacted]d if C could speak. C confirmed. [redacted] stated that [redacted]S looked to see if there was an available purchasing incentive. [redacted] stated that there is not an available purchasing incentive. [redacted]S asked if C would like to accept the two monthly reimbursements. C stated C was without the VEH for over 5 months and asked if there C could be provided more than 2 months. C stated it depends on the offer, and C is really upset with the entire situation and it is really disrespectful to only be offered the 2 months. C stated that C has been told it would be finished and was not. C stated C may not get reimbursement for rental or towing either. [redacted] apologized for the inconvenience and stated understood where C is coming from. [redacted] requested C to send in the Current VEH REG, as well as the POP. C stated will send once C gets home. [redacted]S stated will review and call C back no later than EOB 9/20. [redacted] if C had case and contact info. C confirmed. [redacted] thanked C for time. Call ended mutually.

9/18/2019 10:29:05 AM

Arbs Recommends reimb. of 2 vehicle payments NNA Covered Transport Cost 8.23.19) AutoStar Transport - Cost $945.00 pick-up 1-2 days delivery 2 days Number 1 Auto Transport - Cost $905.00 pick-up 1-4 days delivery 2 days (8.24.19) [redacted] approves reunite as follows:

9/18/2019 10:33:17 AM

[redacted]-AB placed outbound call to [redacted] [redacted]-AB advised C that call may be recorded for quality and training purposes. [redacted]d if C could speak. C confirmed. [redacted] advised that [redacted] re reviewed. [redacted] advised that NNA was able to assist with reuniting the VEH with C, and NNA would like to offer the 2 monthly reimbursement. [redacted]d if C would like to accept the offer. C stated will send in documents and than it can be discussed. [redacted] stated C can call [redacted] once the documents are sent in. [redacted] confirmed C has case and contact info. C confirmed. [redacted] thanked C for time. Call ended mutually.

9/18/2019 10:53:35 AM

[redacted] reviewed case 9/18/19. Due to the case being handled by 3 different [redacted] agents since July, case to close in TL's name.

9/18/2019 11:06:41 AM

[redacted]-AB is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with engine repairs to be completed as the VEH has been at the DLR since May. C requests rental and towing assistance. [redacted] requested the DLR submit claim to PCC and requested ETA for repairs from 5/7/19 to 8/12/19. C requested to speak to supervisor. [redacted]n called a left VMX if C would like to call back. [redacted] 8/12/2019- 8/14/2019 followed up with DLR on ETA of repairs. [redacted] took case from 8/19-8/23 to continue to follow up with DLR and confirmed reunite with EXEC-S[redacted]. [redacted]-AB received case and continued to follow up with DLR on ETA, [redacted] had been let go and new [redacted] confirmed ETA of repairs. [redacted]-AB followed up with EXEC-S[redacted] on reunite. [redacted]AB reviewed with [redacted] and noted on 8/21 C stated VEH qualifies for lemon. [redacted] submitted RHR Filter. ARBS-JC declined and suggested 2 monthly reimbursements. [redacted]-AB offered once VEH was returned, C requested more than 2 monthly reimbursements. [redacted]AB re-reviewed with ARBS-JC and confirmed only 2 since NNA did reunite. [redacted]-AB offered, C stated will send in documents when has the chance and will discuss. ***STATEMENT OF DECISION*** [redacted]-AB closing case pending documentation.

9/20/2019 3:52:04 PM

[redacted]-AB attached Rental receipts, and VEH reg to case. [redacted]AB reviewed with ARBS-[redacted] and was informed POP has to have name and VIN on document.

9/20/2019 3:56:39 PM

[redacted]-AB placed outbound call to [redacted]. [redacted]-AB advised C that call may be recorded for quality and training purposes. [redacted] if C could speak. C confirmed. [redacted] stated [redacted]S received the documents. [redacted] advised that [redacted]S is going to review for rental reimbursement, but the POP has to have Cs name and VIN on the document. [redacted]S stated the financer should be able to provide a document with the needed information. [redacted] when C can send in the document. C stated on Monday. [redacted] confirmed. [redacted] If C had any questions. C declined. [redacted] thanked C for time and confirmed C had case and contact info to give [redacted]S a call with any questions. C confirmed. [redacted] thanked C for time. Call ended mutually.

9/24/2019 8:56:20 AM

[redacted]-AB placed outbound call to [redacted] and left a VMX including Case #, [redacted]AB's name, and contact of [redacted]. [redacted]-AB advised that [redacted]S is only waiting on POP, and once C sends in should give [redacted]S a call. [redacted]-AB stated that [redacted]S is in the office Monday-Friday from 8AM to 5PM CST.

9/24/2019 8:56:49 AM

[redacted]-AB is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with engine repairs to be completed as the VEH has been at the DLR since May. C requests rental and towing assistance. [redacted] requested the DLR submit claim to PCC and requested ETA for repairs from 5/7/19 to 8/12/19. C requested to speak to supervisor. [redacted]n called a left VMX if C would like to call back. [redacted] 8/12/2019- 8/14/2019 followed up with DLR on ETA of repairs. [redacted] took case from 8/19-8/23 to continue to follow up with DLR and confirmed reunite with EXEC-S[redacted]. [redacted]-AB received case and continued to follow up with DLR on ETA, [redacted] had been let go and new [redacted] confirmed ETA of repairs. [redacted]-AB followed up with EXEC-S[redacted] on reunite. [redacted]-AB reviewed with [redacted] and noted on 8/21 C stated VEH qualifies for lemon. [redacted] submitted RHR Filter. ARBS-JC declined and suggested 2 monthly reimbursements. [redacted]AB offered once VEH was returned, C requested more than 2 monthly reimbursements. [redacted]-AB re-reviewed with ARBS-JC and confirmed only 2 since NNA did reunite. [redacted]AB offered, C stated will send in documents when has the chance and will discuss. ***STATEMENT OF DECISION*** [redacted]-AB closing case pending documentation.

9/25/2019 11:53:12 AM

[redacted]-AB attached documents to case from the email.

9/25/2019 3:25:02 PM

[redacted]-AB placed outbound call to [redacted] [redacted]AB advised C that call may be recorded for quality and training purposes. [redacted]d if C could speak about the case. C confirmed. [redacted]S stated that the documents C sent in were all attached to case. [redacted] advised that NNA CA still needs the POP in order to process the monthly reimbursements. C stated C can send it in. [redacted] advised that NNA CA is not in the position to reimburse the rentals or towing but is still offering the 2 monthly reimbursements and covered reunite expenses as well. C stated it broke down at 14000 miles. C stated NNA is not going to assist with the rental. [redacted] stated that NNA wants to assist with the monthly reimbursements, and covered reunite expenses. [redacted] advised that rental/tow is not covered under warranty, nor does C have a VSC that would cover. C requested documentation of NNA declining rental reimbursement, and contact for lawyer info. [redacted] stated [redacted] can send email with the address C can send letter of representation and someone would be in contact once the letter is sent in. [redacted] if C would like to accept the 2 monthly reimbursement. C declined. [redacted]-AB inquired if C had further questions. C declined. [redacted]AB provided C case number and Direct Line. C confirmed. [redacted]AB thanked C for C time. Call ended mutually.

9/25/2019 3:27:33 PM

-AB sent C an email with Letter of Representation address.

9/25/2019 3:28:46 PM

-AB notes that reviewed with rental/towing reimbursement and is denied as NNA CA is offering 2 monthly reimbursement and assisted with reunite.

9/25/2019 3:30:35 PM

-AB is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with engine repairs to be completed as the VEH has been at the DLR since May. C requests rental and towing assistance. requested the DLR submit claim to PCC and requested ETA for repairs from 5/7/19 to 8/12/19. C requested to speak to supervisor. n called a left VMX if C would like to call back. 8/12/2019- 8/14/2019 followed up with DLR on ETA of repairs. took case from 8/19-8/23 to continue to follow up with DLR and confirmed reunite with EXEC-S . -AB received case and continued to follow up with DLR on ETA, had been let go and new SM- confirmed ETA of repairs. -AB followed up with EXEC-S on reunite. -AB reviewed with and noted on 8/21 C stated VEH qualifies for lemon. submitted RHR Filter. ARBS-JC declined and suggested 2 monthly reimbursements. AB offered once VEH was returned, C requested more than 2 monthly reimbursements. -AB re-reviewed with ARBS-JC and confirmed only 2 since NNA did reunite. AB offered, C stated will send in documents when has the chance and will discuss. reviewed with for the rental/towing reimbursement and is denied as NNA CA is offering 2 monthly reimbursement and assisted with reunite. C refused 2 monthly reimbursement and stated will get an attorney. sent C email with Letter of Representation. ***STATEMENT OF DECISION*** -AB offered C 2 monthly reimbursement for C satisfaction. C refused assistance and was dissatisfied with the outcome.

CONSUMER ASSISTANCE REQUEST

[redacted]

NAME [redacted]
CITY: [redacted]
STATE: [redacted]

OPEN_DT: 5/24/2019
CLOSE_DT: 6/11/2019

VIN: [redacted]
MODEL: A61 YR: 2016
MFG DT: 2/18/2016
SVC DT: 12/8/2016
MILEAGE: 114,000

TRIM: [redacted]
OPTIONS: B11B92B95B96C03L92S0
SERVICING DLR HERB [redacted] NIS/WBOR
DLR STATE: [redacted]
A[redacted]IDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Engine Assembly

CAR VERBATIM

5/24/2019

5/24/2019 4:07:03 PM

CRR-TM assisting CRR-MO CRR-TM VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number CRR-TM VERIFIED VEH Information including: VIN #, Current Mileage CRR-TM CHECKED for open recalls/campaigns and found: 0 CRR-TM CHECKED for previous UNRELATED Case(s) and found: 0 CRR-TM CHECKED previous RELATED Case(s) and found: 0 CRR-TM NOTED concern is: OOW FA engine concern CRR-TM received inbound call from [redacted] stated C wants to speak to CA C stated C has the new cummings diesel engine C stated there is a mechanical concern C stated C wants help C stated C gets regular maintenance C stated C wants to know if Nissan can give C GW C stated C is [redacted] in regards to perfection landscapings VEH and will now be referred to as C CRR-TM assured C that CRR-TM could assist CRR-TM placed C on hold CRR-TM noting the call disconnected CRR-TM placed outbound call to [redacted]RR-TM VERIFIED name, phone number and home address CRR-TM informed C that the call is being recorded for quality and training purposes C understood CRR-TM verified that C is looking for GW FA C stated C is looking for GW CRR-TM informed C that the case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 5/28/2019 regarding the C concern C understood CRR-TM asked who C spoke to at DLR C stated C spoke with SA [redacted] and [redacted] and sales manager [redacted] CRR-TM asked C what the quote was for repairs C stated C was not given a quote C stated the DLR is not sure what the concern is yet C stated the DLR has to tear down the engine to figure out what is wrong CRR-TM acknowledged Cs concern CRR-TM asked C if there was anything else CRR-TM could assist with. C declined. CRR-TM provided C with agent ID and case number C understood Call ended mutually. Best contact: [redacted]

5/24/2019 4:07:18 PM

CASE SUMMARY CRR-TM sending case to RCAS for review C contacted NNA CA regarding OOW FA engine concern

5/28/2019 8:32:32 AM

RCAS-BS placed outbound call to Marlboro Nissan and spoke to [redacted]. Current mileage: 114,288 Diagnosis: Sent video to Tech Line and Tech Line stated engine sounds normal. [redacted]PM stated VEH seems to run a little loud at idle. [redacted]PM stated C would have to go to DLR with diesel TECH. [redacted]PM stated [redacted]PM recommended C go to AutoFair where C purchased VEH from. [redacted]PM stated C can go to any DLR with diesel TECH. RCAS-BS understood. Call ended mutually.

5/28/2019 3:19:08 PM

RCAS-BS contacted C at [redacted] left VMX including Case number, name, and RCAS-BS contact of [redacted]. RCAS-BS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.

5/28/2019 3:21:37 PM

RCAS-BS contacted C at [redacted] left VMX including Case number, name, and RCAS-BS contact of [redacted]. RCAS-BS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.

5/29/2019 1:32:50 PM

RCAS-BS made outbound call to C at [redacted]. RCAS-BS VERIFIED C?s name, home & email address, current mileage and phone. RCAS-BS VERIFIED servicing dealer/retailer: [redacted] RCAS-BS CHECKED for open recalls/campaigns and found: none Previous UNRELATED Case(s) Found: none Previous RELATED Case(s) Found: 35814481 RCAS-BS ADVISED ?This call may be recorded for quality and training purposes.?
********** RCAS-BS stated RCAS-BS was C's RCAS, case manager, and point of contact. RCAS-BS stated RCAS-BS is aware C is having concerns with engine making noise. C stated the engine is making a loud noise and is shaking. C stated C doesn't want to drive the VEH the way the VEH is. C stated there is something wrong with C's VEH. C stated if [redacted] wants to send VEH to another DLR then fine. C stated C will drive the VEH if C's lawyer drafts up a letter saying NNA would be responsible for VEH. C stated C will pay to have VEH towed to another DLRSHP. C stated there is something wrong with the VEH. C stated lets have NIS fix it or have DLR buy back the VEH. C stated C has no confidence driving that VEH out of the DLR. C stated C will get VEH towed out of the DLR. RCAS-BS apologized for the inconvenience C is facing with VEH. RCAS-BS stated NNA Techs reviewed video and deemed C's VEH to be operating as designed. RCAS-BS stated C can take VEH to DLR with a diesel mechanic. C asked could RCAS-BS help C with making an appointment. RCAS-BS went to AUTOFAIR NISSAN OF [redacted]D website and set C up an appointment for Monday, June 3rd @ 8:15am. C thanked RCAS-BS. RCAS-BS stated RCAS-BS would follow up with C no later than Tuesday, June 4th. RCAS-BS asked C does C have any other questions for RCAS-BS. C declined. C stated C has RCAS-BS's contact info. RCAS-BS thanked C for time. Call ended mutually.

5/29/2019 1:34:10 PM

RCAS-BS placed outbound call to [redacted] at [redacted]. [redacted]JS stated DLR is booked out for weeks. [redacted]JS stated C can drop VEH off in the middle of the week next week. [redacted]JS stated Monday, June 3rd will not work for DLR. RCAS-BS understood. [redacted]JS stated C can take VEH to any NIS DLR. [redacted]JS stated C can drop VEH off earlier in the week next week on Wednesday or Thursday. RCAS-BS understood. Call ended mutually.

5/30/2019 9:06:10 AM

RCAS-BS contacted C at [redacted] left VMX including Case number, name, and RCAS-BS contact of [redacted]. RCAS-BS requested that if C calls back and reaches VMX, to please leave best time and number to reach C.

5/30/2019 9:29:04 AM

RCAS-BS received inbound call from C at [redacted]. RCAS-BS stated call may be recorded for quality and training purposes. RCAS-BS stated Autofair Nissan cannot schedule C in for servicing on Monday, June 3rd. C stated [redacted] C and told C the same info. C stated NNA needs to send DTS out to look at VEH. RCAS-BS stated RCAS-BS would review case with DTS. RCAS-BS stated RCAS-BS would follow up with C no later than Friday, May 31. RCAS-BS asked C does C have any other questions for RCAS-BS. C declined. RCAS-BS thanked C for time. Call ended mutually.

5/30/2019 9:29:43 AM

RCAS-BS emailed DTS-[redacted] asking for recommendation.

5/30/2019 9:31:10 AM

RCAS-BS received inbound call from DTS-[redacted]. DTS-MG stated refer C to [redacted] Nissan of [redacted]. RCAS-BS understood. Call ended mutually.

5/30/2019 9:31:17 AM

RCAS-BS placed outbound call to [redacted] Nissan of [redacted] and spoke to [redacted]. [redacted]SH stated C can drop VEH off Monday. RCAS-BS understood. Call ended mutually.

5/30/2019 9:34:51 AM

RCAS-BS placed outbound call to C at [redacted]. RCAS-BS stated call may be recorded for quality and training purposes. RCAS-BS stated RCAS-BS reviewed case with DTS. RCAS-BS stated RCAS-BS spoke to [redacted] at [redacted] Nissan of [redacted]. RCAS-BS stated C can drop VEH off on Monday. C understood. RCAS-BS stated RCAS-BS would follow up with C no later than Tuesday, June 4th. RCAS-BS asked C does C have any other questions for RCAS-BS. C declined. C stated C has contact info. RCAS-BS thanked C for time. Call ended mutually.

6/4/2019 1:59:56 PM

RCAS-BS placed outbound call to C at [redacted] and spoke to [redacted] who is C. RCAS-BS stated call may be recorded for quality and training purposes. C stated C dropped VEH off at [redacted] Nissan. C stated DLR hadn't started working on VEH yet. RCAS-BS understood. RCAS-BS stated RCAS-BS would follow up with C no later than Friday, June 7th. RCAS-BS asked C does C have any other questions for RCAS-BS. C declined. C stated C has RCAS-BS's contact info. RCAS-BS thanked C for time. Call ended mutually.

6/7/2019 9:40:24 AM

RCAS-BS placed outbound call to [redacted] Nissan and spoke to [redacted]. [redacted]SH stated VEH needs a motor. [redacted]SH stated VEH has bad crank shaft bearing that came apart inside the motoring. [redacted]SH stated metal went through the oil. [redacted]SH stated damaged the long block. [redacted]SH stated DLR quoted C on an engine yesterday. Current mileage: 114,290 Warranty rate for parts [redacted]SH stated [redacted]SH will email RCAS-BS rates. [redacted]SJH stated if C is truly a long term customer at [redacted], [redacted]SH would offer GW. this is the type of customer that DLR would want to keep. RCAS-BS understood. Call ended mutually.

6/7/2019 9:47:25 AM

RCAS-BS emailed FOM-[redacted] asking GW recommendation.

6/7/2019 3:46:23 PM

RCAS-BS placed outbound call to C at [redacted] and spoke to [redacted] who is C. RCAS-BS stated call may be recorded for quality and training purposes. RCAS-BS stated NNA is still reviewing C's case. C understood. RCAS-BS stated RCAS-BS would follow up with C no later than Tuesday, June 11th. RCAS-BS asked C does C have any other questions for RCAS-BS. C declined. C stated C has RCAS-BS's contact info. RCAS-BS thanked C for time. Call ended mutually.

6/11/2019 2:56:07 PM

RCAS-BS placed outbound call to FOM-[redacted]. FOM-EB stated NNA is in the position to cover 80/20 split for GW. RCAS-BS understood. Call ended mutually.

6/11/2019 3:09:49 PM

RCAS-BS placed outbound call to [redacted] OF [redacted]H and spoke to [redacted]. RCAS-BS stated NNA is in the position to cover 80% of the repair. [redacted]SH understood. Call ended mutually.

6/11/2019 3:12:04 PM

RCAS-BS placed outbound call to C at [redacted] and spoke to [redacted] who is C. RCAS-BS stated call may be recorded for quality and training purposes. RCAS-BS stated RCAS-BS has carefully reviewed C's case. RCAS-BS stated NNA is in the position to cover 80% of the repair cost. C stated that is good. C stated C is just upset with customer service. C stated VEH has been at DLR for two weeks. RCAS-BS apologized for the inconvenience C faced with DLR. RCAS-BS stated RCAS-BS would reach out to the appropriate management and NNA would handle matter internally. C understood. RCAS-BS asked C does C have any other questions for RCAS-BS. C declined. RCAS-BS thanked C for time. Call ended mutually.

6/11/2019 3:19:16 PM

RCAS-BS is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA seeking OOW FA for engine concerns. RCAS-BS reviewed case with FOM[redacted] and [redacted]. FOM-EB stated NNA is in the position to cover 80% of the repair. [redacted]SH stated C needs engine replacement. ***STATEMENT OF DECISION*** RCAS-BS advised C the Case has thoroughly reviewed and Nissan is in the position to assist with 80% of the repair. C was happy with 80% GW offer.

6/19/2019 3:31:29 PM

*** [Added after the case is closed.] *** **FOM Goodwill Request feedback from SF1** **Goodwill Request was partially approved by CA Field Staff [redacted]** Action: Partially Approved Approval Options: 80/20% Approver Detail: Good history and loyalty Last Action By: [redacted] Date of Last Action: 2019-06-19 16:31:28 CA Agent Name/Phone extension[redacted] / CA Case number: 35840289

CONSUMER ASSISTANCE REQUEST

[redacted]

NAME: [redacted] **VIN:** [redacted] **TRIM:** PLATINUM 4X4

CITY: [redacted] **MODEL:** **A61** YR: **2017** **OPTIONS:** B10B11B13B92C03L12M

[redacted]: [redacted] **DT:** 10/27/2016 **SERVICING DLR** [redacted]

OPEN_DT: 7/16/2019 **SVC DT:** 6/2/2017 **DLR** [redacted]:

CLOSE_DT: 7/19/2019 **MILEAGE:** 54,000 **ACCIDENT:** N **AIRBAG:** N

[redacted]	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Engine Assembly

CAR VERBATIM

7/16/2019

7/16/2019 4:15:12 PM

CRR-EF<VERIFIED> Account Info including: NAME, ADDRESS, EMAIL, PHONE & BEST CONTACT CRR-EF VERIFIED VEH VIN, MODEL, MILEAGE, DLR CRR-EF CHECKED for open recalls/campaigns and found: 0 CRR-EF CHECKED for previous UNRELATED cases and found: 0 CRR-EF CHECKED previous related cases and found: 0 CONCERN: OOW/Warranty disputation --==-- CRR-EF received inbound call from C. C stated C is calling to request assistance w/VEH. C states, C Was driving and VEH broke down, making a loud noise C states, C Had to have VEH towed to DLR C states, DLR says they have to open engine C states DLR [redacted] has diagnosed that the Crankshaft is broken ? grinding metal. C states, SA told C that NNA is not covering under warranty. DLR claims this would only occur due to lack of oil of massive engine overheat. Neither of which C claims have happened. Repairs would easily enter five-digit range for quote. C states, C was asked of receipt for oil change. C has receipts of oil purchase as C DIY oil changes and can provide on request. C is requesting assistance w/dispute VIN: [redacted] ? Approx 54,000mi BC: [redacted] CRR-EF advised C, case would be created and sent to RCAS for review. C should receive follow up before end of the next business day. Assistance not guaranteed but would be reviewed. CRR-EF Provided Case #36387209 and agent ID ? sending via EMAIL as per C request CRR-EF asked if any other assistance could be offered at this time. C declined Call ended mutually

7/16/2019 4:15:40 PM

SUMMARY C called to request assitance w/warranty dispute. CRR-EF forwarding case to RCAS.

7/17/2019 10:59:21 AM

RCAS-AN placed outbound call to [redacted]@ [redacted] RCAS-AN left VMX for [redacted]. RCAS-AN provided C?s information. RCAS-AN provided direct line. RCAS-AN asked for call back.

7/17/2019 11:24:23 AM

RCAS-AN placed outbound call to C @ [redacted] RCAS-AN VERIFIED C's name, email address, & phone# RCAS-AN VERIFIED C?s address as: [redacted] RCAS-AN CHECKED for open recalls/campaigns and found:0 Previous UNRELATED Case(s) Found: Previous RELATED Case(s) Found: RCAS-AN ADVISED "This call may be recorded for quality and training purposes." RCAS-AN explained role. C stated that C was driving to work and the engine made loud clunking noise and sent the VEH to limp mode. C stated that C took the VEH into the DLR. C stated that the crankshaft is broken. C stated that there might be a lack of Oil and C had to get receipts. RCAS-AN asked who C worked with. C stated that C worked with [redacted]. C took the VEH in on Tuesday C stated that C was told that the concern would not be under warranty. RCAS-AN understood and expressed sympathy. RCAS-AN stated that RCAS-AN will reach out to the DLR and get more information. RCAS-AN set follow up for 7/19/2019. RCAS-AN provided direct line. RCAS-AN asked if C had any questions. C declined. RCAS-AN thanked [redacted] Call ended mutually.

7/17/2019 11:58:28 AM

RCAS-AN placed outbound call to [redacted]@ [redacted] RCAS-AN received inbound call from [redacted]. [redacted]SM stated that the barring were destroyed by heat. [redacted]SM stated that the VEH was driving without oil at one point. [redacted]SM stated that the VEH has not had any VEH oil changes. RCAS_AN understood. RCAS-AN will give C a call and tell C that NNA will not be able to assist. [redacted]SM understood. Call ended mutually.

7/17/2019 12:00:47 PM

RCAS-AN placed outbound call to C @ [redacted]. RCAS-AN ADVISED "This call may be recorded for quality and training purposes." RCAS-AN stated that RCAS-AN spoke to [redacted] who stated that the VEH concern is due to a lack of oil changes. C stated that C does C?s oil. RCAS-AN stated that C will need to speak to the DLR to prove that C did C?s oil changes. RCAS-AN understood. RCAS-AN stated that the DLR has diagnosed the concern is due to a lack of proper maintenance RCAS-AN stated if C speaks to the DLR and something changes then C can contact RCAS-AN. C confirmed. RCAS-AN asked if C had any further questions. C declined. RCAS-AN thanked C for C?s time. Call ended mutually.

7/17/2019 12:01:55 PM

RCAS-AN is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted Nissan CA regarding C wants NNA to cover the engine repair. RCAS-AN contacted C and confirmed concerns. RCAS-AN spoke to [redacted]. RCAS-AN contacted C and declined assistance. RCAS-AN reviewed Case with [redacted]. *** [redacted]MENT OF DECISION *** RCAS-AN advised C the Case has been thoroughly reviewed and documented and Nissan is not in the position to offer assistance at this time. C was disappointed and disagreed.

7/17/2019 1:59:36 PM

*** [Added after the case is closed.] *** [redacted]MP VERIFIED Account information including: C's name, home, e-mail address & best contact number [redacted] CHECKED for previous UNRELATED Case(s) and found: 0 [redacted]MP CHECKED previous RELATED Case(s) and found: 36405902 [redacted] NOTED concern is: attorney representation [redacted]-MP received inbound call from C C provided case # C asked to remove [redacted] stated Decision was made with nissan unabel to assist C C stated C had VEH maintenance C stated C get oil change and C has a video of it C stated video is recorded by house CCTV camera [redacted]MP apologized [redacted] informed decision is already made of Nissan not in position to cover the repair C stated C wanted to speak to the highest department [redacted]-MP apologized [redacted]-MP informed decisions was made by higher department looking at VEH condition [redacted]-MP provided statement of decision again C stated C will hire attorney [redacted]-MP apologized [redacted]-MP advised to send letter of representation to Nissan headquarters C stated C is driving C asked information to be emailed [redacted] unable to email information on closed case [redacted]-MP created new case and sending attorney representation letter request form C understood [redacted]-MP provided C with agent name, ID 7319634 C understood Call ended mutually.

7/17/2019 2:02:52 PM

*** [Added after the case is closed.] *** *********CASE SUMMARY********* Unable to send email on closed case Created new case to send attorney representation request letter [redacted]-MP closing case as no further assistance required

7/19/2019 9:02:02 AM

[redacted] < VERIFIED> Account information including: C's name, home & e-mail address, phone number & best contact number [redacted]-JK VERIFIED VEH Information including: VIN #, Current Mileage [redacted]-JK CHECKED for open recalls/campaigns and found:0 [redacted]-JK CHECKED for previous UNRELATED Case(s) and found:0 [redacted] CHECKED previous RELATED Case(s) and found:0 [redacted]-JK NOTED concern is: Request RCAS Call [redacted]-JK received inbound call from [redacted] stated the motor failed and DLR said the crank shaft is not under warranty C stated has a 2017 Titan with 52,000 C stated is looking for Nissans help with the repair C stated the DLR said that there was no oil in VEH but C stated has a video to prove they put oil into the VEH 5 days before it broke down C stating if there was no oil then they would not have been able to drive the VEH C stated paid 50,000 for the VEH and it is kinda sad for it to need a new engine C stated would like RCAS agent to renegotiate the decisions as this should not have happened and C is still paying for VEH and would like assistance for repair [redacted]-JK informed C that all concerns have been documente[redacted] an internal email will be sent to their agent to notify them to contact C as soon as possible C understood and appreciated assistacance [redacted] asked C if there was anything else [redacted]-JK could assist with. C declined. [redacted]-JK provided C with agent ID 7319259 and case number 36387209 [redacted]-JK noting C?s best contact number is [redacted] Call ended mutually

7/19/2019 9:53:59 AM

RCAS-AN placed outbound call to C @ [redacted]. RCAS-AN ADVISED "This call may be recorded for quality and training purposes." RCAS-AN stated that that RCAS-AN was calling back about C?s case as C contacted RCAS-AN. C stated that C has video proving that the VEH had the oil change 5 days before. C stated that C had the oil change on the fourth of july. RCAS-AN stated that C can speak to the DLR about changing the diagnosis because NNA goes based off a DLR diagnosis. C stated that the DLR does not help. RCAS-AN suggested C take the VEH to the DLR. C stated that C will look into that. RCAS-AN asked if C had further questions. C declined. RCAS-AN thanked C for C?s time. Call ended mutually.

7/19/2019 9:54:19 AM

RCAS-AN is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted Nissan CA regarding C wants NNA to cover the engine repair. RCAS-AN contacted C and confirmed concerns. RCAS-AN spoke to [redacted]. RCAS-AN contacted C and declined assistance. RCAS-AN reviewed Case with [redacted]. *** STATEMENT OF DECISION *** RCAS-AN advised C the Case has been thoroughly reviewed and documented and Nissan is not in the position to offer assistance at this time. C was disappointed and disagreed.

CONSUMER ASSISTANCE REQUEST

CA37100332

NAME: [redacted], **WADE**
CITY: [redacted]
STATE: [redacted]
OPEN_DT: 9/13/2019
CLOSE_DT: 10/14/2019

VIN: [redacted]
MODEL: **A61** YR: **2017**
DT: 6/22/2017
SVC DT: 12/6/2017
MILEAGE: 59,475

TRIM: SL 4X4
OPTIONS: B12C03E10M11Z66
SERVICING DLR [redacted]
DLR STATE: [redacted]
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Engine Assembly
07	OA	Vehicle Concerns	5X	Fuel/Intake System
	[redacted]	Mechanical	4S	Fuel Pump
13	OA	Vehicle Concerns	337410	HVAC/Defroster
	CD	Comfort and Convenience	GK	Condenser (Condenser/Fan/Motor)

CAR VERBATIM

9/13/2019

9/13/2019 1:02:46 PM

CRR-KS VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number CRR-KS VERIFIED VEH Information including: VIN #, Current Mileage, Warranty & Service History CRR-KS CHECKED for open recalls/campaigns and found: 0 CRR-KS CHECKED for previous UNRELATED Case(s) and found: 0 CRR-KS CHECKED previous RELATED Case(s) and found: 0 CRR-KS NOTED concern is: VEH buyback request CRR-KS received inbound call from C: [redacted] C stated the engine has had a catastrophic failure in the VEH C stated that the DLRSHP has told C that the part is on backorder C stated that the VEH has been at the DLRSHP for two weeks CRR-KS apologized to C for inconvenience CRR-KS inquired of how C would like NNA to assist C C stated C would like to know about recoverable depreciation C stated C no longer wants this VEH C stated that when the engine is replaced the VEH will be different CRR-KS inquired of how C would like NNA to assist C stated C would like NNA to buyback the VEH CRR-KS noting that Part Name: Engine Long Block Part Number: N/A Order Number: N/A Dealer Name and Code (where parts were ordered): [redacted] Region Code: 32 Location of the vehicle (business name, phone number, and contact person) Can the vehicle be driven? If not, why? The date the vehicle became inoperable (if applicable): 9/7/2019 (Is the part needed due to a warrantable failure):Yes CRR-KS informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 9/16/2019 regarding C?s concern. C understood. CRR-KS asked C if there was anything else CRR-KS could assist with. C declined. CRR-KS advised C that C may receive a survey by e-mail in the next two weeks in regards to C?s call today and if C could fill out survey CRR-KS would appreciate it C understood and thanked CRR-KS for assistance CRR-KS provided C with agent name and case # 37100332 C understood Call ended mutually. Best contact # [redacted]

9/13/2019 1:03:18 PM

****** [CASE SUMMARY] ****** CRR-KS sending case to RCAS for VEH buyback request

9/16/2019 9:24:15 AM

RCAS-YB made outbound call to [redacted]. RCAS-YB unable to reach SA-[redacted]

9/16/2019 10:00:43 AM

RCAS-YB made outbound call to [redacted]. RCAS-YB spoke with [redacted]. RCAS-YB inquired about C's part. Part Name: Engine Long Block Part Number: 10102-ez40a Order Number: 15062689 RCAS-YB understood and thanked PC. Call ended mutually.

9/16/2019 10:11:38 AM

RCAS-YB made outbound call to C @ [redacted]. RCAS-YB VERIFIED C's name, home, email address, concern RCAS-YB CHECKED for open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found: 0 RCAS-YB ADVISED "This call may be recorded for quality and training purposes." RCAS-YB asked C if concerns with engine. C stated yes. RCAS-YB advised RCAS knows part is on backorder and RCAS is attempting to get ETA. RCAS-YB advised RCAS would continue working to get part in ASAP. C stated ok. RCAS-YB asked C if C was seeking repurchase or replacement as well. C stated yes. C stated this engine has been discontinued, C stated more research C sees C notices there are more concerns. C stated C is trying to do correct thing. C stated once VEH is repaired C is afraid C will continue to have concerns C stated C will lose money for concern that has not been addressed by NNA. C stated C believes concerns will not fully address concerns. C stated C just wants VEH to be replaced. RCAS-YB understood and advised review would take average of 10 business days. RCAS-YB advised however RCAS would reach out every 3 business days. RCAS-YB advised as soon as RCAS has decision will advise C. C stated ok. C stated C is just concerned as what will happen when C is OOW. RCAS-YB advised RCAS could review for OOW assistance. C stated but cannot guarantee assistance. RCAS-YB advised yes. C stated ok. C stated C has maintenance records if RCAS needs. C stated C lives far from DLR and is not able to get service there. C stated additionally service is expensive. RCAS-YB advised RCAS would not need but if C requires additional assistance can contact RCAS. C stated ok. C thanked RCAS. RCAS-YB thanked C and advised would follow-up no later then 9/19/19. Call ended mutually.

9/16/2019 10:14:10 AM

RCAS-YB sent email to [redacted] requesting ETA for following. Part Name: Engine Long Block Part Number: 10102-ez40a Order Number: 15062689 Dealer name and code [redacted] #2911 Region code:32 Location of the veh: [redacted] Can the veh be driven? If not, why?no The date the veh became inoperable: 9/10/19 Is the part that is needed due to a warrantable failure? yes

9/18/2019 3:16:12 PM

RCAS-YB received email from [redacted] requesting DLR submit STP.

9/18/2019 3:18:22 PM

RCAS-YB made outbound call to [redacted] Nissan. RCAS-YB spoke with PC-[redacted]. RCAS-YB advised part needs to be STP. [redacted]HC understood and advised PC and PM would go ahead and escalate. RCAS-YB understood and thanked [redacted]. Call ended mutually.

9/19/2019 7:29:02 AM

Filter RHR Request Arbs does not Recommend an RHR Vehicle Outside LA Guidelines Arbs Recommends Reimb. of One Vehicle payment upon Completion of OPEN [redacted] State - [redacted] Current Miles: 59,475 2017 TITAN XD [redacted]: 12.6.2017 [redacted] WHITE Retail Sale Selling Dealer - [redacted] / 2911 / [redacted] / [redacted] No Campaigns No Prev. cases No Tech Line cases No DTS No VSC 1 Approved Warranty case ~ 9.9.19 RO: 551016 @ [redacted] Nissan @ 59,475 Miles [redacted] - Down DBS Open RO: 551016 @ 59,475 Miles (9.9.19) 1) C/s Truck is Inoperable / veh. will not Start 2) Rental CPIA 1) 7.7.17 - PDI 2) 11.14.17 - 15 Miles Campaign - PC594 3) 10.9.18 - 31,275 Miles D/S AC Not working / Repl Left Side Air Mix Door... DAYS: 1 (RO: 530811) 4) 3.19.19 - 45,056 Miles Fuel Gauge not working / Repl. Fuel Level Sending unit..... DAYS: 1 (RO: 540648) C Concerns: 9.13.19....received inbound call from [redacted] C/S the engine has had a catastrophic failure in the VEH C/S that the DLRSHP has told C that the part is on backorder C/S that the VEH has been at the DLRSHP for two weeks C/S C no longer wants this VEH C/S that when the engine is replaced the VEH will be different (9.16.19) Part Name: Engine Long Block Part Number: 10102-ez40a Order Number: 15062689 (9.16.19) sent email to PC-[redacted] requesting ETA for following. (9.18.19) [redacted]HC understood and advised PC and PM would go ahead and escalate.

9/19/2019 8:43:15 AM

CRR-AR VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number CRR-AR VERIFIED VEH Information including: VIN #, Current Mileage CRR-AR CHECKED for open recalls/campaigns and found: 0 CRR-AR CHECKED for previous UNRELATED Case(s) and found: 0 CRR-AR CHECKED previous RELATED Case(s) and found: 0 CRR-AR NOTED concern is: escalation CRR-AR received inbound call from C C stated C is calling back in about C?s case C stated C that a case decision was made C stated C does not agree with the case decision CRR-AR informed C of set follow-up date C stated C already spoke to the case owner today C stated C wants to speak to the case owner supervisor CRR-AR informed C that the case will be escalated and that C would receive a callback in the next 4-8 business hours C understood CRR-AR asked C if there was anything else CRR-AR could assist with. C declined. CRR-AR provided C with agent ID and case number C understood Call ended mutually. Best Contact# [redacted]

9/19/2019 8:57:16 AM

RCAS-YB made outbound call to C @ [redacted]. RCAS-YB ADVISED "This call may be recorded for quality and training purposes." RCAS-YB advised review for repurchase has been completed. RCAS-YB advised C at this time NNA is not on position to offer repurchase or replacement. RCAS-YB advised however RCAS would like to reimburse for monthly payment after completion of repairs. C stated this is wrong. C stated C wants case re reviewed. C stated C's VEH is not even ready yet. C stated part is on back order. RCAS-YB understood and advised. C interrupted. C stated C wants to know why case was denied. C stated C wants VEH replaced. C stated C has loaner VEH and did not even get loaner VEH that was comparable to Cs. C stated C needs VEH for job. RCAS-YB apologized and again attempted to advise. C interrupted and advised C needs more compensation. C stated C needs VEH replaced. C stated C needs to get loaner Titan in meantime. C sated C wants to know who C can speak with to discuss further. RCAS-YB advised C service history is reviewed for decision. RCAS-YB advised unfortunately that is decision. C stated C does not even have VEH back. RCAS-YB advised if C would allow RCAS to speak then RCAS can advise C. RCAS-YB advised part has been escalated and ETA cannot be provided for 48 hours. RCAS-YB advised once part is received DLR would complete repairs. RCAS-YB advised RCAS would continue working with C to get resolved C stated C wants loaner Titan XD. RCAS-YB advised loaners are owned by DLR and DLR would provide at DLR's discretion. C stated that is incredible. C stated C wants to know why RHR was denied. RCAS-YB advised C can look in owner's manual and will contain a number for C to call to get more information regarding C's state laws. C stated this is ridiculous. C stated C will get lawyer if C has to. RCAS-YB understood and asked C if C would like for RCAS to continue following up with C. C stated yes. C stated C wants C's money as well C stated C wants RCAS to reimburse for insurance as well. RCAS-YB advised unfortunately RCAS does not reimburse for insurance. C stated of course. C stated C wants call back in 12 hours with update. RCAS-YB advised RCAS would be following up within 3 business days as part ETA cannot be provided for 48 hours. C laughed. C stated that was fine. C disconnected.

9/20/2019 10:42:36 AM

SRCAS-RH placed outbound call to [redacted] @ [redacted] SRCAS-RH reviewed case with SA-[redacted] as SM is not available. SA-VW advised engine is on back order, DLR tried to escalate to STP Part # is 10102-EZ40A Order # 15062777 SA-VW DLR traded C into a 4 door titan as the loaner. SA-VW advised order could come in mid next week. SRCAS-RH thanked SA-VW Call ended mutually

9/20/2019 11:03:50 AM

SRCAS-RH placed outbound call to C @ [redacted]. SRCAS-RH advised ?the call may be recorded for quality and training purposes? [redacted] SRCAS-RH advised SRCAS is calling to speak with C regarding Cs request to speak with a supervisor. SRCAS-RH advised SRCAS understands C disagrees with Nissans decision not to repurchase or replace Cs VEH. C stated yes C stated C needs to understands why. SRCAS-RH apologized for Cs engine concerns SRCAS-RH advised SRCAS will document C does not agree with Nissans decision. SRCAS-RH advised C to explore Cs WIB SRCAS-RH reached out to the DLR this morning and was advised that Cs engine could arrive the middle of next week. SRCAS-RH advised that C was also put in a 4 door titan, the most comparable to Cs VEH the DLR had. C stated yes C stated its not the titan diesel with the towing capacity SRCAS-RH can note that the VEH is still not what C needs. C stated so back to why, why cant C be told why C stated C wants to know why. C stated C doesn't want to read the booklet SRCAS-RH understands Cs perspective. SRCAS-RH after reviewing the facts that pertain to Cs VEH NNA is not in the position to assist. SRCAS-RH advised SRCAS will ensure Cs case manager [redacted] works with the DLR for any updates on Cs VEH. SRCAS-RH advised that Cs next update will be Wednesday 25 to check if Cs part has arrived. SRCAS-RH asked if C has RCAS-[redacted] case and contact info. C stated yes C stated if Cs VEH is out of service for more than 30 days, is one monthly payment covering C not having Cs VEH. SRCAS-RH at this time NNA in a position to offer that one monthly payment. SRCAS-RH advised Cs case can be reviewed if this does take longer, but there is no guarantee. SRCAS-RH can only advise C will get that one monthly payment. C stated once the VEH is repaired, if it takes 40 days. C stated C has 40,000 miles left on the warranty. C asked if in 60,000 miles the engine has the same failure, what happens. SRCAS-RH advised if C does have any concerns OOW, NNA will review to assist C. SRCAS-RH cannot guarantee anything, but Cswhole experience with the brand and VEH has been documented. C stated if and when the VEH gets repairs C thinks the parts replace should get a reset on warranty. SRCAS-RH understands Cs point. SRCAS-RH advised the warranties apply for the age and mileage for the whole VEH C stated C did a lot of research before buying this VEH. C sated the VEH should have lasted longer SRCAS-RH does understand SRCAS-RH advised NNA always hopes the VEHs will last, but also understands the VEHs are man made, and concerns can happen/. SRCAS-RH advised this is exactly why factory warranties are installed, so NNA can assist with concerns while the VEH is in the age and mileage of those warranties. C asked how many other VEHs have had this issue. SRCAS-RH advised CA does not have that info, and SRCAS is only able to discuss C and Cs VEH situation. C asked what are Cs other options SRCAS-RH advised C can work towards a fix, otherwise it is at Cs discretion. SRCAS-RH asked if C has any other questions or concerns. C stated yes but SRCAS doesn't want to hear them SRCAS-RH advised C is always welcome to speak with RCAS-YB regarding questions or concerns. SRCAS-RH advised that Cs next update will be Wednesday 25 to advise of any updates on Cs VEH. C thanked SRCAS-RH SRCAS-RH thanked C Call ended mutually

9/20/2019 11:04:16 AM

*** SRCAS-RH notes returning case to SRCAS-YB for further handling ***

9/25/2019 10:11:48 AM

-YB sent email to PC- requesting ETA.

9/25/2019 11:19:44 AM

-YB made outbound call to . -YB spoke with SA- . -YB made outbound call to . -YB spoke with SA- . VW advised engine is in. VW advised SA called C to advise. VW advised VEH is at DLR so will work on VEH. VW advised ETA is expected to be completed next week. -YB understood and thanked SA. Call ended mutually.

9/25/2019 12:06:29 PM

-YB placed outbound call to C @ -YB advised ?the call may be recorded for quality and training purposes? -YB advised C engine was received and DLR is expecting to be completed with repair by latest early next week. C stated ok. -YB asked C if C sent in documents requested for monthly reimbursement. C stated C did not know what documents C was suppose to send in. -YB advised would need copy of registration and POP. C stated ok. C stated C would send over once C has VEH back. -YB understood and advised C to just send over when C was ready. C stated ok. -YB thanke all ended mutually.

9/30/2019 8:47:45 AM

-YB made outbound call to . -YB unable to reach DLR.

9/30/2019 9:05:37 AM

-YB made outbound call to . -YB unable to reach DLR.

9/30/2019 1:54:29 PM

-YB noting email from SM- Reeves advising VEH is still being worked on.

9/30/2019 1:58:47 PM

-YB placed outbound call to C @ -YB advised ?the call may be recorded for quality and training purposes? -YB advised C received update that DLR is still working on VEH. -YB advised received C's documents for reimbursement. C stated ok. C stated C spoke with DLR Friday. C stated C was advised repair was not even started. C stated C knows DLR is not moving VEH along. -YB understood and advised cannot force DLR to make repairs right away. -YB advised however would continue working with DLR to make sure everything is being completed in timely fashion. C stated ok. -YB advised as soon as has update will update C no later then 10/3/19. -YB thanked C for time. Call ended mutually.

10/3/2019

10/3/2019 9:14:33 AM

-YB made outbound call to . -YB spoke with SA- . -YB inquired about status. VW advised VEH should be completed with few days. VW advised SA has updated C every day. VW advised C requested to be updated everyday via email. -YB understood and thanked SA. Call ended mutually.

10/3/2019 11:57:17 AM

-YB placed outbound call to C @ -YB advised ?the call may be recorded for quality and training purposes? -YB advised C DLR is still working on VEH. C stated ok. C stated C still does not get update from DLR. C stated C has to email DLR to get update. -YB understood and advised C if C does not get update C is always welcome to contact and S can get update for stated ok. C thanked . -YB thanked C for time and advised would follow-up no later then 10/8/19.

10/8/2019 8:40:23 AM

-YB made outbound call to . -YB unable to reach SA.

10/8/2019 9:32:13 AM

-YB made outbound call to . -YB unable to reach SA.

10/8/2019 10:33:45 AM

-YB placed outbound call to C @ -YB advised ?the call may be recorded for quality and training purposes'. -YB asked C if VEH was returned to stated yes. C stated VEH was returned and no concerns thus far. -YB understood and advised was glad VEH was returned. advised can proceed wiht reimbursement. -YB asked C to verify mailing address. C stated . understood and advised C would be receiving check in 2-4 weeks and if C has any questions C can contact . C stated ok. C thanked . -YB thanked all ended mutually.

10/9/2019 6:56:26 AM

Created By: (9/19/2019 7:29 AM) | Last Modified By: (9/19/2019 8:32 AM) Filter RHR Request Arbs does not Recommend an RHR Vehicle Outside LA Guidelines Arbs Recommends Reimb. of One Vehicle payment upon Completion of OPEN RO 551016 CPIA UPDATE: CPIA 1) 7.7.17 - PDI 2) 11.14.17 - 15 Miles Campaign - PC594 3) - 31,275 Miles D/S AC Not working / Repl Left Side Air Mix Door... DAYS: 1 (RO: 530811) 4) 3.19.19 - 45,056 Miles Fuel Gauge not working / Repl. Fuel Level Sending unit..... DAYS: 1 (RO: 540648) RO: 551016 @ 59,475 Miles (9.9.19 - 10.4.19) (-)... DAYS: 25 1) C/s Truck is Inoperable / veh. will not Start --- Repl. ENGINE...ENGINE TURNS OVER,NO START. HAS KNOCKING NOISE WHEN TURNING AND CAN VISIBLY SEE WOBBLE OF FRT CRANK PULLEY. REMOVED OIL PAN AND FOUND METAL SHAVINGS AND BEARING MATERIAL INSIDE,PROBABLE BROKEN CRANKSHAFT ISSUE. RR ENGINE BLOCK ASSY, REFILLED FLUIDS AND TEST DROVE OK 2) Rental 3) C/s Fuel Gauge Does not Work all Miles to Empty Does not Show / parts In / Repl. Fuel sending Unit

10/9/2019 7:01:14 AM

REG Expires: 10/2020 POP - US Bank $732.75

10/9/2019 7:06:26 AM

C seeking RHR due to engine concerns

10/9/2019 7:20:16 AM

Submitted check request for Consumer Affairs Voluntary Settlement due to 3 Repair Attempts and 27 Days down for Air Conditioning not Working, Fuel Gauge not working and no Start with a cumulative of 27 warranty days down. State - $732.75 2017 TITAN XD FEDEX ~~ 7766 2181 2026

10/10/2019 6:59:45 AM

Check request approved

10/10/2019 3:32:01 PM

Check sent-FedEx tracking number as notated by DRT agent.

10/14/2019 6:41:24 AM

arbs rec'd e-mail notification from FedEx that C check was delivered on Friday, 10.11.19 @ 11:03 AM arbs Closing Case

10/14/2019 6:41:41 AM

SHOULD THE C CALL BACK IN, TRANSFER CASE BACK TO RCAS ARBS HAS HAD NO CONTACT WITH C AT ANY TIME ? CEE PROGRAM CASE

CONSUMER ASSISTANCE REQUEST

[redacted]

NAME: [redacted] **VIN:** [redacted] **TRIM:** PLAT

CITY: [redacted] **MODEL:** **A61** YR: **2016** **OPTIONS:** B11C03K11L12S01Z66

STATE: [redacted] **DT:** 1/22/2016 **SERVICING DLR** STAR NISSAN, INC.

SVC DT: 5/28/2016 **DLR STATE** [redacted]

OPEN_DT: 9/24/2019

CLOSE_DT: 11/4/2019

MILEAGE: 35,881 **ACCIDENT:** N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Engine Assembly
06	OA	Vehicle Concerns	337230	Engine Electric
	[redacted]	Mechanical	7F	Check Engine Light
13	OA	Vehicle Concerns	337410	HVAC/Defroster
	CD	Comfort and Convenience	GK	Condenser (Condenser/Fan/Motor)

CAR VERBATIM

9/24/2019

9/24/2019 3:46:35 PM

CRR-PS < VERIFIED > Account Info including: C's name, HOME & phone#, email id & best contact# CRR-PS VERIFIED Veh Info including: VIN#, mileage CRR-PS CHECKED for open recalls/campaigns and found: 0 CRR-PS CHECKED for previous UNRELATED Case(s) and found: 2 CRR-PS CHECKED previous RELATED Case(s) and found: 0 CRR-PS NOTED concern is: RHR CRR-PS received inbound call from C C stated C VEH failed on highway twice and both times C VEH was towed to Nissan DLR C stated C VEH failed for the first time a year ago and now a week ago it failed again C stated C VEH engine failure and VEH mix oil and gas burning; C stated C VEH smells bad C stated C do not want VEH back and VEH exhaust is smelly and smoky all the time C stated C does not want VEH as it?s not safe and C was with C son when VEH engine failed and both were scared C stated C VEH jumped and died on C CRR- PS apologised for inconvenience CRR-PS asked C about current mileage on VEH C stated C VEH has current mileage as 40,000 C kept repeating again and again that C does not feel safe in VEH and wants [redacted]A CA to forfeit pending 2 lease payment on VEH CRR-PS informed C that NMAC can assist for leasing concern C informed NMAC transferred C to [redacted] CA CRR-PS asked C name of DLR and concerned person C stated C VEH is at Star Nissan and concerned person is [redacted] and C was never updated about status on VEH CRR-PS Informed C case is escalated to RCAS for review for safety and C will be contacted by 09/25/2019 EOD C Understood CRR-PS offered further assistance C denied CRR-PS provided cases no, name and NPS survey Best Contact# [redacted] Call ended mutually

9/24/2019 3:47:14 PM

Case Summary C contacted Nissan CA regarding VEH buyback CRR-PS Escalating case to RCAS for review

9/25/2019 12:48:34 PM

RCAS-BA submitted RHR filter.

9/25/2019 12:49:48 PM

RCAS-BA successfully Datanet case

9/25/2019 1:00:05 PM

RCAS-BA made outbund call to Star Nissan @[redacted]. RCAS-BA spoke to SA-Allen Laveau. SA stated engine will not turn over and has oil leak at front of crankshaft. SA stated there was a failed lower engine. SA stated long block assembly,gaskets, and all included parts. SA stated parts were ordered for 10/31. SA stated technician is calling this in to PCC in about an hour or two. SA stated last engine in the US was just ordered there so VEH will need to be there. RCAS-BA asked RHR questions. How many times has the customer?s vehicle been to the dealer/retailer for repairs? never. SA stated C was in for various issues. SA stated DLR las replaced turbos about 2-3,000 miles ago in May. SA stated there is excessive debris in the oil pan and the crankshaft snapped. What repairs were performed? turbo in May was the only thing related to this. SA stated there was a battery replaced and loose wiring at 26 miles. Are there currently any OPEN [redacted]? Yes, RO 653480 Is the vehicle currently at the dealership? yes How many days has the vehicle been kept out of service at your dealer for repairs? since the 17th so 9 days Has TECH LINE been involved?yes on the turbo repair. Has a Dealer Technical Specialist (DTS) been involved? not necessary Has the on-site CA Technical Specialist (CATS) been involved? not yet What are you waiting on to get VEH repaired? engine to be approved and the part to arrive. RCAS asked if C was in a loaner. SA stated yes. SA stated this is not due to lack of maintenance. SA stated 35,881 is mileage. RCAS advised RCAS can assist with the escalation of the part if necessary. SA stated PM will put it on VOR. RCAS advised RCAS will call tomorrow to PM. SA stated C does not want to pay for last lease payments. SA stated lease is supposed to be up in October or November. SA sated C took ownership of VEH in 5/2016. Call ended mutually.

CONSUMER ASSISTANCE REQUEST

[redacted]

9/25/2019 1:24:21 PM

Filter RHR Request Arbs Does not Recommend an RHR Vehicle is outside IL GUIDELINES Arbs Recommends reimb. of 1 or 2 payments at completion of OPEN RO State - [redacted] Customer - MIRSAD CAUSEVIC Current Miles - 40K Vehicle - 2016 TITAN XD [redacted]: 5.28.16 FORGED COPPER NMAC LEASE BASIC - 36K or 5.28.19 Powertrain - 100,000 Miles or 5.28.21 Selling Dealer -- [redacted] / [redacted] / [redacted] / [redacted] CPIA 1) 2.24.16 - PDI 2) 5.28.16 - 26 Miles There is LIGHT on DASH that Says Service electronic Throttle Control / Repair Wiring Harness.... DAYS: 11 (RO: 581321) 3) [redacted] - 8,260 Miles Recall PC494 4) [redacted] - 16,877 Miles Remote INOP / Repl. Battery.... DAYS: 5 (RO: 608703) 5) [redacted] - 19,386 Miles Recall PC511 6) [redacted] - 19,386 Miles Repl. Fan Motor Ass'y... DAYS: 31 (Rental - $245) (RO: 536692) 7) [redacted] - 27,914 Miles Recall PC423 & R1719 8) [redacted] - 27,914 Miles Repl. Oil Pressure Switch... DAYS: 11 (RO: 553187) 9) [redacted] - 31,714 Miles Battery is leaking / Repl. Battery & Terminals... DAYS: 4 (RO: 642721) 10) 5.23.19 - 33,505 Miles SES Light on & Loss of Power / Repl. Turbo Charger Ass'y....RENTAL - $450... DAYS: 16 (RO: 647577) TABLEAU - OPEN RO 653480 (9.17.19) @ 35,881 Miles 1) C.s Was driving on HWY for 2 HRS & Warning came up "LOW PRESSURE" - Vehicle Died out and had to get towed 4 Closed Campaigns 0 Open Campaigns 2 Approved Warranty cases (Both Under RO: 642721) [redacted] No Prev. cases 2 Tech Line cases No VSC No DTS Concerns - (9.24.19)....received inbound call from C C/S VEH failed on highway twice and both times C VEH was towed to Nissan DLR C/S C VEH engine failure and VEH mix oil and gas burning; C stated C VEH smells bad C/S C does not want VEH as it?s not safe and C was with C son when VEH engine failed and both were scared C kept repeating again and again that C does not feel safe in VEH and wants NNA CA to forfeit pending 2 lease payment on VEH (9.25.19) SA stated engine will not turn over and has oil leak at front of crankshaft. SA stated there was a failed lower engine. SA stated long block assembly,gaskets, and all included parts. SA stated parts were ordered for 10/31. SA stated technician is calling this in to PCC in about an hour or two. SA stated last engine in the US was just ordered there so VEH will need to be there.

9/25/2019 2:58:39 PM

SERVICING DLR: Star Nissan PREVIOUS RELATED FILE FOUND: 0 PREVIOUS UNRELATED FILE FOUND: 0 Open Recalls/Campaigns: none

9/25/2019 3:02:37 PM

RCAS-BA made outbound call to C @ [redacted]. RCAS-BA left VMX stating RCAS-[redacted]'s name, contact #, and C's case #. RCAS-BA advised C if C reaches RCAS-[redacted]s VMX, C can leave best time and number to reach C. RCAS-BA stated that the review is to see if NNA is in the position to assist with a possible repurchase or replacement of the VEH. RCAS-BA advised C RHR process can take up to 10 business days to complete. RCAS-BA stated there is no guarantee. RCAS-BA stated RCAS-BA would follow up with C every 3 days until RHR is completed. RCAS-BA stated that RCAS-BA will follow up on 9/30. RCAS advised RCAS will review for any lease payment assistance once repairs are made. RCAS advised RCAS will be working with DLR.

9/30/2019 8:54:24 AM

RCAS-BA made outbund call to Star Nissan @[redacted]. RCAS spoke to PM-[redacted]. RCAS asked if part was ordered. PM stated it is the long block engine. PM stated part is updated to tiger team and ETA is the 4th of October. Call ended mutually.

9/30/2019 10:21:17 AM

RCAS-BA made outbound call to C @ [redacted]. C asked if RCAS can call back in 30 minutes. RCAS advised RCAS can try but if not, RCAS will calll C no later than 10/1/2019. C asked if C cn cll RCAS. RCAS stated yes, ut if RCAS does not answer, RCAS will call C no later than 10/1/2019. RCAS provided C with number of [redacted]. Call ended mutually.

10/1/2019

10/1/2019 12:35:19 PM

RCAS-[redacted] made outbound call to C @ [redacted]. RCAS-BA verified C?s name, home & email address, concern, phone. SERVICING DLR: [redacted] PREVIOUS RELATED FILE FOUND: 0 PREVIOUS UNRELATED FILE FOUND: 0 Open Recalls/Campaigns: NONE RCAS-BA advised, ?This call may be recorded for quality and training purposes.? RCAS-BA reviewed Cs concerns regarding seeking assistance with long block assembly. RCAS apologized. RCAS advised RCAS had part escalated and the ETA is 10/4/2019. RCAS-BA stated that a decision has been made in regards to the review for a possible repurchase or replacement of C?s VEH. RCAS-BA advised that NNA has reviewed C?s repair history. RCAS-BA stated that at this time NNA is not in the position to repurchase or replace C?s VEH. RCAS-BA stated that NNA will continue to honor any and all applicable warranties on C?s VEH which is powertrain. C stated C's concern is that this happened twice and put C and C's sons life in danger. C stated on the highway, VEH stopped and jumped. C stated C was able to pull over. C stated C has two more months on VEH and C does not want VEH back. C stated this VEH had issues. C stated C is waiting for two weeks for this and C is losing money for not using VEH to drive. C stated C was asking NNA to forfeit the last two payments of C's lease. RCAS apologized. RCAS advised once another repair is made, RCAS can review again. RCAS advised CA covers C as the manufacturing and cannot assist with forfeiting the last two payments. C stated it has been out for one month. C stated C wants NNA to keep the VEH and C move on. C stated C wants something that is safe. C stated C does have media coverage and this just be a recall. C stated when C warms up VEH, there is a smell of gas. RCAS advised there are no recalls or campaigns on the vehicle. RCAS advised there will be a month reimbursement, once repairs are done. RCAS advised CA cannot forfeit payments on VEH. C stated C does not want VEH back and C does not understand why CA is not taking this seriously. RCAS advised CA is taking this seriously which is why review was done. RCAS advised CA looks to DLR to make recommended repairs. RCAS advised part is on back order and once repair is made, if DLR says something else should be reviewed then RCAS will. RCAS advised if DLR stated repair is not good, then RCAS will review for assistance at that time. RCAS advised CA is not able to do what C is asking but RCAS is still reviewing for assistance. C stated so RCAS will call C in the next couple of days. RCAS advised follow up is on 10/7/2019. RCAS confirmed C has direct number. RCAS-BA asked if C had any other questions. C said no. RCAS-BA thanked C for reviewing with RCAS. RCAS-BA advised C C had RCAS-BAs contact number and case number in the meantime. Call ended mutually.

10/7/2019 3:30:17 PM

RCAS-BA made outbund call to Star Nissan @[redacted]. RCAS spoke to PM-[redacted]. RCAS asked if part arrived. [redacted]-JB stated part is not in. [redacted] stated part is allocated and should arrive 5-7 days from today. [redacted]-JB stated this is at the highest level. [redacted]-JB stated this is business days so DLR expects part within the week. RCAS-BA advised [redacted]-JB will be called on Thursday. Call ended mutually.

10/7/2019 3:55:04 PM

RCAS-[redacted] made outbound call to C @ [redacted]. RCAS-BA advised, ?This call may be recorded for quality and training purposes.? RCAS-[redacted] advised ETA of long block assembly. RCAS-BA advisd PM stated part is allocated and should arrive 5-7 days from today. C stated that does not mean anything to C because C has two months left of lease and C needs a VEH for work. C stated C is trying to fix lease. C stated by the time NNA fixes VEH, lease is going to be over. C stated C does not want VEH because VEH is not safe. RCAS-BA advised in previous conversation, RCAS-BA advised CA is not in the position to repurchase or replace VEH. RCAS-BA advised unfortunately RCAS-BA is waiting on the case. RCAS-BA advised C to go through where C has loan from. C stated C wants RCAS-[redacted] to understand C before C gets a lawyer. C statesd C is going to take next step. RCAs-BA asked what C means by next step, C stated C is going to go with the next step. C stated C might go to the news or something. RCAS-BA asked if C is seeking any further assistance from NNA. C stated what assistance. C stated C has a business that needs a pick up truck. C stated C does not want VEH back and NNA should should take C out of the payment. RCAS-BA advised NNA is not in the position to repurchase VEH and if C wants out of the lease then C will have to work with lien holder. RCAS-BA asked if C would still wants RCAS-BA to work the case. C stated RCAS-BA can. C stated C has to go now. RCAS-BA tried to set follow up date. C disconnected call.

10/14/2019 2:44:51 PM

[redacted]BA made outbound call to Star Nissan at [redacted]. [redacted]-BA was advised SA's were busy. [redacted]-BA left VMX for SA-[redacted]. [redacted]BA asked if VEH was repaired. [redacted]BA left number for contact. _____ [redacted]BA made outbound call to Star Nissan at [redacted]. [redacted]-BA spoek to PA-[redacted]. [redacted]-GM stated part showed up on either Thursday or Friday and service is working on VEH now. [redacted]-BA asked if PA-GM know how long this will take. [redacted]-GM stated that is a service question. [redacted]-BA thanked PA-GM for help. Call ended mutually.

10/14/2019 2:52:45 PM

[redacted] made outbound call to C @ [redacted]. [redacted]BA advised, ?This call may be recorded for quality and training purposes.? [redacted]BA advised DLR is stating part was in adn service is working on VEH.. [redacted]-BA adived [redacted]-BA will be reviewing with C every 3 business days until VEH is repaired. [redacted]BA advised email will be sent titled "Request documents" and C can attach the monthly bill. [redacted]BA advised another email will be sent asking for PO and C can attach current registration. RCAs-BA advised both are needed to reimburse C monthly payment. C asked for what. [redacted]-BA advised [redacted]BA needs it to reimburse C a monthly payment. C stated so C is going to pay and then CA is going to reimburse C. [redacted]-BA advised CA has no contract with lien holders, so monthly payment reimbursement will be sent to [redacted] asked what is the registration. [redacted]-BA advised VEH registration C got from DMV. C stated okay and thanked [redacted]-BA for help. [redacted]-BA asked if C has any further questions. C stated no. [redacted]BA thanked C for being patient and reviewing with [redacted]. [redacted]BA advised [redacted] had [redacted]-BAs contact number and case number in the meantime. Call ended mutually.

10/14/2019 2:56:03 PM

[redacted]BA emailed PO and request documents.

10/16/2019 9:15:51 AM

ECRR-MH logged email case 37513926 ---------- Hello, Please see attached Vehicle Registration and statement. Case # 37240671 VIN # [redacted] Best Regards, [redacted] Oasis Heating & Cooling [redacted] Phone[redacted] ---------- ECRR-MH attached documents to case 37240671 for review ECRR-MH toggled supporting documents box ECRR-MH exited case

10/16/2019 2:31:36 PM

[redacted]BA made outbound call to Star Nissan at [redacted]. [redacted]-BA spoke to [redacted]BIII [redacted]. [redacted]-BA asked if VEH was repaired. [redacted]-BH stated DLR ha parts and is in progress of getting done. [redacted]BA advised Monday or Tuesday is when VEH will be done. Call ended mutually.

10/17/2019 1:49:02 PM

[redacted]BA noting Cs statement for payment is through NMAC btu does not have VIN on document. _____ [redacted]-BA emailed NMAC to confirm Cs VEH payment.

10/17/2019 1:52:51 PM

[redacted] made outbound call to C @ [redacted]. [redacted]BA left VMX stating [redacted]BA's name, contact #, and C's case #. [redacted]-BA advised C if C reaches [redacted]BA's VMX, C can leave best time and number to reach C. [redacted]BA advised [redacted]BIII [redacted] VEH is expected to be repaired on Monday or Tuesday of next week. [redacted]-BA set follow up for 10/23/2019. [redacted]BA advised documents were received for PO and VEH payment. [redacted]BA thanked C for sending in documents and process out to check to C once VEH repaired.

10/21/2019 9:21:52 AM

[redacted]BA made outbound call to Star Nissan at [redacted]. [redacted]-BA spoke to [redacted]. [redacted]BH stated VEH is completely pulled apart and will not be done until the end of the week. [redacted]BH stated VEH has been down since 9/17/2019. Call ended mutually.

10/21/2019 4:18:34 PM

[redacted]-BA received email from NMAC advising Cs VEH payment is $959.64.

10/21/2019 4:19:03 PM

[redacted] made outbound call to C @ [redacted]. [redacted]-BA advised, ?This call may be recorded for quality and training purposes.? [redacted]BA advised payment information was confirmed by NMAC. [redacted]-BA stated once VEH is repaired, CA will be able to process check to C. [redacted]-BA adivsed [redacted] stated VEH will not be ready until end of week. [redacted]-BA set follow up for 10/25/2019. C asked if last payment will be reimbursed to C. [redacted]BA advised CA will be reimbursing C and only paying C directly. C asked if VEH should be done on Friday. [redacted]-BA states that is what DLR stated and if that changes, [redacted]-BA will call C. [redacted]-BA thanked C for calling NNA CA, and for reviewing with [redacted]BA. [redacted]BA advised [redacted] had [redacted]-BAs contact number and case number in the meantime. Call ended mutually.

10/25/2019 11:32:11 AM

[redacted]BA made outbound call to Star Nissan at [redacted]. [redacted]BA was on hold for more than 7 minutes.

10/25/2019 1:57:16 PM

[redacted]BA made outbound call to Star Nissan at [redacted]. [redacted]-BA was advised SM is not available. [redacted]BA spoke to SA-[redacted]. SA stated it seems like VEH is at DLR but VEH is finished. SA stated VEH road tested as okay now. SA stated whether C picked up or not is not clear. SA stated [redacted]. SA stated this repair was completed for the long block assembly. SA stated SA does not know if C has been notified. Call ended mutually.

10/25/2019 2:00:44 PM

[redacted] made outbound call to C @ [redacted]. [redacted]BA left VMX stating [redacted]BA's name, contact #, and C's case #. [redacted]-BA advised C if C reaches [redacted]BA's VMX, C can leave best time and number to reach C. [redacted]BA advised DLR is stating VEH is repaired but [redacted]BA wants to follow up with C for the reimbursement. [redacted]-BA set follow up 10/28/2019.

10/28/2019 9:37:26 AM

[redacted] made outbound call to C @ [redacted]. [redacted]BA left VMX stating [redacted]BA's name, contact #, and C's case #. [redacted]-BA advised C if C reaches [redacted]BA's VMX, C can leave best time and number to reach C. [redacted]BA advised DLR is stating VEH is repaired but [redacted]BA wants to follow up with C for the reimbursement. [redacted]-BA set follow up 10/29/2019. _____ [redacted]BA emailed C unable to contact for 10/25 and 10/28

10/29/2019 9:51:18 AM

RCAS-[redacted] made outbound call to C @ [redacted]. RCAS-BA advised, ?This call may be recorded for quality and training purposes.? RCAS-BA stated DLR advised on Friday that VEH is finished. C stated correct RCAS-BA advised RCAS-BA is glad VEH is repaired RCAS-BA advised the reimbursement can now be processed. RCAS-BA advised check will be in the amount of $959.64 which is Cs bill amount because VEH was down for one month and a couple of days. RCAS-BA advised C that reimbursement will come in the form of a check and will be sent to the address on [redacted]s file. RCAS-BA advised C to verify address for RCAS one more time. C stated [redacted] can be used and is Cs home address. RCAS-BA asked for spelling of Cs name for check. C stated [redacted]. RCAS-BA thanked C for information. RCAS-BA advised C that it will take up to 2 business days to process check and then check will get to C in 7 to 10 business days. C asked when Cs lease was up. RCAS-BA advised the only information RCAS-BA can see if VEH was purchased on 5/28/2016 and C would need to refer C to DLR. RCAS-BA apologized to C for Cs VEH being down and hopes that this reimbursement aids a little in restoring Cs confidence in the brand. RCAS-BA thanked C for being a NNA C, calling NNA CA, and for being patient with RCAS-BA while RCAS-BA worked Cs case. RCAS-BA advised C C had RCAS-BAs contact number and case number if C does not receive check by the 11th business day. Call ended mutually.

10/30/2019 6:48:03 AM

REG [redacted] Exp. 5/31/2020 RCAS-BA advised C to verify address for RCAS one more time. C stated [redacted] can be used and is Cs home address. NMAC Stmt. $880.40

10/30/2019 6:50:01 AM

Repair History update: CPIA 1) 2.24.16 - PDI 2) [redacted] - 26 Miles There is LIGHT on DASH that Says Service electronic Throttle Control / Repair Wiring Harness.... DAYS: 11 (RO: 581321) 3) [redacted] - 8,260 Miles Recall PC494 4) [redacted] - 16,877 Miles Remote INOP / Repl. Battery.... DAYS: 5 (RO: 608703) 5) [redacted] - 19,386 Miles Recall PC511 6) [redacted] - 19,386 Miles Repl. Fan Motor Ass'y... DAYS: 31 (Rental - $245) (RO: 536692) 7) [redacted] - 27,914 Miles Recall PC423 & R1719 8) [redacted] - 27,914 Miles Repl. Oil Pressure Switch... DAYS: 11 (RO: 553187) 9) [redacted] - 31,714 Miles Battery is leaking / Repl. Battery & Terminals... DAYS: 4 (RO: 642721) 10) [redacted] - 33,505 Miles SES Light on & Loss of Power / Repl. Turbo Charger Ass'y....RENTAL - $450... DAYS: 16 (RO: 647577) 11) [redacted] - 10.28.19 @ 35,881 Miles.... DAYS:42 (RO: 653480) 1) C.s Was driving on HWY for 2 HRS & Warning came up "LOW PRESSURE" - Vehicle Died out and had to get towed / Repl. Long Engine Vehicle - 2016 TITAN XD [redacted] : [redacted] FORGED COPPER NMAC LEASE

10/30/2019 6:57:33 AM

seeking assistance with long block assembly.

10/30/2019 7:02:13 AM

[redacted] Submitted check request for Consumer Affairs Voluntary Settlement due to 7 Repair Attempts and 120 Days down for Check Engine light on, Battery leaking, Vehicle loses power and Low pressure light on with a cumulative of 120 warranty days down. State - [redacted] $880.40 2016 TITAN XD FEDEX ~ [redacted] 5039 0154

10/30/2019 9:39:16 AM

Check Request Approved

10/31/2019 2:13:12 PM

Check sent-FedEx tracking number as notated by DRT agent.

11/4/2019 5:54:31 AM

rec'd e-mail notification from FedEx that C Check was Delivered Friday - 11.1.19 @ 4 PM [redacted]s closing Case SHOULD THE C CALL BACK IN, TRANSFER CASE BACK TO RCAS ARBS HAS HAD NO CONTACT WITH C AT ANY TIME ? CEE PROGRAM CASE

CONSUMER ASSISTANCE REQUEST

[redacted]

NAME: [redacted] **VIN:** [redacted] **TRIM:** PLAT

CITY: [redacted] **MODEL:** **A61** YR: **2016** **OPTIONS:** B11B92B95B96C03K11L1

STATE: [redacted] **MFG DT:** 3/11/2016 **SERVICING DLR** NISSAN OF [redacted]

OPEN_DT: 10/2/2019 **SVC DT:** 11/20/2016 **DLR STATE:** [redacted]

CLOSE_DT: 10/9/2019 **MILEAGE:** **ACCIDENT:** N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Engine Assembly

CAR VERBATIM

10/2/2019

10/2/2019 3:34:46 PM

Attorney letter received; Case assigned to ARBS for review. Previous cases found: 37186934(Open), 36706915, 36649626, 36646509, 34214802, 33407544 Open recalls/campaigns: None. DRTS-AK in receipt of attorney letter received 10/1/19 via US Mail and Certified Mail dated 9/26/19 sent via [redacted]. Attached for your review. Law cited: None. Nonconformities include: Drive shaft broken, engine locked up, needs new engine, transmission, and DEF system. Requesting: 1. Complete copy of the sales agreement; 2. All Carfax reports obtained by [redacted] Nissan for use in sales of this vehicle; 3. Complete maintenance history records; 4. Complete copy of the Manufacture's Limited Warranty; 5. Complete copy of the Pre-Owned Vehicle Limited Warranty; 6. All correspondence from Nissan North America regarding Case # 36649626, Nissan Customer Affairs; 7. All written estimates for repair for the issues stated in the attached invoice; 8. Copies of all recalls associated with this vehicle; and 9. All communications regarding applicable warranty coverage for this issue including but not limited to any denials of coverage. For any denials of warranty coverage; please cite to the applicable warranty including Page and Paragraph numbers. Or a good-faith attempt to reach an amicable resolution of this matter. Requesting written response within 14 days. Letter attached.

10/3/2019 7:51:19 AM

DRTS-AK placed outbound call to [redacted] Nissan to request ROs SA [redacted] agreed to have the SM fax the ROs. DRTS-AK placed outbound call to Gettel Nissan of [redacted] to request ROs [redacted] agreed to fax the ROs DRTS-AK placed outbound call to Nissan of [redacted] to request ROs [redacted] took a message, everyone in service is busy.

10/3/2019 7:53:49 AM

DRTS-AK placed outbound call to Napes Nissan to request ROs, Lines are busy, unable to speak with anyone at this time

10/3/2019 11:02:42 AM

DRTS-KD attached factory invoice

10/3/2019 11:44:22 AM

DRTS-AK placed outbound call to Nissan of [redacted] to check the status of requested ROs Receptionist took a message for service, everyone is busy. DRTS-AK placed outbound call to Gettel Nissan of [redacted] to check status of requested ROs. [redacted] saw that the email was misspelled. Fixing and sending. DRTS-AK placed outbound call to [redacted] Nissan to request ROs. Left message with manager.

10/3/2019 12:57:33 PM

DRTS-AK received voicemail from Page at Nissan of [redacted], She agreed to email the RO.

10/3/2019 1:40:34 PM

DRTS-AK attached ROs to case.

10/7/2019 9:12:53 AM

DRTS-AK placed outbound call to [redacted] Nissan to request bill of sale and title app.

10/7/2019 9:54:16 AM

DRTS-AK placed outbound call to [redacted] Nissan to request ROs that were not provided. [redacted] agreed to fax them. DRTS-AK placed outbound call to Gettel Nissan of [redacted] to request ROs that were not provided. A SA agreed to email them.

10/7/2019 10:01:06 AM

DRTS-AK attached factory ROs from HOST.

10/8/2019 1:18:38 PM

DRTS-AK placed outbound call to [redacted] Nissan to check status of requested ROs. Left message for SA [redacted].

10/8/2019 2:52:10 PM

ARBS-KC notes case pending RHR.

10/8/2019 2:58:28 PM

DRTS-AK placed outbound call to [redacted] Nissan to check the status of requested ROs. SA [redacted] agreed to fax them by the end of the day.

10/8/2019 3:36:26 PM

DRTS-AK placed outbound call to Nissan of [redacted]n to verify days down on RO 121169. SA informed that veh was there because C refused to pick it up.

10/9/2019 8:03:11 AM

DRTS-AK attached RHR to case.

10/9/2019 8:53:26 AM

ARBS-KC notes the following: 9/01/18@ 24,795 miles--RO 6240784--4 days down Concern: 1. C/s that tailgate will not always open or unlock Action: 1. No repairs made 9/29/18@ 27,183 miles--RO 6242557--2 days down Concern: 1. C/s rear tailgate latch inop Action: 1. Replaced handle/rods/latch [redacted] and lock actuator arm 10/27/18@ 28,967 miles--RO 52157--4 days down Concern: 1. C/S that there is a A/T error displaying on the dash and the trans is not shifting. Action: 1. C will bring car back. Veh needs a new trans. 8/5/19@ 50,223 miles--RO 121169--12 days down Concern: 1. C/S the vehicle shut off at 70 mph and will not restart, veh was towed in. Action: 1. Diagnosed and found the drive shaft to be broken and engine locked up. Vehicle has two aftermarket power tuners. Vehicle will need new engine, trans, and def system. C declined repairs 8/16/19@ 50,223 miles--RO 237379--4 days down Concern: 1. C/S engine won?t start. Action: 1. Per NNA warranty has been denied and they will not let us work on the veh. ARBS-KC notes the following repair summary: In-service: 11/20/2016 Purchased: CPO State: [redacted] Current Mileage: 50,223 VSC Found: CPO wrap warranty (Valid until 11/20/2023 or 100,000 miles) and PMA Open Campaigns: N/A Warranty Cases Found: [redacted] engine warranty voided due to NWF caused by aftermarket parts Additional CA Cases Found: 37186934-social media case 36649626-C seeking to have repairs completed under warranty, DTS confirmed NWF and engine warranty w[redacted] uspended 34214802-social media case 33407544-requesting [redacted] stance with part order, RCAS-[redacted] provided ETA Previous Goodwill Offers: N/A Tech Line Cases Found: 1 related to veh shut off DTS Involved: [redacted] on 08/13/19 Total days down: 26 Days down for warranty repairs: 6 Days down within 24 months from in-service date: 6 2 repairs for tailgate will not open or unlock --1@ 24,795 miles - no repairs made --2@ 27,183 miles - replaced lock actuator arm 0 repairs for A/T error message displayed on dash and trans not shifting --1@ 28,967 miles - recommended to replace transmission, C declined to leave veh for repairs 0 repairs for veh shut off at 70 MPH and will not restart/engine won't start --1@ 50,223 miles - NWF due to aftermarket parts, engine warranty suspended --2@ 50,223 miles - warranty for engine denied, C declined repairs

10/9/2019 9:35:00 AM

ARBS-KC completed attorney response letter stating NNA unable to provide requested docs, attached to case. ARBS-KC response via FedEx [redacted]. ARBS-KC attaching shipping label to case.

10/9/2019 9:36:19 AM

ARBS-KC closing case as no furthe[redacted] sistance is needed at this time ***Case Summary*** Case opened by C through Atty Letter, C requesting NNA to supply requested documents. ARBS-KC completed letter advising NNA unable to provide docs, referred to work with IO&O DLRs. ***Statement of Decision*** ARBS-KC closing case as no further [redacted] stance is needed at this time.

10/9/2019 9:37:53 AM

*** [Added after the case is closed.] *** ARBS-KC notes no email correspondence sent or received, no emails attached to case.

10/10/2019 9:51:18 AM

*** [Added after the case is closed.] *** ARBS-KC notes the following: Our records indicate that the following shipment has been delivered: Reference: 11131 Ship date: Oct 9, 2019 Signed for by: [redacted] N Delivery location: [redacted] Delivered to: Receptionist/Front Desk Delivery date: Thu, 10/10/2019 10:12 am Service type: FedEx St[redacted] rd Overnight? Packaging type: FedEx? Envelope Number of pieces: 1 Weight: 0.50 lb. Special handling/Services Deliver Weekday Direct Signature Required St[redacted] ard transit: 10/10/2019 by 3:00 pm Tracking number: [redacted] Shipper Information Recipient Information [redacted] Nissan North America, Inc The Law Office of [redacted] [redacted] Please do not respond to this message. This email w[redacted] ent from an unattended mailbox. This report was generated at approximately 9:20 AM CDT on 10/10/2019.

10/21/2019 9:40:54 AM

*** [Added after the case is closed.] *** SMS-LR documenting C's social media activity via Facebook: ***** C: Here is what they really look like. 11 weeks without my truck and Nissan refuses to replace my cummins. Snapped crank at 50,223 miles. Piece of [redacted] company. ******

10/21/2019 9:57:19 AM

*** [Added after the case is closed.] *** SMS-LR documenting C's social media activity via Facebook: ***** C: Photo attached C: Dealership says there isn?t an oil leak. #nissansucks *****

10/21/2019 12:53:42 PM

*** [Added after the case is closed.] *** SMS-VR documenting C's social media activity via Facebook. ***** C: [redacted] they have me vin locked. If a dealership types in my vin them corporate calls them and says don?t touch it. They are such a shady company. It?s unbelievable. Customer service is amazing C: Once they get your money from the purchas[redacted] ll the extras they lie to you about they send emails like this. Owner Loyalty Manager ?? C: This is how they treat you after their get your money. Go anywhere but a Nissan dealership *****

10/22/2019 9:12:00 AM

*** [Added after the case is closed.] *** SMS-EN documenting C's social media activity via Facebook ***** C: Another one gone. Recall the engines already. 11 weeks without my truck. Lawyer is a busy man. #snappedcrank [redacted] [redacted] (photo attached) *****

10/23/2019 10:18:08 AM

*** [Added after the case is closed.] *** SMS-AC documenting C's social media activity via Facebook. ***** C: Do they come with a free tow truck or was that just for the diesel models? C: PIC attached C: PIC attached C: Free tow truck with every purchase. Oh wait. You discontinued the diesel. Snapped crank and a $50k lawn ornament while we sue Nissan. C: PIC attached ******

10/24/2019 11:50:43 AM

*** [Added after the case is closed.] *** SMS-EN documenting C's social media activity via Facebook ***** C: Hopefully the new ones last longer than 50k miles. Oh and stand behind your warranty. I know that?s asking a lot. (pic attached) C: The all new Nissan F-150. Congrats C: [redacted] yeah i had a 05 with 240k mikes with zero issues. It?s 2016 and newer that are the issue and Nissan hides it. Especially the diesel. Snapped cranks all over the country. Even the techs know to hide it. This is a tech commenting. (pic attached) C: They do t even know the difference between a crankshaft and a driveshaft. Shady [redacted] company (pic attached) C: Too bad the terrible customer service will never change. Wish my lawsuit would hurry up so i can get rid of it. (pic attached) *****

10/24/2019 2:14:50 PM

*** [Added after the case is closed.] *** SMS-AC documenting C's social media activity via Facebook. ***** C: [redacted] i have 5/100. They just don?t honor it so we are suing them. C: [redacted] crank snapped. Same as a ton of other cummins. Casting issue from early models. C: [redacted] it doesn?t take much but they want 33k to fix mine. Shady company. This is one list of 4. Almost 400 engines that I have spoken to. Imagine how many I don?t know about though. It needs a recall. Or possible class action lawsuit C: [redacted] hopefully but i don?t think they care. Conference call with our lawyer and someone else later. Possible class action starting. Sucks to put thousands out of pocket to force them to do the right thing but I?m not letting them get away with it anymore. *****

10/24/2019 2:50:42 PM

*** [Added after the case is closed.] *** SMS-LR documenting C's social media activity via Facebook. ***** C: [redacted] yeah not. Probably a tow truck because they know her truck is about to get her stranded ******

10/24/2019 4:30:44 PM

*** [Added after the case is closed.] *** SMS-LR documenting C's social media activity via Facebook. ***** C: [redacted] people are [redacted]. *****

10/25/2019 9:58:08 AM

*** [Added after the case is closed.] *** SMS-LR documenting C's social media activity via Facebook. ***** C: [redacted] I?m sorry. It?s terrible. And Nissan couldnt care less, ******

10/25/2019 11:25:28 AM

*** [Added after the case is closed.] *** SMS-VR documenting C's social media activity via Facebook. ***** C: [redacted]?sfns=mo *****

[redacted], March 6, 2024

CONSUMER ASSISTANCE REQUEST

Pa[redacted]

[redacted]

NAME: [redacted], R[redacted] **VIN:** [redacted] **TRIM:** [redacted]

[redacted]: [redacted] **MODEL:** A61 YR: 2016 **OPTIONS:** B11B93B95B96C03L92M

STATE: [redacted] **DT:** 5/3/2016 **SERVICING** [redacted] MCGAVOCK NISSAN

SVC DT: 9/3/2016 [redacted] **STATE:** [redacted]

OPEN_DT: 10/16/2019 **MILEAGE:** 39,900 **ACCIDENT:** N **AIRBAG:** N

CLOSE_DT: 11/20/2019

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
10	OA	Vehicle Concerns	224500	Automatic Transmission
	CA	Mechanical	AY	Assembly (complete)

CAR VERBATIM

10/16/2019

10/16/2019 9:04:58 AM

CRR-AR VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number CRR-AR VERIFIED VEH Information including: VIN #, Current Mileage CRR-AR CHECKED for open recalls/campaigns and found: 0 CRR-AR CHECKED for previous UNRELATED Case(s) and found: 1 CRR-AR CHECKED previous RELATED Case(s) and found: 37010528, 33829060, 28186251, 24961637 CRR-AR NOTED concern is: RHR CRR-AR received inbound call from C C stated C wants to start another case C stated that the motor shut down C stated that the VEH is at the [redacted]SHP C stated that the [redacted] replaced the ECM 2-3 months ago C stated that the battery is friend as well as the ECM C stated that the [redacted]R is draining the oil now C stated that the VHE has been at the [redacted] over 40 times CRR-AR apologized CRR-AR asked how NNA could assist C C stated C wants Nissan to buy the VEH back C stated that the VEH is a lemon C stated C spoke to [redacted]-Dale CRR-AR informed C that case will be escalated to RCAS for further review CRR-AR informed C that RCAS will contact C by end of next business day from a [redacted] area code CRR-AR informed C that if C has a spam blocker that C should have the blocker turned off so that RCAS can get through C's phone C understood CRR-AR asked C if there was anything else CRR-AR could assist with. C declined. CRR-AR provided C with case number C understood Call ended mutually. Best Contact# [redacted]

10/16/2019 9:05:15 AM

----- CASE SUMMARY ----- C stated C wnat sVEH bought back due to multiple repairs CRR-AR informed C that case will be escalated to RCAS for further review CRR-AR escalating case to RCAS

10/16/2019 3:49:48 PM

TL-[redacted] setting task for RHR FILTER for ARBS-[redacted]

10/17/2019 8:08:54 AM

2ND Filter RHR Request Arbs Does Not Recommend an RHR Veh. outside TX Guidelines C has already Been provided one veh. payment and an [redacted] State - [redacted] 39,900 MILES 2016 TITAN XD VIN ~ [redacted] ISD: 9.3.16 GLACIER WHITE CARFAX No Accidents or Damage Reported 1 owner Personal vehicle last reported miles: 39,511 [redacted] (10.11.19) C/S had oil changed then about 200 miles later the engine started knocking real loud and now it will not crank turn over or start. 1 Tech Line Case ~ 28456815 ~ 9.26.17 ~ 11,570 Miles RE: Engine light on RECOMMENDATION: ? Were the injector trim codes registered after ECM replacement? ? Please refer to EC-855 for additional procedures required for ECM replacement ? Refer to EC-863 for injector trim code registration Selling & Servicing Dealer: MCGAVOCK NISSAN Code: [redacted] [redacted] C CONCERNS: 10.16.19 C/S C wants to start another case C/S the motor shut down C/S that the VEH is at the [redacted]SHP 5 PREV. CASES CASE 5 (9.5.19) 37010528 / C contacted Nissan CA requesting assistance with ECM repair reimbursement RCAS-PM reviewed case with SA- [redacted] McCLINTICK and was advised C paid for a ECM replacement which was an electrical component. RCAS-PM reviewed case with DC-[redacted], SRCAS-[redacted] [redacted] and was advised to reimburse C for the repair since it should have been covered under the [redacted] RCAS-PM advised C Nissan would be in the position to offer reimbursement of $1071.09 for the entire repair. C was satisfied with outcome. CASE 4 (12.12.18) 33829060 / GW [redacted] and $659.91 FIRST FILTER RHR ARBS Does not Recommend an RHR due to Veh. is outside [redacted] ARBS does agree with Ser. Mgr. and Recommends an [redacted] and reimb. of one veh. payment CASE 3) 24961637 ~ 12.20.2016 ~ @ 3,642 Miles ~ RHR Denial/ ARBS Recommended DTS / 19 days out of service CASE 2) 28186251 ~ 8.28.2017 ~ 11,593 Miles ~ RHR Denial - Spoke to Ser. Mgr. [redacted] Nissan @ [redacted] / Arbs Was advised Dealer will not perform any additional repairs due to Dealer found "Aftermarket Tire chip" which could be affecting the SES light and fuel Concerns C is having. CASE 1) 28189075 ~ T5 ~ 8.28.17 ~ SERVICE HOT ALERT ~ duplicate case 28186251.

10/17/2019 11:54:44 AM

RCAS-ME sent email to [redacted] asking for status of VEH diag and repairs and if concerns are covered under [redacted] or PT warranty.

10/17/2019 5:00:32 PM

RCAS-ME placed outbound call to [redacted]. RCAS-ME ADVISED "This call may be recorded for quality and training purposes ?. RCAS-ME VERIFIED C's name, mailing address, e-mail. RCAS-ME CHECKED for open recalls/campaigns and found: N/A Previous RELATED Case(s) Found: 0 Previous UNRELATED Case(s) Found: 0 RCAS-ME advised C that RCAS-ME role to C is the case manager meaning RCAS is to act as the point of contact on behalf of NNA corporate regarding C's concerns with VEH or [redacted]. RCAS confirmed C was having motor concerns currently and wanting NNA CA to review for buyback. C stated yes. RCAS apologized for concerns. RCAS advised C that NNA CA did review for repurchase or replacement of the VEH. RCAS stated that at this time NNA CA will not be able to buyback the VEH. RCAS stated that RCAS did ask [redacted] to update RCAS but RCAS has not received any update back yet. C stated C is at the [redacted] C stated that problem is more than motor. C stated problem is ECM and wiring harness. C stated that C has continuous problems. C stated Nissan wont help. C stated C wont stand behind product so C is going to have to get attorney to get Nissan to take VEH back. C stated C has had to get ECM done each year. RCAS understood. RACS stated RCAS still is waiting to hear from SM about status of diag and needed repairs to see if repairs are covered or not. C stated C knows C is covered. C stated that C knows that repairs are under warranty but C is saying it happens too often. RCAS stated okay RCAS stated RCAS was just following up about RHR denial and will folow up again to confirm when repairs will be completed by 10/21. C stated okay. RCAS asked if C has any questions. C stated no. RCAS thanked C. C thanked RCAS. Call ended.

10/21/2019 9:34:51 AM

RCAS-ME placed outbound call to DLR. RCAS-ME spoke to [redacted]. RCAS asked about C's VEH and gave C's name. SA stated SA-[redacted] is working with C. RCAS stated okay. RCAS stated RCAS just wanted to see exactly the status of the VEH. SA stated that VEH was just assigned to a technician today. RCAS asked if that was for repairs. SA stated no. SA stated VEH has not been diagnosed. RCAS stated okay. RCAS asked if SA could call RCAS back once VEH is diagnosed. [redacted] stated yes. RCAS gave contact # and thanked DLR. Call ended.

10/21/2019 9:39:05 AM

RCAS-ME placed outbound call to [redacted]. RCAS-ME ADVISED "This call may be recorded for quality and training purposes ?. RCAS-ME advise C that RCAS spoke to the dealer. RCAS stated the Dealer advised the VEH has not been diagnosed yet and was assigned to a technician to be diagnosed today. RCAS stated that RCAS will follow up once diag is completed to let C know of repairs are needed. C stated okay. RCAS stated RCAS will follow up by end of day tomorrow 10/22 and hopefully DLR will have diagnosed VEH by then. C stated okay. RCAS asked if C has any questions. C stated no. RCAS thanked C for time. Call ended.

10/22/2019 1:47:35 PM

RCAS placed outbound call to [redacted]. RCAS spoke with SA-[redacted]. RCAS asked about diagnosis update. SA advised DLR is trying to pull the oil pan and inspect if there?s metal shavings or crankshaft. SA stated DLR is hoping to have it completed by end of the week, DLR has been behind due to high volume. RCAS understood and thanked SA. Call ended mutually.

10/22/2019 1:50:42 PM

RCAS-KM placed outbound call to C @ [redacted] RCAS-KM asked if now is a good time to discuss C's case. RCAS-KM ADVISED "This call may be recorded for quality and training purposes." ********** RCAS advised RCAS is assisting RCAS-[redacted]. RCAS stated RCAS just spoke with C?s SA at [redacted] who advised DLR is currently underway with trying to complete diagnosis to the oil pan and crankshaft. RCAS apologized for delay as DLR is experiencing a high volume. RCAS stated DLR plans to have more information by the end of the week. C understood. RCAS stated RCAS-ME will continue to update C and follow up no later than 10/25. RCAS asked to confirm C has contact and case # C confirmed. RCAS asked if C has other questions or concerns. C declined. RCAS thanked C for C?s time. Call ended mutually.

10/25/2019 1:34:37 PM

RCAS-ME placed outbound call to [redacted]. RCAS-ME spoke with SA-[redacted]. RCAS stated was calling about C's case. SA stated VEH is still waiting outside to be pulled in. SA stated probably will get VEH pulled in today. SA stated DLR is behind. RCAS asked when RCAS should follow up. SA stated Monday or Tuesday DLR should have diagnosed. RCAS stated okay. RCSA thanked SA. SA thanked RCAS. Call ended.

10/25/2019 1:37:35 PM

RCAS-ME placed outbound call to [redacted]. RCAS advised C that call may be recorded for quality and training purposes. RCAS advised C that RCAS spoke to DLR and DLR advised still diagnosing VEH wont have anything until next Monday or Tuesday. C stated okay. RCAS stated RCAS will follow up with C next Tuesday as well on 10/29 with another update C stated okay. RCAS asked if C has any questions. C stated no. RCAS thanked C for time. C thanked RCAS. Call ended.

10/29/2019 2:19:33 PM

RCAS-ME placed outbound call to DLR. RCAS-ME spoke to SA-[redacted]. RCAS asked about status of C's VEH. SA stated VEH wouldn't start so DLR ordered an ECM for VEH. SA stated ECM just got DLR today to install tomorrow morning. SA stated after that DLR can try to further diagnose once ECM is replaced. RCAS stated okay. RCAS stated RCAS will check back afterwards. RCAS thanked SA. SA thanked RCAS. Call ended.

10/29/2019 2:25:14 PM

RCAS-ME placed outbound call to [redacted]. RCAS advised C that call may be recorded for quality and training purposes. RCAS advised C that RCAS spoke to DLR. RCAS stated SA stated ECM had to be ordered because VEH wouldn't start. RCAS stated that DLR is going to install ECM and then further diagnose the VEH for any other concerns. RCAS stated DLR had to wait for ECM to diagnose because VEH wouldn't start. C asked again for ECM replacement. RCAS stated yes. RCAS stated after that DLR will have some kind of idea of a diagnosis. RCAS stated RCAS is looking to follow up with C no later than 10/31. C stated okay. RCAS asked if C has spoke to DLR. C stated no C goes to DLR every day because C still has no loaner. RCAS apologized and stated if C needs to buy a rental then RCAS can review for rental reimbursement. C stated okay. RCAS asked if C has any other questions. C stated no. RCAS thanked C for time. C thanked RCAS. Call ended.

10/31/2019 2:09:22 PM

RCAS-ME placed outbound call to DLR. RCAS-ME spoke to SA-[redacted]. RCAS asked about status of C's VEH. SA stated not done. SA stated tech is slammed and should know something tomorrow. SA stated SA told C that tech was slammed with other tickets for other VEhs since C 's VEH came. SA stated bringing VHE in tonight and should know something tomorrow. RCAS stated okay and thanked SA. SA thanked RCAS. Call ended.

10/31/2019 2:11:13 PM

RCAS-ME placed outbound call to [redacted]. RCAs-ME left VMX stating VEH ECM is being replaced still and should have update by tomorrow per the DLR. RCAS stated RCAS will follow up with C on 11/1 when DLR updates RCAS. RCAS-ME left name and case and contact #.

11/1/2019 2:17:31 PM

RCAS-ME placed outbound call to DLR. RCAS-ME asked to speak SA-[redacted]. RCAS-ME spoke to SA-BM. SA stated that VEH is in and tech is installing ECm now trying to get VEH running. SA stated should be a couple more hours. SA stated DLR will further test after that. RCAS stated okay. RCAS thanked SA. call ended.

11/1/2019 2:24:07 PM

RCAS-ME placed outbound call to [redacted]. RCAS advised C that call may be recorded for quality and training purposes. RCAS-ME advised C that RCAS spoke to DLR and DLR is installing ECM now and should have done today to further diagnose. RCAS asked if DLR has contacted C. C stated not since Tuesday. C stated DLR said it was being installed Tuesday so C doesnt know whats going on. RCAS advised C that DLR informed RCAS and C that ECm would be installed them but didnt get a chance to get to it until today so RCAS apologized for delay. RCAS stated RCAS is hoping to have an update by Monday 11/4. C stated okay. RCAS thanked C for time. C thanked RCAS. Call ended.

11/4/2019 3:31:21 PM

RCAS-ME placed outbound call to DLR. RCAS-ME spoke to SA-[redacted]. RCAS asked about status of SA stated ECM was installed. SA stated got VEH to start. SA stated that there is a knocking noise in engine. SA stated that tech is inspecting the engine area. SA stated tech inspected crank shaft and it is fine. SA stated that it could be a stuck injector or anything. SA stated tech is contacting techline as well but should know something by Thursday. RCAS stated okay. RCAS thanked SA. SA thanked RCAS. Call ended.

11/4/2019 3:45:04 PM

-ME placed outbound call to . S advised C that call may be recorded for quality and training purposes. ME advised C that DLR has installed the ECM. that VEH is running but there is a knocking noise from the engine. that tech has checked a few components and hasn't found cause of noise but is getting in contact with tech support and is going to furter inspect the engine to try to find cause of concern. DLR advised would have an update by Thursday 11/7. that C doesnt know why it is taking so long. C asked if VEH is being put last to other VEHs. C doesnt understand why it takes so long. understood and apologized for delay. that is not sure but may be because DLR has to get tech support involved now knew before DLR delayed getting VEH ECM installed and wasnt sure why but now DLR is saying has to contact tech support for additional asisstance and give tech time to inspect engine area. okay. this is the 5th or 6th ECM. C knows there is a problem with turbos, ECM's, and harnesses in C's VEH models and year. DLR hasnt said anything about the wiring harness. C is mechanically inclined and worked on VEH for years and DLR hasnt even checked harness. DLR just keeps changing ECM. C been without VEH for almost a month now. understood. can see ECM has been changed a numerous amount of times. can follow up with DLR Thursday 11/7 and see where DLR is with VEH and tech support. if DLR hasn't got VEH completely diagnosed by then S can see if someone can visit DLR to further inspect VEH for C since C has had so many repairs and diagnosing VEH is taking so long. okay. C thanked . thanked C for time. Call ended.

11/7/2019 1:34:10 PM

-ME placed outbound call to DLR. ME spoke to cashier- . ME asked to speak with SA- or SM. -ME gave C's name. said SA walked away from desk. asked to help. maybe needs to speak with a SM. SA was supposed to call back with further diagnosis. stated ECM is on order. SA advised ECM came in last week and should've been installed on 11/4. RCAs was told to follow up today for what DLR further diagnosed as DLR found a knocking noise in the engine. stated cashier sees something on order. asked if can speak with SM. Call disconnected.

11/7/2019 3:45:51 PM

-ME placed outbound call to . S advised Call may be recorded for quality and training purposes. advised that was unable to speak with DLR to get update on VEH status but did want to touch basis with C and let C know S did request DTS to come out and inspect the VEH. stated S is hoping to have an update for C by end of day 11/8. okay. so couldn't talk to DLR. spoke with DLR but couldn't get a hold of anyone who knew about VEH. as soon as S hears back about status will let C know. asked if C has been contacted. C stated no. not since last week. C probably will go up to DLR later. C asked if was DTS. that is not DTS for this area. okay. thats fine. okay and thanked C for time. C thanked . Call ended.

11/8/2019 8:25:48 AM

-ME received email from DTS stating in order to address request in a timely manner DTS may have to work with DLR by phone before DTS can get out to DLR. DTS stated for knocking noise in engine VEH may need a long block replacement as DTS was just at the DLR. DTS asked why DLR has not contacted techline beforehand. _____ -ME advised DTS that DLR stated was contacting techline but still has not. that DLR took some time because DLR was already behind with getting ECM installed to even identify the knocking noise in the engine. the VEH is on its 5th or 6th ECM replacement as noted in service history as well as current visit. asked DTS what is best course of action moving forward.

11/8/2019 8:33:55 AM

-ME placed outbound call to the DLR. ME asked to speak with SA- . stated that SA is with a VEH. asked to take a message. left name and contact #. asked if was available. stated SM is not available. okay. thanked cashier. Call ended.

11/8/2019 8:47:33 AM

-ME sent email to , , FOM- and OLM- advising that S still has no update on this VEH, there has been no techline case started as was advised would be done and that S has not been able to speak with anyone for 2 days and is needing a update on the status of the VEH as soon as possible.

11/8/2019 8:49:28 AM

-ME emailed DTS- asking for what DTS suggest do about DTS visit or if DTS will work with DLR by phone due to time.

11/8/2019 9:10:24 AM

-ME received call from DLR. -ME spoke to . SM stated that C has some aftermarket stuff installed and doesn't know if that is causing ECM to burn up. SM stated SM doesnt know where to pursue from here. SM stated SM is thinking it is wiring harness issue and has injectors. SM stated that C has a lawyer. SM stated SM just found out yesterday C was being represented by a lawyer. SM stated SM received something from lawyer stating C was suing NNA. SM stated that SM didnt know if repairs would be paid for or not. SM stated that SM doesnt know how to proceed with this now that C has a lawyer. S asked if lawyer sent in letter of representation. SM stated SM will email what SM received from C's Lawyer but just wanted to give RCAs a heads up. okay. DLR would still need to fix VEH as VEH would need to be fixed regardless. contacted DTS but SM can contact DTS-LD as well to get some further assistance. SM stated okay. SM stated that SM will contact DTS. SM stated SM will send email with lawyer information to . okay. that S will review documents SM sends and call SM back. Call ended.

11/8/2019 9:21:36 AM

-ME placed outbound call to . -ME advised C that call may be recorded for quality and training purposes. -ME advised C that did speak with DLR and DTS. DTS did advise will try to work by phone with DLR until DTS is available to visit the DLR to further insect the VEH. stated the SM did inspect that there is some concern with the wiring harness and injectors but did advise that at this time C was being represented by an attorney as the DLR received some letter from the attorney. yes. asked C if C was being represented by an attorney at this time. yes. because C has been giving a VEH that does not work and has been back and forth to DLR multiple times. okay. S stated that in order for NNA to move forward with case then NNA CA needs a letter of representation sent in by attorney. Nissan should have that. that or it is coming. C stated that C's lawsuit has nothing to do with this case specifically but with all concerns C has had with the VEH. that C will be able to discuss further details with C's attorney. since C is being represented at this time RCAs will send an email where attorney can send in letter of representation so C and attorney can contacted by appropriate representative. okay. asked if C has any questions. no. thanked C for time. C thanked . Call ended.

11/8/2019 9:25:47 AM

RCAS-ME sent email to [redacted] and [redacted] advising C is being represented by a lawyer and once attorney sends in letter of representation NNA CA will move forward with case. RCAS advised DLR and [redacted] to continue with getting the VEH diagnosed and repaired as normal unless decided otherwise by the customer or by Nissan.

11/8/2019 9:30:21 AM

RCAS- ME is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C seeking C seeking buyback for VEH concerns with motor and ECM. RCAS-ME reviewed with ARBS-[redacted] who did not recommend RHR at this time. RCAS-ME reviewed with SA[redacted] and [redacted] who advised RCAS that ECM keeps burning out, there is knocking noise in engine area and that DLR received letter from C?s attorney stating C is suing Nissan and being represented at this time. *** STATEMENT OF DECISION *** RCAS-ME confirmed with C that C is being represented by attorney at this time against Nissan Corporate and will be sending in letter of representation. RCAS advised C that once letter is received NNA can move forward with case and attorney will be contacted.

11/8/2019 9:48:41 AM

RCAS-ME received and attached the attorney letter of representation that was sent to [redacted] stating attorney represents Customer v Nissan North [redacted].

11/8/2019 9:53:15 AM

RCAS-ME notified DRT of attorney letter. Closing case.

11/13/2019 3:37:08 PM

RCAs-ME noting email received from C's attorney with letter of representation that is already attache to case and copying email notes into case 37804188.

11/13/2019 3:38:16 PM

RCAS-ME notified DRT of attorney letter. Closing case.

11/20/2019 8:09:37 AM

--------NIS1930133 . DRTS-BS received CCF from BBB on 11/20/19, dated same.

11/20/2019 8:49:57 AM

DRTS-MN emailed [redacted] and [redacted] for case advisement due to [redacted] being assigned a BBB case for the same customer as [redacted] who has received an attorney letter.

11/20/2019 9:17:19 AM

DRTS-MN received phone call from [redacted] advising me to close out this case and to reassign his case to [redacted] due to the tasks already being accomplished and to the fact that it would be easier than transferring all of the docs over.

CONSUMER ASSISTANCE REQUEST

[redacted]

NAME: [redacted]
CITY: [redacted]
STATE: [redacted]

OPEN_DT: 12/3/2019
CLOSE_DT: 2/12/2020

VIN: [redacted]
MODEL: A61 YR: 2017
MFG DT: 9/22/2016
SVC DT: 2/28/2017
MILEAGE: 35,287

TRIM: SV 4X4
OPTIONS: C03L93Z66
SERVICING DLR MCLARTY NIS [redacted]
DLR STATE: [redacted]
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Engine Assembly

CAR VERBATIM

12/3/2019

12/3/2019 12:49:08 PM

CRR-PR VERIFIED Account Info including: C's name, home & email address, phone# & best contact #. CRR-PR VERIFIED VEH Info including: VIN #, Current Mileage, Warranty & Service History. CRR-PR CHECKED for open recalls/campaigns and found: 0 CRR-PR CHECKED for previous UNRELATED Case(s) and found: 0 CRR-PR CHECKED previous RELATED Case(s) and found: 0 CRR-PR NOTED concern is: Multiple Repair Attempts CRR-PR received inbound call from C CRR-PR asked C what CRR-PR can do to assist. C stated that C?s VEH has been at DLRSHP for over a month for a warrantable concern. C stated that the crankshaft in the engine snapped and had to be replaced. C stated that the fuel pump, and injector pump have also been replaced. C stated now the DLR is putting in injectors and isn?t sure if it will solve the problem. C stated that the DLR last told C that the VEH would be ready by Thanksgiving but that didn?t happen. C stated that it is starting to affect C?s ability to work because C has to haul stuff for C?s job and cannot do that in a loaner VEH. CRR-PR apologized for the delay. CRR-PR asked C for VIN. C provided VIN: [redacted]. CRR-PR asked C to verify account information. C verified account information. CRR-PR asked how C wanted Nissan to assist. C stated that C would like this process to be expedited. C stated that C understands there is a warranty process but every time the DLR tries something new it has to wait for the warranty department. C stated C just wants the VEH fixed as soon as possible. C stated that if there is any way to just fix the problem and then process it through warranty later that would be appreciated. C stated C is not looking for a new VEH but if it can?t be fixed, and that?s what it takes, then C would take that as a solution as well. C stated C just needs to be able to work. CRR-PR asked C for the name of the DLRSHP. C stated [redacted] of [redacted]. CRR-PR asked C who C has been dealing with at DLRSHP. C stated C has been dealing with service representative [redacted]. C stated C also spoke with the SM but doesn?t remember the name. CRR-PR informed C that Case was going to be sent to RCAS for review and C will receive a call from RCAS by the end of business day on 12/4/2019. CRR-PR advised C to disable any call blocking apps that may be present on the phone. CRR-PR provided C with name and case # 38070404. CRR-PR thanked C for calling and branded the call. Call ended mutually. Best contact #: [redacted].

12/3/2019 12:49:35 PM

Case Summary C contacted NNA CA regarding multiple repair attempts. CRR-PR sent case to RCAS for review.

12/4/2019 4:07:12 PM

[redacted]-KW placed outbound call to [redacted] of [redacted] at [redacted]. [redacted]KW spoke with [redacted] who stated that the DLR is just as frustrated as C. [redacted]-MM stated that C?s VEH has been a nightmare and it has been one thing after another. [redacted]-MM stated C?s VEH is at DLR and C is driving a new Platinum Titan while his VEH is being repaired. [redacted]-MM stated DLR is working as hard as DLR can to get VEH repaired and back to C. [redacted]-MM stated C is being called with updates and that [redacted]-MM is going to call C with an update as soon as [redacted]KW and [redacted]-MM get off phone regarding injectors being replaced. [redacted]KW thanked [redacted] MM for SA?s time. Call ended mutually.

12/4/2019 4:11:58 PM

[redacted]KW placed outbound call to C at [redacted] there was no answer and vmx was left. [redacted] [redacted] explained that [redacted]-KW is C's regional case manager and is the one working on C's case. [redacted]KW left case number and [redacted] [redacted]'s phone number.

12/9/2019 12:46:39 PM

[redacted]-KW placed outbound call to C at [redacted]. [redacted]KW verified now is a good time to talk. [redacted]KW verified C?s name, home & email address, phone. [redacted]-KW checked for and advised of open recalls/campaigns and found: 0 [redacted]KW checked previous unrelated case(s) found: 0 [redacted]KW checked previous related case(s) found: 0 [redacted]KW advised ?This call may be recorded for quality and training purposes.? [redacted] ?KW advised [redacted] KW was C's regional case manager and would be the one collecting information from the DLR and C to make a final decision on the case for assistance. C understood. [redacted]KW confirmed with C that C called in due to C's VEH being at DLR over a month with different issues. C stated that [redacted]-KW was correct and that C is not upset with DLR or NNA however C wanted to know when enough is enough. C stated that once the DLR gets one thing repaired on VEH another issue pops up. C stated that C is not at the point where C doesn?t want VEH however C stated that this is very frustrating. C stated even though C has a loaner VEH C cannot pull a trailer which causes C not to be able to work. C stated C is losing lots of money since C does not have VEH. C asked [redacted]KW what is the process if C states enough is enough and C didn't want to deal with VEH anymore. [redacted]-KW apologized for C's frustration and not being able to work. [redacted]KW informed C that [redacted]KW that not being able to work and make for a very bad situation. [redacted]-KW informed C that the process can take between 5-10 to begin. [redacted]-KW C that information will have to be gather from C as well as DLR and then reviewed. C stated that C cannot go another month without VEH however C is not stating at this moment that C doesn?t want VEH. C stated that wanted [redacted]-KW and C to speak before end of week and go from there. [redacted]KW stated that would be ok. C thanked [redacted]-KW for calling and listening. [redacted]-KW gave C case number and [redacted] [redacted]'s phone number.

12/12/2019 2:03:51 PM

[redacted]-KW placed outbound call to [redacted] O[redacted] at [redacted]. [redacted]-KW spoke with [redacted]. [redacted]M stated that VEH is still at shop and not repaired. [redacted] stated DTS was at the [redacted] yesterday and did not come up with a resolution. [redacted]M stated that DTS is going to reach out other DTS and see how the concern should be addressed. [redacted] stated that C is very upset with situation. [redacted] stated that C needs C's VEH to pull a trainer and even though C has a loaner C is not allowed to pull a trailer with loaner. [redacted] stated that [redacted]M has not spoken with C since earlier in week. [redacted] informed [redacted]-KW that C's VEH has been at [redacted] approximately a month. [redacted]-KW informed [redacted] that [redacted]-KW spoke with SA-MM the end of last week and SA-MM told [redacted]-JW basically the same information. [redacted]-KW stated [redacted]-KW was just hoping for good news. [redacted]-KW informed [redacted] that [redacted]-KW was going to reach out to C. [redacted]-KW informed [redacted] that CR-KW will probably be reaching out to [redacted] again regarding this VEH. [redacted] stated that would be ok.

12/12/2019 2:33:47 PM

[redacted]-KW placed outbound call to C at [redacted]. [redacted]-KW informed C that [redacted]-KW was calling to give C an update. [redacted]-KW asked C if C has spoken with [redacted]. C stated that C has not spoken with [redacted]. C stated [redacted] never informs C of anything unless C contacts [redacted]. [redacted]-KW informed C that [redacted]-KW spoke with [redacted] [redacted] [redacted]M stated that VEH is still not repaired. [redacted]-KW informed C that DTS was at [redacted] yesterday and DTS is going to reach out to other DTS to see how best resolve the issue. C stated that C was told DTS was going to get involved C was just not sure when. C stated that the situation doesn?t look good that no one knows how to address the issue. C stated situation is very frustration. [redacted]-KW informed C that [redacted]-KW understands C's aggravation. C stated that C is going to give [redacted] until beginning of next week before C makes a decision on C's next move. [redacted]-KW asked C if [redacted]-KW would schedule a follow up call for next Tuesday 12/17/19. C stated yes that would be good. [redacted]-KW informed if C needed to contact [redacted]-KW before next Tuesday to feel free to call. Call ended mutually.

12/17/2019 4:12:08 PM

[redacted]-KW placed outbound call to C at [redacted]. [redacted]-KW verified now is a good time to talk. [redacted]-KW advised ?This call may be recorded for quality and training purposes.? [redacted]-KW stated [redacted]-KW was calling C to see if C had an update. C stated that C has not spoken with anyone. [redacted]-KW stated that [redacted]-KW was going to reach out to [redacted] via phone and email if needed. C stated that would great. C stated that at this point [redacted]-KW is C's connection to what is going on with C's VEH. C then stated that C wanted to start the process to see if C's VEH can be replaced/repurchased. [redacted]-KW stated that [redacted]-KW understood and apologized for C's aggravation. [redacted]-KW asked C the following questions: Why do you want to return the vehicle to Nissan? C stated seems VEH in repairable C has been without VEH for 7 weeks Where is the vehicle currently? [redacted] [redacted] O[redacted] ROCK Are you currently in a rental vehicle? Loaner Where was the vehicle purchased? [redacted] O[redacted] Was the vehicle purchased new or used? new If used, when was the vehicle purchased? n/a Where is the vehicle serviced? [redacted] OF [redacted] Has the vehicle been taken to multiple Nissan dealers or INFINITI retailers? If so, document names of dealers/retailers. [redacted]-KW stated [redacted]-KW will followup with C as soon as [redacted]-KW gets any new information and informed C to do the same. C stated C would. Call ended mutually.

12/19/2019 5:20:54 PM

[redacted]-KW sent RHR questions to [redacted] [redacted] [redacted] via email. [redacted]-KW also asked for an update on VEH. Are there currently any OPEN ROs? ? Is the vehicle currently at the dealership? ? The current reason for the open RO? ? Expected completion date? ? Is the client in a loaner vehicle? RO# dated RO# dated

12/23/2019 8:12:04 AM

DC-MB transferring case to [redacted]-TB for assistance.

12/23/2019 9:58:15 AM

[redacted]-TB placed outbound call to [redacted] @ [redacted]. [redacted]-TB left VXM for [redacted]. [redacted]-TB stated that [redacted]-TB was calling in reference to C's case. [redacted]-TB stated C's name and case number. [redacted]-TB stated that [redacted]-TB was assisting [redacted]-KW on this case as [redacted]-KW was OOO for today. [redacted]-TB was just calling for an update. [redacted]-TB stated if [redacted] had any further questions or concerns, [redacted] could call [redacted]-KW. [redacted]-TB left [redacted]-KW's contact information. [redacted]-TB disconnected VXM.

12/23/2019 10:08:30 AM

[redacted]-TB placed outbound call to C at [redacted]. [redacted]-TB verified now is a good time to talk. [redacted]-TB checked for and advised of open recalls/campaigns and found: 0 [redacted]-TB checked previous unrelated case(s) found: 0 [redacted]-TB checked previous related case(s) found: 0 [redacted]-TB advised ?This call may be recorded for quality and training purposes.? [redacted]-TB stated that NNA is still reviewing for the possible repurchase of C's VEH. [redacted]-TB stated that [redacted]-TB was assisting [redacted]-KW on this case as [redacted]-KW is OOO today. C stated that C has not been able to get in touch with the [redacted]SHP. C stated that C has not been able to speak with the SM. [redacted]-TB stated that [redacted]-TB had to leave a VXM for that SM. [redacted]-TB stated that [redacted]-KW would be following up with C on the 26th as the office will be closed on the 24th and the 25th. C understood. C stated that [redacted]-KW had advised that the process could take up to 10 business days so C was prepared for that. C thanked [redacted]-TB for the call. [redacted]-TB asked if C had any further questions for [redacted]-TB. C declined. [redacted]-TB asked if C already had [redacted]-KW's contact information. C stated yes. [redacted]-TB emphasized that C would be receiving a follow up from [redacted]-KW on the 26th. [redacted]-TB thanked C. Call ended mutually.

12/23/2019 2:35:40 PM

RCAP-AP submitted RHR Filter.

12/23/2019 3:43:58 PM

Filter RHR Request ARBS Recommends an RHR due to Dlr. and DTS unable to complete Repairs and Days down [redacted] - [redacted] MILES: 35,277 2017 TITAN XD VIN ~ [redacted]: 2.28.2017 GUN METALLIC Retao; Sale Selling Dealer -- [redacted] OF [redacted] / [redacted] / [redacted] / SA-[redacted] / [redacted] 2 closed Campaigns 0 Open Campaigns 1 Approved Warranty case (10.28.19) RO: 672929 NO Prev. cases 2 Tech Line cases ~ ***6.11.18 - 31614573 - DEF SYSTEM ERROR WARNING COMES ON @ 21,481 Miles ***11.4.19 - 37732637 - STARTED KNOCKING REALLY BADLY @ 35,277 [redacted] Comments Email update from DTS R.W. ? Long engine [redacted]embly was replaced because of separated crankshaft ? After long engine replacement, the high side fuel pressure is low, and the ECM sets P0087 ? Low Fuel Pressure ? The following parts have been replaced or swapped: o Fuel pressure relief valve - replaced o High pressure fuel pump ? replaced o Injectors ? replaced o High pressure fuel lines ? replaced (one time use) o Fuel rail pressure sensor - replaced o Known good secondary fuel filter housing ? swapped ? Low side pressure and volume have been confirmed good and compared to a KGV ? Voltage drop testing performed at the FRP sensor to check for harness concerns ? High side fuel pressure (Consult Data Monitor Value) will not exceed 1050 kPa during high pressure leak test, and approximately 1250 kPa during WOT ? Drives normally and does not seem to have any loss of power ? After FRP sensor replacement, the ECM will no longer set P0087, but the fuel pressure readings in the data monitor remain unchanged from above. Drivers side fuel rail was replaced to resolve P0087 NO VSC DTS - [redacted] (11.25.19) Low high side fuel pressure after long engine replacement ?Cause - Internal leakage in the driver's side fuel rail ?Correction - Replaced driver's side fuel rail ?Status - Complete TABLEAU - OPEN RO 675339 (12.19.19) FUEL SYSTEM REPAIR KITS CHARGED ON RO 672929 IN ERROR PER [redacted] MATTHEWS. PARTS NEED TO BE BACK OUT ON THIS RO AND CHARGED ON RO [redacted] OPEN RO [redacted] ([redacted]) REPLACE FUEL PRESSURE REGULATOR CPIA 1) 2.14.17- PDI 2) [redacted] - 10,219 Miles Campaign PC511 3) [redacted] - 21,481 Miles..... DAYS: 17 (RO: 650781) A) DEF system error / Repl. Urea Fluid Tank Ass'y B) Rear p[redacted]. Sensor are inop / repl. one Switch Ass'y - Door C) Perf. Campaign - R1719 D) Water intrusion found in Connector C1 to the E-harness / Repl. Ch[redacted]s Harness 4) 10.28.19 - 35,277 Miles Started knocking really Badly / Repl. LONG ENGINE Ass'y... DAYS: 33 (rental - $175) (RO: 672929) 5) 11.25.19 - 35,279 Miles.... DAYS: 20 (RO: 674274) A) Low fuel pressure - NO START / Repl. diesel injection Pump B) Repl. all injector tubes CONCERNS: 12.3.19 C/S C?s VEH has been at DLRSHP for over a month for a warrantable concern. C/S the crankshaft in the engine snapped and had to be replaced. C/S the fuel pump, and injector pump have also been replaced. C/S now the DLR is putting in injectors and isn?t sure if it will solve the problem. 12.4.19 SA-MM stated that C?s VEH has been a nightmare and it has been one thing after another. SA-MM stated C?s VEH is at DLR and C is driving a new Platinum Titan while his VEH is being repaired. 12.12.19 [redacted] stated that VEH is still at shop and not repaired. [redacted] stated DTS was at the DLR yesterday and did not come up with a resolution. [redacted]M stated that DTS is going to reach out other DTS and see how the concern should be addressed. [redacted]M stated that C needs C's VEH to pull a trainer and even though C has a loaner C is not allowed to pull a trailer with loaner.

12/26/2019 11:28:55 AM

CRT-KW reviewed case with DC-MB regarding the process of completely a RHR. CRT-KW was informed to complete first step of collecting RO time stamps that are 7 days or older. DC-MB walked CRT-KW through how to complete first step.

12/26/2019 12:15:02 PM

CRT-KW placed outbound call to [redacted] O[redacted] at [redacted] there was no answer therefore CRT-KW left [redacted] a vmx. CRT-KW stated that CRT-KW would send [redacted] an email requesting technician's time stamped ROs. CRT-K W left C's name, VEH, VIN, and CRT-KW phone number.

12/26/2019 12:24:21 PM

CRT-KW sent [redacted] email requesting technician's time stamped ROs.

12/27/2019 2:38:30 PM

CRT-KW received an email from [redacted]M stating VEH is repaired and C has been notified and scheduled to pick VEH up on Tuesday.

12/27/2019 2:41:38 PM

CRT-KW emailed [redacted] and thanked [redacted] for the update however C is requesting a review for replacement/repurchase and CRT-KW is still needing information requesting ROs and timestamps from technicians.

12/30/2019 8:09:02 AM

CRT-KW received a email from SM-[redacted]: RO [redacted] OPEN DATE 12-14-19 PERFORM FUEL PRESSURE TEST- VEHICLE FAILS TEST , PER DTS REPLACE FUEL PRESSURE REGULATOR , CEL IS STILL ON REPLACE COMMON FUEL RAIL VEHICLE PASSES FUEL PRESSURE TEST

12/30/2019 8:38:13 AM

CRT-KW placed outbound call to C at [redacted]. CRT-KW verified now is a good time to talk. CRT-KW advised ?This call may be recorded for quality and training purposes.? C stated C does not have VEH due to being out of town and is planning to pick VEH up today. C stated that VEH has been at DLR for a total of 8 weeks however the VEH was ready for pick up at 7 weeks and 1 day. C stated that due to personal reason C has been out of town and not able to pick up VEH. CRT-KW stated that CRT-KW understood. C then asked since C'S VEH has been at DLR for almost 2 months and cost C almost 10,000 in work related money C asked if the DLR or NNA could pay 2 months of C's truck payment. CRT-KW stated that CRT-KW is not aware if this can be done due to C having a loaner while C's VEH was being repaired. CRT-KW stated CRT-KW will review C's case and ask TL to see if this is possible. C stated that C would appreciated CRT-KW asking and appreciated CRT-KW's help. CRT-KW informed C that CRT-KW is still working on C's review for possible replacement/repurchase of VEH. C stated that C thought that was out the window. CRT-KW stated CRT-KW and is still going to review and is in the process of gathering all information needed. CRT-KW stated that is usually takes at least ten days however it is taking CRT-KW longer. C stated C understood with holidays and gathering of information can take a while. CRT-KW informed C that CRT-KW will follow up with C after C picks up VEH and will call C no later than 3 business days which due to the holiday will be Friday 01/03/20. C stated that would be good. CRT-KW asked if C had any other questions for CRT-KW. C stated that C did not have any questions at this time. CRT-KW informed C that if C has any question to feel free to reach out to CRT-KW. C stated C wold. Call ended mutually.

1/2/2020

1/2/2020 8:09:54 AM

CRT-KW placed outbound call to C at [redacted]. CRT-KW verified now is a good time to talk. CRT-KW advised ?This call may be recorded for quality and training purposes.? CRT-KW informed C that CRT-KW is still gathering information and reviewing C's case for replacement/repurchase as well as to see if NNA can [redacted]st with 2 months of C's VEH payments. CRT-KW apologized for the process taking longer than stated however CRT-KW informed C that CRT-KW is working on C's case. C stated C understood and thanked C for calling. CRT-KW informed C to contact CRT-KW with any questions or concerns if needed. C stated C would do so.

1/7/2020 10:33:57 AM

RCAP-[redacted] contacted McLarty Nissan and was informed service was too busy to pick up the phone.

1/7/2020 10:43:35 AM

RCAP-[redacted] eamiled [redacted] Nissan asking for clarification on days down for RHR.

1/7/2020 11:00:52 AM

RCAP-[redacted] received email from [redacted] the following information: [redacted]-RM stated that the Vehicle was at the DLR continuously from 10-28-19 until repairs were completed on RO 675147 on 12/30/19. [redacted]-RM stated that RO 650781 was prior to [redacted]RM's start date at the DLR, RO time punches indicate that the VEH was completed on 6-13-18 @9:36 am. [redacted]RM stated that RO 638793 Tech notes indicate repairs were completed on 9-27-17 @ 12:18pm.

1/7/2020 11:02:12 AM

RCAP-[redacted] submitted RHR.

1/7/2020 12:45:23 PM

DRTS received the RHR. The RHR was assigned to ARBS [redacted] for review.

1/7/2020 2:03:46 PM

ARBS-KC notes the following: 3/6/2017@ 412 miles--RO 625859--1 day down Concern: 1. Uninstall bedliner out of hn507500 and install into gn517561 Action: 1. Completed at DLR cost 9/27/2017@ 10,219 miles--RO 638793--27 days down Concern: 1. ECM reprogram ntb17-095 Action: 1. Complete 6/2/2018@ 21,481 miles--RO 650781--12 days down Concern: 1. C/s CEL is on 2. C/s that a DEFsystem error warning comes on 3. C/s that passenger seat belt buckle warning stays on even with no passenger in the vehicle 4. C/s that rear passenger door sensors are inop. Dome lights won?t turn on when door is opened 5. Replace key fob battery 6. Need quote on driver tail lamp assy 7. Titan rr seat belt ntb17-088 8. Found water in connector C1 Action: 1. No description 2. reprogrammed the ECM and replaced the DEF tank 3. No description 4. Replaced door/trunk/tailgate switch 5. No description 6. No description 7. Complete 8. Replaced chassis harness 10/28/2019@ 35,277 miles--RO 672929--33 days down Concern: 1. C/s started knocking really badly, so Action: 1. Replaced long engine assy 11/25/2019@ 35,279 miles--RO 674274--20 day down Concern: 1. Low feul pressure, no start 2. Replace injectors Action: 1. Replaced diesel injection pump assy 2. Replaced all injection tubes 12/14/2019@ 35,287 miles--RO 675147--17 days down Concern: 1. Replace fuel pressure regulator Action: 1. Replaced fuel rail and fuel pressure sensor assy 12/19/2019@ 35,277 miles--RO 675339- Concern: 1. Fuel system repair kits charged on ro 672929 in error per rick matthews. Parts need to be back out on this ro and charged on ro 675147 Action: 1. No repairs made

1/7/2020 2:13:08 PM

ARBS-KC notes the following repair summary: In-service: 2/28/2017 Purchased: New Retail Sale State: AR Current Mileage: 35,277 VSC Found: N/A Open Campaigns: N/A Warranty Cases Found: 4 Additional CA Cases Found: N/A Previous Goodwill Offers: None Tech Line Cases Found: 1 related to Engine is knocking 1 related to DEF error warning DTS Involved: [redacted] on 11/25/19 1.Complaint - Low high side fuel pressure after long engine replacement Cause - Internal leakage in the driver's side fuel rail Correction - Replaced driver's side fuel rail Status - Complete Days down for warranty repairs: 82 Days down within the later of 24 months or 24k miles: 0 repairs for CEL on --1@ 21,481 miles - no repairs made 1 repair for DEF system error warning comes on --1@ 21,219 miles - replaced DEF tank 0 repairs for passenger seat belt buckle warning stays on even with no passenger in the vehicle --1@ 21,219 miles - no repairs made 1 repair for rear passenger door sensors are inop. Dome lights won?t turn on when door is opened --1@ 21,219 miles - replaced door/trunk/tailgate switch 0 repairs for replace key fob battery --1@ 21,219 miles - no repairs made 0 repairs for quote on driver tail lamp assy --1@ 21,219 miles - no repairs made 1 repair for found water in connector C1 --1@ 21,219 miles - replaced chassis harness 3 repairs for engine knocking/low fuel pressure, no start --1@ 35,277 miles - replaced long engine assy --2@ 35,279 miles - replaced diesel injection pump assy and injector tubes --3@ 35,287 miles - replaced fuel rail and fuel pressure sensor assy

1/7/2020 2:15:46 PM

ARBS-KC notes the following repair history completed with AR presumption period: Days down within the later of 24 months or 24k miles: 12 0 repairs for CEL on --1@ 21,481 miles - no repairs made 1 repair for DEF system error warning comes on --1@ 21,219 miles - replaced DEF tank 0 repairs for passenger seat belt buckle warning stays on even with no passenger in the vehicle --1@ 21,219 miles - no repairs made 1 repair for rear passenger door sensors are inop. Dome lights won?t turn on when door is opened --1@ 21,219 miles - replaced door/trunk/tailgate switch 0 repairs for replace key fob battery --1@ 21,219 miles - no repairs made 0 repairs for quote on driver tail lamp assy --1@ 21,219 miles - no repairs made 1 repair for found water in connector C1 --1@ 21,219 miles - replaced chassis harness

1/7/2020 2:16:16 PM

ARBS-KC notes based on a good faith review, NNA is not in a position to offer a repurchase/replacement of this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties. ARBS-KC taking ownership of case to offer settlement.

1/7/2020 2:35:02 PM

ARBS-KC placed outbound call to C at [redacted]. ARBS-KC reviewed facts of case. ARBS-KC requested confirmation that veh has been returned to C. C agreed. ARBS-KC inquired how veh is driving since repairs. C stated has not experienced CEL again. C stated twice when C got out of the veh it smelled very strongly of diesel. C stated one time when veh was started it was very loud, C is not sure if this is because of the cold. ARBS-KC understood but confirmed C has not experienced any driveability concerns. C stated veh is driving fine but C does not trust the veh. ARBS-KC understood and apologized for experience with veh and long wait for repairs. ARBS-KC stated case has been reviewed based on warrantable repair history in accordance with state guidelines. ARBS-KC stated NNA is not in a position to offer repurchase or replacement of the veh. ARBS-KC stated NNA would like to offer to compensate C for inconveniences. ARBS-KC stated per case notes C is seeking 2 monthly payments, ARBS inquired amount. C stated does not know exactly but about $620. ARBS-KC understood and advised this would be aprox $1,240. C stated that this is a work veh and C has lost money by not being able to use veh for business. ARBS-KC stated that NNA cannot compensate for loss of wages. ARBS-KC stated understands that C has been inconvenienced more than just amount of monthly payments. ARBS-KC stated will offer settlement in the amount of $2,000 in attempt to offset this. C agreed. ARBS-KC stated that will need a copy of registration in order to provide settlement agreement. ARBS-KC stated agreement will outline NNA's offer and will need to be signed and notarized. C asked if offer was $2,000 total or $2,000 plus 2 months payments. ARBS-KC stated $2,000 total. C understood and agreed. ARBS-KC confirmed C's email: [redacted] C requested to CC work email: [redacted] ARBS-KC agreed and advised if there are any questions to contact ARBS directly. Call ended mutually.

1/7/2020 2:51:50 PM

ARBS-KC sent the following email to C: Mr. [redacted], Thank you for speaking with me today. Please provide a copy of your vehicle registration in order to proceed with Nissan?s settlement offer of $2,000.

1/8/2020 8:47:31 AM

ARBS-KC received email from C dated 01/07/20 at 2:45 PM with copy of registration. ARBS-KC attaching to case.

1/8/2020 10:07:47 AM

ARBS-KC sent the following email to C : Mr. [redacted], The settlement agreement has been attached for your review. Please let me know if you have any questions. Thank you,

1/15/2020 1:58:49 PM

ARBS-KC sent the following email to C: Mr. [redacted], I have not received the signed settlement agreement from you. Please let me know if you have any questions regarding this document. Thank you,

1/17/2020 12:52:39 PM

ARBS-KC received the following email from C dated 01/15/20 at 4:36 PM: Yes I am currently out of town on business and it is unclear when I will return. I have the document ready to take to a notary and it is in my wife?s possession. I should return within the next two weeks. ARBS-KC sent the following reply email to C: Mr. [redacted], Thank you for your response, I will await the notarized copy of the agreement.

1/28/2020 2:17:53 PM

ARBS-KC notes case pending return of C's signed agreement.

1/31/2020 2:09:42 PM

ARBS-KC sent the following email to C: Mr. [redacted], I am following up with you to check on the status of your signed agreement. Thank you,

2/3/2020 10:36:24 AM

ARBS-KC received the following email from C dated 01/31/20 8:45 am: Hello [redacted], I am currently still out of town. I will be returning home on the 8th of February and we will be getting those documents signed and notarized on the 10th. Thank you for being patient. This business trip fell into a less than ideal time, and has been extended twice. No chance that it will be extended a third time. ARBS-KC sent the following email response to C: Mr. [redacted], Thank you for the response. I will await the return of the notarized agreement.

2/10/2020 1:42:46 PM

ARBS-KC received VXM from C dated same at 12:45 pm. C stated has signed agreement. C requested instructions on how to return doc to ARBS, first class mail or just email. C requested a call back.

2/10/2020 2:00:53 PM

ARBS-KC placed outbound call to C at [redacted]. ARBS-KC stated C can take photo of agreement or scan and email to ARBS. C stated will send tomorrow when C gets to work. ARBS-KC stated will confirm once received. Call ended mutually.

2/11/2020 12:40:17 PM

ARBS-KC received the following email dated same at 9:26 am with signed settlement agreement attached: Attached is the signed and notarized copy of our agreement. If there is anything else you need, please feel free to contact me. Thank You ARBS-KC attaching agreement to case.

2/11/2020 12:49:18 PM

ARBS-KC submitted for settlement check in the amount of $2,000 under CST00343153. ARBS-KC notes FedEx tracking # 7777 4064 9879. ARBS-KC attached shipping label to case.

2/11/2020 12:50:49 PM

ARBS-KC sent the following email to C: Mr. [redacted], Thank you for providing the signed agreement. Your settlement check will take 1-3 business days to process. Once the check is ready to mail I will provide you with the FedEx tracking number.

2/12/2020 2:11:17 PM

Check sent-FedEx tracking number as notated by DRT agent.

2/12/2020 2:43:05 PM

ARBS-KC sent the following email to C: Mr. [redacted], Your settlement check will be mailed out this afternoon and can be tracked using FedEx 7777 4064 9879. Thank you,

2/12/2020 2:44:49 PM

ARBS-KC closing case as no further assistance is needed at this time. ***Case Summary*** C contacted NNA requesting RHR due to 3 repairs and 70 days out service for engine knocking, low fuel pressure, no start and 110 cumulative days out of service for all warranty repairs. ARBS-KC notes based on a good faith review, NNA is not in a position to offer a repurchase/replacement of this vehicle. ARBS-KC confirmed veh repaired and offered settlement of $2,000. C accepted settlement offer. ***Statement of decision*** ARBS-KC closing case as settlement check has been mailed out and C provided with tracking #.

2/12/2020 2:45:08 PM

ARBS-KC attached all emails to case.

2/13/2020 1:02:11 PM

*** [Added after the case is closed.] *** ARBS-KC notes the following: 777740649879 Delivered-Thursday 2/13/2020 at 12:44 pm DELIVERED Signed for by: [redacted]R Signature image GET STATUS UPDATES OBTAIN PROOF OF DELIVERY FROM Nissan North America, Inc [redacted] TO [redacted]-38070404 [redacted]

CONSUMER ASSISTANCE REQUEST

[redacted]

NAME: [redacted]
CITY: [redacted]
[redacted]: [redacted]
OPEN_DT: 12/13/2019
CLOSE_DT: 1/2/2020

VIN: [redacted]
MODEL: A61 YR: 2017
MFG DT: 10/29/2016
SVC DT: 2/18/2017
MILEAGE: 27,500

TRIM: PRO-4X
OPTIONS: B92C03K03K11L11M11Z6
SERVICING DLR RIVERSIDE NISSAN
DLR [redacted]
A[redacted]IDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Engine Assembly

CAR VERBATIM

12/13/2019

12/13/2019 11:05:30 AM

CRR-GL OPENED Account information including: C's name, home & e-mail address, phone number CRR-GL VERIFIED VEH Information including: VIN #, Current Mileage CRR-GL CHECKED for open recalls/campaigns and found: 0 CRR-GL CHECKED for previous UNRELATED Case(s) and found: 0 CRR-GL CHECKED previous RELATED Case(s) and found: 0 CRR-GL NOTED concern is: DLR complaint C stated C is [redacted] C stated 2017 Titan XD at DLR in [redacted] now with engine knock concern C stated only one diesel mechanic at DLR and it may take DLR a week to look at this C stated DLR can only provide rental for five days C stated DLR told C to pick up VEH but C does not want to drive with engine knock and be liable for any damage CRR-GL stated [redacted] cannot provide rental VEH but CRR-GL will see what can be done CRR-GL placed C on hold CRR-GL returned to C and asked if VEH was purchased new or pre-owned C stated pre-owned CRR-GL authenticated the [redacted]RR-GL stated email will be sent requesting PO CRR-GL asked servicing DLR C stated [redacted] Nissan Corona CRR-GL asked service advisor C stated service manager Nick C stated C only deals with manager now after DLR did really bad things to C's truck CRR-GL placed C on hold CRR-GL returned to C and asked about concern at DLR C stated at 17,000 miles there was rear main seal oil leak C stated the DLR had to remove the transmission to make the repair C stated when C got the VEH back the front fenders and drivers door were scratched C stated bolts were not put back in on multiple spots C stated fortunately C works on VEH every day as auto shop teacher and C had the class tighten bolts C stated DLR eventually remedied some of the issues C stated liability on Nissan was huge as C was preparing to tow trailer with C's family and loose bearing would have been very bad C stated if C had not been in position to lift up the truck and see the concern for C's self CRR-GL informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by end of day December 16th, 2019 regarding the C concern CRR-GL noting best contact time anytime CRR-GL noting best contact # [redacted] CRR-GL provided case # CRR-GL asked if CRR-GL can assist further C stated no C stated C loves the VEH Call ended mutually

12/13/2019 11:06:20 AM

CRR-GL stated transferring to RCAS ***CASE SUMMARY*** C stated DLR complaint, DLR has no diesel mechanic available to resolve engine knock and cannot provide rental for more than five days, also DLR did not tighten the bolts which could have led to safety concern and also scratched fenders during past servicing

12/13/2019 4:10:18 PM

CRR-DN VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number CRR-DN VERIFIED VEH Information including: CRR-DN CHECKED for open recalls/campaigns and found: 0 CRR-DN CHECKED for previous UNRELATED Case(s) and found: 0 CRR-DN CHECKED previous RELATED Case(s) and found: 0 CRR-DN NOTED concern is: RCAS follow up call CRR-DN received inbound call from [redacted] stated C got a call from Corona Nissan and advised C that the DLR needs the loaner VEH back. C stated that the DLR is unable to see C?s diesel VEH for 1 week. C stated C needs a VEH to get to work. CRR-DN advised C that if C had a VSC a rental would be covered. CRR-DN advised C that C doesn?t have a VSC on C?s VEH and is not covered for a rental VEH. CRR-DN advised C that the case was sent to RCAS and will follow up with C by the end of the business day 12/16/19. CRR-DN noted an email has been sent to RCAS for a sooner follow up call. CRR-DN asked C if there was anything else CRR-DN could assist with. C declined. CRR-DN provided C with agent name and case number 38183202. C understood CRR-DN exiting case. CRR-DN noted best contact number: [redacted] Call ended mutually.

12/13/2019 4:11:36 PM

** CASE SUMMARY ** CRR-DN exiting case. C stated C wanted to follow up call from RCAS.

12/14/2019 9:54:16 AM

RCAS-MT sent email to [redacted] and DM-[redacted] requesting further information.

12/14/2019 9:55:14 AM

RCAS-MT unable to DATANET. This Case cannot be shared with the Dealer because the Dealer is not Enabled for the Dealer Portal. Please Datanet the Case.

12/16/2019 9:53:24 AM

RCAS-MT received email from [redacted]. [redacted] stated the vehicle came in with an internal engine noise. [redacted]S stated the noise is verified. [redacted] stated DLR only has 1 diesel tech right now and there are 4 other trucks in the shop that came before C's. [redacted] stated FOM nor DLR is willing to extend rental coverage. [redacted] GS stated the truck will be at the DLR several weeks if the engine needs to be replaced. [redacted]S stated if C wants to tow veh to another DLR that is okay.

12/16/2019 4:11:24 PM

RCAS-[redacted] (MT) made outbound call to C at [redacted]. [redacted] CHECKED for open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found: 0 [redacted] ADVISED ?This call may be recorded for quality and training purposes." [redacted] VERIFIED C?s name, home & email address, concern, phone. RCAS stated can see where C is seeking assistance with a rental vehicle. C stated yes, but has remedied part of the problem. C stated C received a call from the DLR stating the diesel tech would not be available until after the New Year. C stated is taking the vehicle to [redacted] Nissan now. C stated C will have the veh at the DLR today. C stated the warranty only authorized 5 days of loaner vehicle previously. C asked what will happen if the engine has to be replaced. [redacted] warranty will usually throw in the rental vehicle while the vehicle is being repaired for warrantable concerns. RCAS stated 5 days may have been the approval for this particular event. C acknowledged. C stated [redacted] Nissan has given terrible service. C stated the technician did not put the drive shaft bolts back on. C stated there were other bolts falling off the truck because the tech did not fasten them. C stated C is an Auto Shop teacher and was able to catch everything by teaching class on C?s vehicle. C stated C is not going back to the DLR. C stated C is starting to lose faith in the truck now because of the engine knocking. RCAS apologized for the experience with the DLR. [redacted] would like to continue to work with C to see through the repairs to try and assist any way possible. [redacted] will set up a follow up date with C on Thursday the 19th. [redacted] another agent will reach out to C as [redacted] Nissan is not in [redacted] region. RCAS provided phone and case # to C. RCAS asked if C had any questions. C declined. C thanked RCAS for assistance. RCAS thanked C for time.

12/18/2019 10:17:31 AM

RCAS-BR sent email to SA-[redacted] and [redacted] asking about VEH status.

12/18/2019 12:38:23 PM

CRR-SO VERIFIED Account Info including: C's name, home & email address, best contact# CRR-SO VERIFIED VEH Info including: VEH, Current Mileage CRR-SO CHECKED for open recalls/campaigns and found: 0 CRR-SO CHECKED for previous UNRELATED Case(s) and found: 0 CRR-SO CHECKED previous RELATED Case(s) and found: 0 CRR-SO NOTED concern is: Case Follow Up / Lemon Law CRR-SO received inbound call from C C stated C is doing a follow up on case CRR-SO acknowledged C concern C stated C hasn?t spoken with local specialist C stated C did speak with 1 specialist C stated DLR was unable to fix VEH then C went to another DLR C stated C brought VEH in for 6 things C stated at least 2 are safety issues C stated DLR phoned C 12/17/2019 and DLR couldn?t verify issues, including knocking C stated C has a lawyer for Lemon Law CRR-SO apologized to C for Cs experience CRR-SO asked if lawyer was for Lemon Law or against Nissan C stated C hasn?t done anything C stated C just spoke with a lawyer C stated DLR was unable to provide a loaner for 2 week duration DLR needed VEH for C stated C could hear knocking in engine, which has not gone away C stated VEH consumes more oil than normal C stated last year C had a leak C stated current DLR is telling C oil concern is from 1st DLR that serviced leak C stated DLR scratched both sides of VEH C stated C does not want to go back to that DLR C stated DLR did not service VEH properly CRR-SO asked C if C will allow NNA the opportunity to continue to work with C towards resolution C stated C just wants VEH fixed C stated this is 2nd Nissan VEH C stated this is C's dream VEH C stated it hurts C that C doesn?t have VEH C stated C works in automotive industry C stated C just wants VEH fixed CRR-SO stated CRR-SO will email RCAS asking RCAS to follow up with C ASAP C understood CRR-SO provided C with name CRR-SO offered further assistance C declined Best Contact: [redacted] Call ended mutually

12/18/2019 12:38:24 PM

CASE SUMMARY C contacted Nissan CA requesting assistance with Case Follow Up / Lemon Law CRR-SO informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 12/19/2019 regarding Cs concern

12/18/2019 2:01:41 PM

ARBS-PL-CM notes the following: ***CURRENT C BOUGHT VEH ON 4/21/18*** In-Service Date: 2/18/17 Retail Sale: [redacted] VSCs: none DTS Involvement: none Open Campaigns: none Techline Cases: none Warranty Cases: [redacted] ? clear coat repairs / [redacted] ? fluid from crankshaft repair Previous CA Cases: none ***** CPIA under C?s ownership: 9/17/18 ? RO 35986 ? 17,445 miles ? Days Down: 9 Front windows have grease marks ? straight time (FW) Oil leaking ? replaced crankshaft seal (FW) Vehicle spudders at 2,000 RPMs/lunges forward ? reprogram TCM (FW) Rear shocks leaking/squeak over bumps ? replaced rear shocks (FW) ***** DBS under C?s ownership: 9/17/18 ? above 10/2/18 ? RO 36708 ? 17,643 miles ? Days Down: 2 Scratch on vehicle ? sublet Leaking by top of motor ? no dupe Trim loose under bumper ? resecured bolts 12/11/19 ? RO 55200 ? 27,225 miles ? Days Down: 8 Knocking noise from engine ? no work done, C brought veh to another DLR as current DLR couldn?t work on vehicle for a while Side mirrors inop ? Reconnected side mirror switch Oil is low - no work done, C brought veh to another DLR as current DLR couldn?t work on vehicle for a while C has to brake hard ? no dupe 12/16/19 ? RO 820232 ? 27,285 miles ? Days Down: 3 currently Knocking noise in engine ? open RO Vehicle burning oil ? open RO Exhaust smell ? open RO Truck lurches forward ? open RO Squeak from hood ? open RO Metal to metal noise ? open RO ***** Total Days Down: 22 currently

12/18/2019 2:02:08 PM

RHR Needed due to open RO and 2 visits for vehicle lunging forward

12/19/2019 5:45:00 PM

RCAS-KF made outbound call to C at [redacted]. RCAS-KF ADVISED ?This call may be recorded for quality and training purposes.? RCAS stated it looks as if C previously spoke to [redacted]. RCAS sated RCAS-[redacted]?s new case manager. [redacted] RCAS-BR OOO as RCAS-BR is sick. RCAS asked if C having knocking concerns. C stated C took in for 6 different concerns. C stated engine knocking is main concern. C stated C is auto teacher and was SA and technician. C stated C noticed knocking concerns. C stated C took VEH to Corona Nissan and was told not enough staffing to complete VEH in timely matter. C stated C was only going to get loaner for 5 days. C then took to [redacted] Nissan. C was told no knock no squeak, and VEH doesn?t lunge. C stated this is huge safety matter. C stated oil has also gone down. C stated Corona Nissan stated DLR couldn?t complete repairs and [redacted] not addressing concern. C stated C is not okay with this. C asked if C goes to another DLR in [redacted] and that will be three times for concern. C stated C can just sue and lemon law VEH. RCAS asked if C would like review for repurchase/replacement of VEH. C stated C just wants VEH fixed. C stated C will go to [redacted] Nisan and pull up 2019 Titan and show there is very distinct knock. C stated C doesn?t want family to get hurt. C stated techs at [redacted] Nissan isn?t doing job. C stated this is C?s dream truck. C just wants VEH fixed. [redacted]d if c wants to go to another DLR, that is at C?s discretion. C asked how to get compensated for time. C asked what RCAS does. RCAS stated RCAS is liason between C and DLR. C asked if DLR has even been contacted. [redacted] RCAS-BR contacted [redacted] yesterday but no response. C isn?t going to remove VEH until RCAS speaks to DLR. C stated RCAS has C?s email and if RCAS-BR at home, RCAS-BR can email C. [redacted] agents do not work from home and RCASBR OOO. RCAS can email RCAS-BR contact info. C thanked RCAS. [redacted] next follow up is Monday 12/23. C thanked RCAS. RCAS thanked C for time. Call ended mutually.

12/19/2019 5:46:46 PM

RCAS-KF sent RCAS-BR contact and case # email.

12/23/2019 10:29:31 AM

RCAS-BR sending to case to RCAS-SB per SCCT-S[redacted] DLR is [redacted].

12/23/2019 11:03:23 AM

RCAS-SB emailed SA-[redacted] and requested more information on the engine concern C has. RCAS requested more information.

12/23/2019 11:22:34 AM

RCAS-SB receive an email from [redacted] stating SA has attached the Repair order for this customer. It does not look like DLR has a diagnosis for an engine repair. C has also visited a different Nissan dealership prior to this visit with Empire which is where C may have gotten the diagnosis for an engine.

12/23/2019 11:28:40 AM

RCAS-SB emailed [redacted] and requested if the VEH had been into the DLR?

12/23/2019 11:29:21 AM

RCAS-SB received an email from [redacted] stating Yes, the RO SA attached is from when C came here. But DLR did not recommend an engine.

12/23/2019 5:27:48 PM

RCAS-SB made outbound call to C at [redacted]. RCAS-SB VERIFIED C?s name, home & email address, concern, phone. RCAS-SB CHECKED and ADVISED for open recalls/campaigns and found:0 Previous UNRELATED Case(s) Found:0 Previous RELATED Case(s) Found:0 RCAS-SB ADVISED ?This call may be recorded for quality and training purposes.? RCAS-SB verified C seeking assistance with engine knocking concern? C stated yes. RCAS-SB apologized to C for having this concern with the VEH. RCAS-SB advised that RCAS contacted Empire and was advised no problem was found.C stated C took the VEH to [redacted] and had DLR looked at the VEH. C stated DLR could not look at VEH till after the first of the year. C stated but DLR was going to keep the truck. C stated C called Empire. C stated Empire and was advised that MPI and also the concerns C was having with the VEH. C stated C picked up C's truck on Saturday. C stated DLR stated there was no engine knock. C stated that was not true. C stated no squeak. C stated the odometer was the same so DLR never test drove the VEH. C stated C popped the hood. C stated battery had corrosion. C stated C's 3rd option is taking to DLR in [redacted]. C stated that this a lemon since C has been into DLR 3 times and engine concern has not been addressed. C stated C is worried when C drives the truck. RCAS-SB advised that RCAS understands where C is coming from. RCAS advised that RCAS can review for a buyback of the VEH. RCAS-SB advised C to pick a DLR in the meantime so RCAS can be in touch . RCAS-SB advised that RCAS can review for possible replacement or repurchase of the VEH. RCAS-SB advised was not a promise or a guarantee. RCAS-SB advised Review took up to 10 business days and RCAS will gather all repair history. RCAS-SB advised that RCAS will call C and update C every 3 business days on review. RCAS-SB advised needed to ask C some questions for the review. As per C: Why do you want to return the veh to NNA? C stated C wants VEH bought back unless the knocking in the engine is addressed. Where is the veh currently? with C. Where was the veh purchased? Valley Hi Nissan Was it purchased new or used? used If used, when was the veh purchased? April 2018. Where is the veh serviced? [redacted] and Empire. RCAS-SB inquired when C could go? RCAS stated C is off the next 3 weeks. C stated C is not going to come after Christmas Day. RCAS-SB understood. RCAS-SB set follow up 12/31. C stated okay. RCAS-SB provided contact #. C inquired if RCAS could email? RCAS stated yes. C verified email. RCAS-SB thanked C for the time. Call ended mutually.

12/23/2019 5:31:50 PM

RCAS-SB emailed [redacted] and was advised that C would be coming into SM DLR and advised C had engine knocking and would be calling for an appt.

12/26/2019 4:18:48 PM

RCAS-DL emailed [redacted] and [redacted] ESCONDIDO Please send all available RO?s for this veh, and verify days down or send copy's of RO time stamps: [redacted]: 281128-74 DAYS 299592- 30 DAYS

12/27/2019 5:06:31 PM

RCAS-DL emailed [redacted] and [redacted] ESCONDIDO Please send all available RO?s for this veh, and verify days down or send copy's of RO time stamps: [redacted]: 281128-74 DAYS 299592- 30 DAYS

12/30/2019 10:09:42 AM

RCAS-DL received email from [redacted]. ********** RCAS-DL attached [redacted]s

12/30/2019 10:36:10 AM

RCAS-DL made contact with EMPIRE [redacted] RCAS-DL spoke with SA [redacted]. SA [redacted] stated the veh left same day 12/16/2019 because tech could not duplicate concern on RO 820232.

12/30/2019 10:37:12 AM

RCAS-DL made contact with [redacted] [redacted] CORONA -no one was available.

12/30/2019 10:44:49 AM

RCAS-DL emailed [redacted] [redacted] [redacted] CORONA verify days down or send copy's of RO time stamps: 35986- 9 DAYS 37371- 8 DAYS 55200- 8 DAYS

12/30/2019 12:03:07 PM

RCAS-DL received email from SM [redacted]. ********** RCAS-DL attached [redacted]s

12/30/2019 12:23:00 PM

DRTS received the RHR. The RHR was assigned to [redacted] [redacted] for review.

12/30/2019 3:07:01 PM

RHR REVIEW: ARBS notes the following vehicle service history: In-Service Date: 2/18/2017 Purchased State: CA Vehicle Purchased: Pre-Owned Lease or Purchase: Purchase VSC's: None ========== Open Campaigns: None Warranty Cases: [redacted] Techline Involvement: None DTS Involvement: None Previous CA Cases: None Additional Cases: None Previous RHR Review: Initial RHR Filter ========== 9/17/2018 @ 17,445 miles, RO#35986 ? Days Down: 9* CONCERNS: 1. C/S both front windows when rolling up and or down there is a grease mark that is left on window. 2. C/S there is an oil leak. 3. C/S when shifting into 2nd gear as it hits 2,000 RPM?s it will spudder and happens more when it?s cold or towing. 4. C/S when driving over speed bumps you can hear a squeak from the driver side front suspension 5. C/S at times when driving and coming to a stop when at full stop the RPM?s will rev to 800 and will lunge forward. CORRECTIONS: 1. Cleaned window glass re routed harness and re secured (W) 2. Rpl crankshaft rear main seal (W) 3. Reprogram transmission control module (W) 4. Rpl both rear shock absorbers (W) 5. Related to line 3 (I) 10/2/2018 @ 17,643 miles, RO#36708 ? Days Down: 2 CONCERNS: 1. C/S scratch since last service driver door driver side passenger door and passenger side front fender panel. 2. C/S signs of something leaking top of motor by EGR 3. C/S since last visit front lower trim under bumper loose and missing bolts CORRECTIONS: 1. Sent over to toyota corona to have scratches removed (I) 2. No leak found (I) 3. Resecured and installed new bolts (I) 12/11/2019 @ 27,225 miles, RO#55200 ? Days Down: 4 CONCERNS: 1. C/S the truck is on you can hear a engine knock coming from he thinks the driver side 2. C/S both side mirrors are inop since the last time worked on it. 3. C/S in the last 6,000 miles, C has had to add 4 quarts of oil because it was low. 4. C/S in the first 30 min of driving and having to brake a little hard, when at a stop with your foot on the brake pedal if its not down all the way CORRECTIONS: 1. Technician duplicated problem, advise customer have to get Nissan involved with concern; C/S will need to have vehicle back; C removed VEH from DLR - No work performed at this time (I) 2. Re-connected side mirror switch. (I) 3. Concern may be related to concern A, will have to have Nissan contacted and involved; C removed vehicle from dealer. (I) 4. Unable to duplicate concern (I) 12/16/2019 @ 27,285 miles, RO#[redacted] ? Days Down: 1 CONCERNS: 1. C/S knock noise in engine at cruise but noise is lower when coming off gas pedal 2. C/S truck burning oil one quart every 1000 miles. 3. C/S exhaust smell inside cabin area. 4. C/S when cold when braking truck lurches forward. 5. C/S when closing drivers door there is a squeak coming from hood. 6. C/S when in reverse turning the truck makes a metal to metal noise. CORRECTIONS: 1. Unable to duplicate (I) 2. Unable to duplicate (I) 3. Unable to duplicate (I) 4. Unable to duplicate (I) 5. Unable to duplicate (I) 6. Unable to duplicate (I) ==========

12/30/2019 3:09:11 PM

========== RHR SUMMARY 1 repair for both front windows when rolling up and or down there is a grease mark that is left on window 1st v Cleaned window glass re routed harness and re secured (W) 1 repair for there is an oil leak 1st v Rpl crankshaft rear main seal (W) 1 repair for when shifting into 2nd gear as it hits 2,000 RPM?s it will spudder and happens more when it?s cold or towing; at times when driving and coming to a stop when at full stop the RPM?s will rev to 800 and will lunge forward. 1st v Reprogram transmission control module (W) 2nd v Unable to duplicate concern (I) 1 repair for when driving over speed bumps you can hear a squeak from the driver side front suspension 1st v Rpl both rear shock absorbers (W) 0 repairs for scratch since last service driver door driver side passenger door and passenger side front fender panel 1st v Sent over to toyota corona to have scratches removed (I) 0 repairs for signs of something leaking top of motor by EGR 1st v no leaks found (I) 0 repairs for since last visit front lower trim under bumper loose and missing bolts 1st v Resecured and installed new bolts (I) 0 repair for both side mirrors are inop since the last time worked on it 1st v Re-connected side mirror switch (I) 0 repairs for the truck is on you can hear an engine knock coming from he thinks the driver side; knock noise in engine at cruise but noise is lower when coming off gas pedal 1st v No work performed at this time (I) 2nd v Unable to duplicate (I) 0 repairs for in the last 6,000 miles, C has had to add 4 quarts of oil because it was low 1st v C removed vehicle from DLR; no work performed (I) 2nd v Unable to duplicate (I) 0 repairs for in the first 30 min of driving and having to brake a little hard, when at a stop with your foot on the brake pedal if its not down all the way 1st v Unable to duplicate concern (I) 0 repairs for exhaust smell inside cabin area 1st v Unable to duplicate (I) 0 repairs for when closing drivers door there is a squeak coming from hood 1st v Unable to duplicate (I) 0 repairs for when in reverse turning the truck makes a metal to metal noise 1st v Unable to duplicate (I) ========== Total Warranty Days Down: 9

12/30/2019 3:17:14 PM

ARBS notes based on a good faith review, NNA is not in a position to offer a repurchase/replacement of this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties. ARBS recommends RCAS review case with TL and Region to discuss possible resolutions based on the specifics of this case.

12/31/2019 12:23:27 PM

RCAS sent repurchase denial within warranty letter to C.

12/31/2019 12:25:12 PM

RCAS-SB made outbound call to C at [redacted]. RCAS-SB left VMX stating RCAS name, contact #, and C's case #. Requested a call back. Follow up 1/2.

1/2/2020

1/2/2020 12:05:32 PM

RCAS-SB contacted [redacted] @ [redacted]. RCAS-SB spoke to SA-[redacted]. RCAS-SB inquired if C had been in for a knocking noise in the engine? [redacted] stated C had not been into the DLR. RCAS-SB thanked SA. Call ended mutually.

1/2/2020 12:20:21 PM

RCAS-SB made outbound call to C at [redacted]. RCAS-SB ADVISED ?This call may be recorded for quality and training purposes.? RCAS-SB advised that RCAS did look into C?s request for a possible repurchase/replacemen[redacted]t this time NNA is not in the position to assist with replacement or repurchase. RCAS-SB advised NNA will continue to honor the terms and conditions of all applicable warranties. RCAS-SB advised that will also be receiving a denial letter via mail providing the BBB information. RCAS-SB advised that if C is not satisfied with decision C has the right to discuss the decision with Better Business Bureau. RCAS-SB inquired if C had been into another DLR? C stated C has not yet. C stated this is unfortunate that C has to spend time and money going to different DLR's. RCAS-SB apologized to C and advised that DLR has to duplicate the concern. C stated DLR have duplicated the concern. RCAS-SB advised that Empire Nissan advised that DLR could not recommend an engine repair. C stated Empire Nissan does not have a diesel tech. RCAS-SB apologized and advised that C would need to go to the DLR with a diesel tech. C stated so C is supposed to call around and see? C stated all DLR should have a diesel tech. RCAS-SB advised that C can go to [redacted]. C inquired if DLR had diesel tech? RCAS-SB stated [redacted] should but RCAS can check. C stated yeah DLR should. C sated if C confirm this DLR has a diesel tech C will take the VEH tomorrow. C stated C has a video. RCAS-SB stated that C would need to take the Video to a DLR when C goes. C stated okay. RCAS-SB advised that RCAS would contact [redacted] and make sure DLR has a diesel tech. C stated okay. RCAS-SB thanked C for the time. Call ended mutually.

1/2/2020 12:20:29 PM

RCAS-SB contacted [redacted] Nissan [redacted]. RCAS-SB spoke to SA-[redacted]. RCAS-SB inquired if DLR had a diesel technician? SA stated yes. RCAS-SB advised that RCAS has a customer that is going to come in for an engine knocking noise. SA stated okay and advised C would have to leave the VEH with the DLR. RCAS-SB inquired if DLR would be providing a loaner VEH? SA stated no NNA does not approve those. RCAS-SB understood and thanked SA. Call ended mutually.

1/2/2020 12:28:07 PM

RCAS-SB made outbound call to C at [redacted]. RCAS-SB ADVISED ?This call may be recorded for quality and training purposes.? RCAS-SB advised C that RCAS contacted the DLR and inquired of DLR had a diesel tech and DLR does. RCAS-SB advised C to contact the D LKR and get an appt set up. RCAS-SB advised that DLR stated may need to leave the VEH there. C stated C will call so C can get a rental. RCAS-SB advised that SA advised C would not get a rental but if C keeps the receipts RCAS can review for reimbursement after the VEH is repaired. C stated okay. C stated every other DLr provided rentals. RCAS-SB advised every DLR is different an would be at DLR discretion. RCAS-SB stated however if C is charged for rental C can contact RCAS and RCAS can review for reimbursement once VEH is repaired. C stated okay. C asked for the email. C stated C would call for an appt. RCAS-SB advised C to contact RCAS once DLR is able to look at VEH and if C needs RCAS assistance. C stated okay. RCAS-SB inquired if C had RCAS number? C stated yes. RCAS-SB stated would send C an email stating requesting documents. C understood. RCAS-SB thanked C for the time C stated happy new year. RCAS stated back at C. Call ended mutually.

1/2/2020 12:28:47 PM

RCAS-SB sent requested documents email to C.

1/2/2020 12:34:06 PM

RCAS-SB is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with engine knocking concern. RCAS-MT spoke to SM [redacted] and was advised DLR heard knocking noise but does not have diesel tech available until the current 4 diesel trucks are looked at. RCAS-SB receive an email from SA- [redacted] stating SA has attached the Repair order for this customer. It does not look like DLR has a diagnosis for an engine repair. C has also visited a different Nissan dealership prior to this visit with Empire which is where C may have gotten the diagnosis for an engine. RCAS-SB reviewed with ARBS [redacted]. ***STATEMENT OF DECISION*** RCAS-SB referred C to make an appt at [redacted] as DLR has a diesel tech. RCAS-SB advised C to contact RCAS if C needs assistance once C makes an appt and DLR diagnoses the VEH. RCAS-SB denied C the buyback of the VEH. C understood.

CONSUMER ASSISTANCE REQUEST

[redacted]

NAME: [redacted] **VIN:** [redacted] **TRIM:** [redacted]

[redacted]**:** [redacted] **MODEL:** **A61** YR: **2016** **OPTIONS:** B11B93C03L92M11U01Z

STATE: [redacted] **DT:** 6/10/2016 **SERVICING DLR** FU[redacted]LLO NISSAN OF [redacted]

SVC DT: 10/8/2016 **DLR STATE:** [redacted]

OPEN_DT: 1/2/2020 **MILEAGE:** 52,500 **A[redacted]CIDENT:** N **AIRBAG:** N

CLOSE_DT: 2/19/2020

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	7B	Turbocharger/Supercharger
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Engine Assembly

CAR VERBATIM

1/2/2020

1/2/2020 8:30:33 AM

CRR-RM VERIFIED Account information including: C's name, home & e-mail address, phone number CRR-RM VERIFIED VEH Information including: VIN #, Current Mileage, Warranty CRR-[redacted] CHECKED for open recalls/campaigns and found:0 CRR-[redacted] CHECKED for previous UNRELATED Case(s) and found:4 CRR-RM CHECKED previous RELATED Case(s) and found: 0 CRR-[redacted] NOTED concern is: NNA to buy back VEH CRR RM received inbound call from [redacted], C`s Spouse, hereafter referred to as [redacted] stated VEH is broken down C stated 3rd time without VEH C stated Have had enough C stated Stuck on road with children on new years eve C stated NNA has to buy back VEH C stated Had VEH for 10 days after getting VEH back from DLR before VEH broke down again C stated C spoke with SM [redacted] stated DLR has advised C that DLR could take upto a week to diagnose VEH C stated 3 hours for RSA to come and C had to pay for getting VEH towed to a shop and paid $150 CRR RM apologised to C for the situation CRR-RM advised C that case is being escalated to [redacted] C stated ok CRR-[redacted] asked C if there was anything else CRR-RM could assist with. C declined. CRR-RM provided C with case number 38361823 CRR-RM informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact C by close of business day 01/03/2020 regarding C?s concern. C understood. Best Contact # : [redacted] Call ended mutually

1/2/2020 8:30:49 AM

***** CASE SUMMARY***** C stated C wanted NNA to buy back VEH CRR[redacted]M escalating case to [redacted]

1/2/2020 9:02:38 AM

[redacted] submitted task to Filter RHR.

1/2/2020 9:03:43 AM

[redacted] noted unable to share case with DLR because the Dealer is not Enabled for the Dealer Portal.

1/2/2020 1:15:27 PM

ARBS noting RHR filter: - Vehicle acquired: new, retail sale In Service Date: 10/8/2016 Last known mileage: 12/22/2019 @ 52,057 miles - Open campaigns: none open Additional cases found: 38353222 and 35993610 Tech line case found: none open - DTS involved: none VSC found: none State: [redacted] - Total Approved Checks: 7/18/2019 - $713.93 ------ CPIA: 12/16/19 FW - 5 days @ 52,054 miles C: CHECK [redacted] LIGHT IS ON A: EXHAUST RCN COO 06/11/19 FW - 31 days @ 42,986 miles ACTUATOR ASSY-S 04/13/18 FW - 8 days @ 18,665 miles PC511 ANTENNA-TIRE PR R1719 ------ DBS: 06/07/19 - 1 day C: SES light A: CND at the dlr ------ ARBS noting: - 0 days down in presumption - 1 v and 8 days down in BW - 2 additional v and 36 days down in PTW - Veh is now OOBW ------ ARBS notes after careful consideration - At this time, NNA is not in a position to offer a repurchase or replacement of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties. ------ - DTS should be contacted and case reviewed ------ ARBS supports 1 monthly payment reimbursement once repairs are complete - Collect current reg - verify once rec'd - Send case to ARBS and set follow up and task "Check Request"

1/2/2020 1:25:47 PM

[redacted] noted previous case 35993610 closed 7/18/2019 C was provided 1 monthly VEH payment in the amount of $713.93 due to backordered actuator. [redacted]-KM noted monthly payment amount was verified by SLS contract provided by C.

1/2/2020 1:26:19 PM

[redacted] noted attaching SLS contract from previous case 35993610 to current case.

1/3/2020 8:59:29 AM

[redacted]M placed outgoing call to [redacted]M at [redacted]. [redacted] left VMX with [redacted] asking for diagnosis on VEH. [redacted] provided direct line and case number and stated will call back to speak with SA working on VEH.

1/3/2020 9:03:40 AM

[redacted] placed outgoing call to [redacted]M at [redacted]. [redacted] noted [redacted] not available. [redacted] spoke with SA-[redacted] who worked on VEH. [redacted]-NM stated SA will be calling C. [redacted]-NM stated DLR believes there is an issue in the lower part of the engine. [redacted]-NM stated DLR needs to lower the pan and check for metal in the pan. [redacted]-NM stated DLR is waiting on a lift to be available to finish diagnosis. [redacted]-NM stated will call C today. [redacted]-NM stated C was stranded and DLR sent out a porter with a loaner VEH. [redacted] thanked for the assistance. Call ended mutually.

1/3/2020 9:10:14 AM

-KM sent email to advising of VEH concerns currently being diagnosed by . KM stated recommended repairs to VEH in previous case 35993610. KM noted S auto-reply indicates OOO until 1/6.

1/3/2020 2:01:03 PM

KM placed outgoing call to OF M at . KM noted not available. KM spoke with SA- who worked on VEH. KM asked if was able to put VEH on a lift to diagnose. NM stated not yet. KM thanked for the assistance. Call ended mutually.

1/3/2020 2:13:52 PM

KM placed outgoing call to C at KM spoke with C's wife thereafter known KM VERIFIED C?s name, home & email address, concern, phone CHECKED for open recalls/campaigns and found: none Previous UNRELATED Case(s) Found: 35993610, 36200052, 36200048 Previous RELATED Case(s) Found: 38353222 KM ADVISED ?This call may be recorded for quality and training purposes.? KM advised C's concern was escalated to S to review for possible assistance. KM stated S will be C's point of contact and will investigate mechanical concerns with VEH. KM stated has been empowered by NNA to make the decisions on C's case. KM confirmed C's concern with VEH broke down and C's request for repurchase or replacement. C stated yes, C stated C just heard from who thinks that issue is due to engine failure from previous coolant issue. C stated C doesn't want VEH back so NNA has to figure it out. C stated in a loaner. C stated C was stranded on the side of the road . C stated C called RSA which couldn't locate C, so C called another tow truck for a tow to C's father's IRF. C stated the tow wasn't escalated properly. C stated eventually RSA sent a tow after three hours. C stated C had to pay $150 for that. KM empathized that was inconvenient and unpleasant to be stranded. KM asked for copy of tow bill. asked for copy of VEH registration. C stated C can provide tow bill. C stated the VEH registration in the center console of truck and hasn't been updated since last time. KM stated S will send C an email requesting documents, and C can reply to email with tow bill attached. asked if C provides permission for to provide registration to . C stated yes. KM stated NNA has carefully considered C's request and reviewed all available facts pertaining to C's specific situation. KM stated as a result of this thorough review, Nissan determined NNA is not in the position to repurchase VEH at this time but will continue to honor the terms and conditions of C?s applicable warranties. KM stated S will follow up with C on Tuesday 1/7 for update on VEH status. C stated moving forward, NNA will have to review again or C will get a lawyer. C stated if I was the EGR coolant, the light came on December 9th, then went ff. C stated C make an appointment for 12/11, but as light went off advised couldn't assist if light off. C stated the light came back on 12/16 and C brought in VEH and was able to confirm. C stated two days later advised issue was EGR cooler and got approval for warranty work. C stated if that's the reason the engine failed, not taking the truck back. C stated NNA needs to seriously consider standing beside these VEH. C stated C could have died if that happened on the highway. -KM stated S is glad that C was not injured. KM stated S will be watching closely for a diagnosis and can review further once there is a recommended repair. asked if C had any other questions or concerns. C stated no. C stated this needs to be escalated to someone else if thinks this isn't worth a buyback. -KM stated as review is based on service history, can review further once a diagnosis and further repairs are made. C stated okay. KM provided phone number and confirmed C has case number. C stated C has number from previous case. -KM thanked C for C's patience. Call ended mutually.

1/3/2020 2:14:07 PM

-KM sent "Request Documents" email to C.

1/3/2020 2:16:29 PM

KM sent email to at advising of C permission for to provide registration to .

1/3/2020 2:16:40 PM

KM sent correspondence request for "Repurchase Denial Outside Warranty."

1/6/2020 7:23:51 AM

KM noted S was CC'd on email from to at requesting update on VEH.

1/6/2020 9:38:05 AM

KM placed outgoing call to OF M at . KM spoke with . KM asked about VEH status. FC stated technician has not done much on VEH yet but have opened a case with Techline. FC stated SM forwarded Techline information to who acknowledged receipt. FC stated will forward to also. KM thanked for the assistance. Call ended mutually.

1/6/2020 10:49:53 AM

M received email from 1/6/2020 10:37 AM stating is working with and Techline.

1/7/2020 1:34:19 PM

-KM received email from C 1/6/2020 2:26 PM with invoice of tow bill attached indicating charge of $162.00. noted invoice does not indicate POP.

1/7/2020 1:35:09 PM

KM attached towing invoice to case.

1/7/2020 1:38:04 PM

-KM placed outgoing call to OF M at . KM spoke with who worked on VEH. NM stated technician is working on VEH and parts came in today. KM asked what repairs were needed. -NM stated the harmonic balance or the crankshaft amperin pulley was coming apart and causing a vibration through the crank, causing the VEH to think that it was knocking and changing how it was fueling. -NM stated Techline is thinking one cylinder was being overfilled. -NM stated SA expects VEH to be repaired by tomorrow, then will test drive. KM thanked for the assistance. Call ended mutually.

1/7/2020 1:44:03 PM

-KM placed outgoing call to C at KM spoke with C's wife thereafter known KM ADVISED ?This call may be recorded for quality and training purposes.? KM stated received towing invoice from C indicating a charge of $162.00 KM asked if C has POP for invoice, such as a credit card receipt or credit card statement. C stated no. KM stated S will try to get verification from towing company. stated DLR advised that repairs have been recommended and are in progress. C asked what DLR recommended. KM stated SA- a advised the harmonic balance or the crankshaft amperin pulley was coming apart and causing a vibration through the crank, causing the VEH to think that it was knocking and changing how it was fueling, and one cylinder was being overfilled. KM sated S is not technically trained and referred C to SA for further questions. C stated okay. -KM stated SA advised repairs will be completed today, then will need to test drive VEH. KM stated S will follow up with C on Friday 1/10. C agreed. KM confirmed C has case number and phone number. KM asked if C had any other questions or concerns. C stated no. thanked C for C's time. Call ended mutually.

1/7/2020 1:46:20 PM

noted previous case 35993610 has VEH registration attached valid until 5/24/2020. KM attached registration from previous case to current case.

1/8/2020 8:28:37 AM

-KM placed outgoing call to M at . KM noted not available, in a meeting. KM spoke with SA- who worked on VEH. -KM asked if repairs have been completed yet. NM not completed yet. KM thanked for the assistance. Call ended mutually.

1/10/2020 9:56:48 AM

-KM placed outgoing call to a KM noted not available. is advised to call back in 15 minutes to speak with SM. KM agreed. Call ended mutually.

1/10/2020 1:38:53 PM

-KM placed outgoing call to M at . KM spoke with . KM asked for status of VEH. FC stated there was a bad harmonic crank shift pulley, and DLR had to order another one. FC stated part was damaged in shipping. KM asked for ETA for second part. FC stated Monday 1/13. -KM asked if C was advised. FC stated yes, contacted C. FC stated part was in yesterday, actually, and VEH is being worked on now but will not be completed by EoB. KM thanked for the assistance. Call ended mutually.

1/10/2020 1:42:12 PM

-KM placed outgoing call to C.A. A;bright and Sons, LLC at . KM spoke with SA- who is listed as SA on invoice. asked for confirmation that invoice was paid for towing. -KV stated invoice was paid. asked if invoice was paid 1/3/2020. -KV stated no, invoice was paid by cash on 1/4. KM asked what amount was paid. -KV stated $162.00. KM thanked for the assistance. Call ended mutually.

1/10/2020 1:44:37 PM

-KM placed outgoing call to C at . KM left VMX advising DLR advised part had to be ordered again as first part was damaged in shipping, and DLR is working on VEH now. KM stated S will follow up with C on Tuesday 1/14 to verify VEH repaired before discussing compensation. provided S direct line and case number.

1/14/2020 10:01:18 AM

-KM placed outgoing call to a . KM spoke with . FC stated DLR replaced harmonic valve, and there is still a wobble. FC stated Techline is advising to replace serpentine belt and replace diesel fan clutch with known good part, which DLR does not have. FC stated DLR is waiting on serpentine belt to arrive. FC satted maybe DTS can come out. asked if SM has spoken with DTs FC stated not yet, but will soon. KM thanked for the assistance. Call ended mutually.

1/14/2020 1:21:16 PM

ARBS noting request for GW review however it appears the veh is not repaired. ARBS noting approval for GW reimbursement of tow ($162.00) however this cannot be processed until case end.

1/14/2020 3:39:11 PM

-KM placed outgoing call to C at KM spoke with C's wife thereafter known ADVISED ?This call may be recorded for quality and training purposes.? KM stated DLR advised repairs have not resolved concern, so DLR is moving forward with further repairs. KM stated S can perform review again once repairs completed. asked if C had any other questions or concerns. C asked if it is the engine. C stated C's father is a diesel mechanic. KM stated DLR advised serpentine belt and diesel fan clutch. KM referred C to DLR for further information as S is not technically trained. C agreed. KM confirmed C has case number and phone number. KM stated S will follow up with C on Friday 1/17. C stated okay. KM thanked C for C's time and patience. Call ended mutually.

1/17/2020 10:04:18 AM

-KM placed outgoing call to M at KM requested to speak with . KM disconnected after being on hold for several minutes.

1/17/2020 1:44:21 PM

-KM placed outgoing call to DTS- at . KM asked if DTS has reviewed VEH concerns with DLR. DTS-MG stated DTS will be inspecting VEH next week on Thursday 2/23. DTS-MG stated the DLR technician doesn't know if VEH needs an injector or engine. KM thanked for the assistance. Call ended mutually.

1/17/2020 1:52:41 PM

-KM placed outgoing call to at . KM spoke with . FC stated Techline called DLR to discuss case rather than email as concern was unusual. FC stated DLR had to measure the crankshaft and send in the results. FC stated DLR is at a standstill at this point. FC stated DTS will be looking at VEH next week, and DLR should hear back from Techline next week as well. KM asked what repairs have been done in current RO. FC stated VEH was in December 16th, DLR replaced O-ring seals for EGR cooler. FC stated current RO, harmonic balancer was replaced twice due to first part damaged in shipping, serpentine belt replaced, DLR sent out for fuel sample to be analyzed and oil sample. FC stated current RO opened December 31 and 17.8 hours of technician timestamps as of now. KM thanked for the assistance. Call ended mutually.

1/17/2020 1:58:41 PM

ARBS reviewed current veh status with [redacted] ARBS advised [redacted]S to do an RHR because it is still within the 4 years to file. ARBS noting: - 0 days down in presumption - 1 v and 8 days down in BW - 2 additional v and 36 days down in PTW - Veh is now OOBW - Open RO: 12/31 - Multiple repairs, harmonic balancer replacement and serpentine belt replaced, and fuel and oil samples sent out to be analyzed.

1/17/2020 2:27:49 PM

[redacted]M placed outgoing call to C at [redacted] spoke with C's wife [redacted] thereafter known [redacted] ADVISED ?This call may be recorded for quality and training purposes.? [redacted] stated DLR is working with advanced technical resources and DTS to determine cause of concern. [redacted] stated as VEH concern is still not resolved, [redacted] will review again for possible repurchase or replacement based on new information in service history. [redacted] stated [redacted] will need to ask C some questions to start the process. C stated okay. [redacted] asked Why do you want to return the vehicle to Nissan North [redacted]? C stated at this point, VEH is not running and DLR does not have any useful information and DLR doesn't know how to fix concern. C stated this is the third time in the past six months that VEH has been at DLR. [redacted] asked Where is the vehicle currently? C stated [redacted] asked Are you currently in a rental vehicle? C stated yes. [redacted] asked Where was the vehicle purchased? C stated [redacted]. [redacted] asked Was the vehicle purchased new or used? C stated used. [redacted] asked If used, when was the vehicle purchased? C stated Memorial Day weekend, 2018. C stated the Friday right before Memorial Day. [redacted] asked Where is the vehicle serviced? C stated [redacted] did the first two oil changes, then everything else at [redacted]. [redacted] stated [redacted]S will follow up with [redacted] Wednesday 1/22. [redacted] asked if C had any other questions or concerns. C stated no. C stated when C called DLR for an update, [redacted] flat out told C that DLR had no idea what was wrong with VEH and how to fix it. C stated DLR is on the phone with NNA with the technician throwing things at it. C stated DLR doesn't even know what is wrong with VEH. C stated it's been three weeks. [redacted] empathized C has been without VEH. [redacted] assured C that NNA will review for assistance. C thanked [redacted]. [redacted] confirmed C has case number and phone number. [redacted] thanked C for C's patience. [redacted] confirmed Call ended mutually.

1/20/2020 5:01:37 PM

[redacted] noted uploading RHR, DBS and open RO to case and marking RHR as complete.

1/21/2020 7:04:46 AM

DRTS received the RHR. The RHR was assigned to ARBS [redacted] review.

1/21/2020 7:25:17 AM

ARBS-AY notes accident reported on 6/14/17 under previous owner. ARBS-AY attaching Carfax to case.

1/21/2020 7:39:12 AM

ARBS-AY notes the following repair history review: **ARBS-AY notes previous ROs were under previous veh owner*** 6/7/2019 @ 42,986 miles RO# 71003?1 day dow[redacted]ncern: 1. Check eng light was on 2. There is an oil leak, seems to be leaking quite a lot Action: 1. No problem found. 2. Tech found oil filter very loose and leaking performed oil and filter change 6/11/2019 @ 43,125 miles RO# 71126?31 days down [redacted]cern: 1. Check engine light is on perform diagnosis Action: 1. Replaced rotary turbine control actuator. 12/31/2019 @ 52,185 miles RO# 77471?open (22 days) [redacted]cern: 1. While driving the engine started making loud noises Action: 1. Replaced harmonic balance/crankshaft amperin pulley. Replace serpentine belt and diesel fan clutch. DTS inspection set for 1/23 Total days down within 2 years/18,000 miles: 0

1/21/2020 7:39:32 AM

ARBS-AY notes the following RHR summary: Veh purchased: pre-owned, purchased in June of 2018 Open campaigns: none Warranty cases found: [redacted] Additional cases found: 38353222; 36199008?DPIC; 35993610?reimbursed one monthly payment Tech line case found: 38382929 DTS involved: yes on 6/17/19 ? P00AF-00 ? Dealer contacted DTS to discuss. ? DTS advised dealer to inspect air filter. ? If ok, proceed with RTCV replacement and calibration. ? Dealer to contact DTS if further assistance is needed. VSC found: none State: NY In-service Date: 10/8/16 Previous checks: $713.93 2 repairs for check engine light on --no problem found @ 42,986 miles --replaced rotary turbine control actuator @ 43,125 miles 0 warranty repair for oil leak --filter loose, completed oil and filter change @ 42,986 miles 1 repair for engine started making loud noise --OPEN, DTS inspection set for 1/23

1/21/2020 7:39:52 AM

ARBS notes based on a good faith review, NNA is not in a position to offer a repurchase/replacement of this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties. ARBS recommends [redacted]S continue working with DTS to have veh repaired.

1/22/2020 3:32:07 PM

[redacted]M placed outgoing call to C at [redacted] spoke with C's wife [redacted] thereafter known [redacted] ADVISED ?This call may be recorded for quality and training purposes.? [redacted] stated [redacted]S is waiting on further service history for review. [redacted] stated DTS will be inspecting VEH tomorrow Thursday 1/23. C asked about DTS. [redacted] stated DTS is the highest trained specialist that NNA has to offer and is above the DLR level in terms of knowledge and expertise. C asked if DTS will be at DLR all day and when C will hear back. [redacted] stated [redacted] does not know how long DTS will be at DLR. [redacted]M stated [redacted]S will follow up with [redacted] Friday 1/24 with an update so C is not waiting too long. [redacted] stated [redacted]S will be OOO next week and another [redacted]S will be temporarily assisting with case. [redacted] asked if C had any other questions or concerns. C asked if buyback is still under review. [redacted] stated at this point, the decision is the same, but [redacted]S will review further if DTS recommends a repair. C stated okay. [redacted] confirmed C has case number and phone number. [redacted] thanked C for C's patience. Call ended mutually.

1/24/2020 9:32:11 AM

[redacted] noted DTS inspection on case indicating DTS recommends long block replacement due to excessive crankshaft endplay and has directed DLR to contact [redacted] for warranty approval.

1/24/2020 12:10:25 PM

[redacted] noted warranty case on VIN pending photos of engine bottom end and inside of lower oil pan as of 2020-01-24 07:28:40.

1/24/2020 12:13:54 PM

[redacted]M placed outgoing call to [redacted]M at [redacted] spoke with [redacted]. [redacted] asked if DLR is working on getting photos to [redacted]. S[redacted]FC stated yes, [redacted] just returned from lunch. [redacted] asked if C has been updated. [redacted]FC stated not yet. [redacted]FC advised [redacted] to wait until SM has approval from [redacted]. [redacted] asked SM to email [redacted] with update once repair is approved. [redacted]FC agreed. [redacted] thanked for the assistance. Call ended mutually.

1/24/2020 4:32:33 PM

[redacted] noted warranty case on VIN indicates "Correction: Long block. Approved- NTL. Submitted for over limit." as of 2020-01-24 13:18:16.

1/24/2020 4:35:25 PM

[redacted]KM placed outgoing call to C at [redacted]. [redacted]KM left VMX advising DTS has inspected VEH and recommended a repair. [redacted]KM referred C to DLR for further technical information. [redacted]KM provided [redacted]S direct line and case number and advised follow up date Wednesday 1/29. [redacted]KM stated [redacted]S will be OOO.

1/29/2020 10:15:57 AM

[redacted]-LJ placed outbound call to [redacted] @ [redacted]. [redacted]-LJ spoke with [redacted]. [redacted]-LJ asked for an update on the repairs. [redacted]-F[redacted]cated the DLR is putting in a whole new diesel engine with turbos. [redacted]-LJ asked if the DLR has an ETA for when the VEH will be done. [redacted]-F[redacted]cated SM-FC is hoping to have it done this Friday night but that is not guaranteed. [redacted]-F[redacted]cated [redacted]M-FC is shooting to have it done by the end of the month if the DLR can. [redacted]-LJ understood. [redacted]-LJ asked if the C was in a loaner VEH. [redacted]-F[redacted]cated yes the DLR put the C in a Murano. [redacted]-LJ asked if the repairs are going to be covered under PT warranty. [redacted]M-[redacted] stated yes all covered under warranty. [redacted]-LJ stated perfect. [redacted]-LJ thanked [redacted]M-FC for time. Call ended mutually.

1/29/2020 2:20:46 PM

[redacted]-LJ placed outbound call to C @ [redacted] [redacted]-LJ spoke with C?s wife [redacted] [redacted]-LJ VERIFIED C's name, mailing address, & email address. [redacted]-LJ ADVISED "This call may be recorded for quality and training purposes."
********** [redacted]-LJ verified [redacted]LJ is assisting C?s [redacted]. [redacted]-LJ advised [redacted]-LJ spoke to the DLR today who advised the DLR is currently putting in the diesel engine with turbo and is hoping the VEH will be repaired by Friday night. [redacted]tated okay. [redacted]tated any information with initial go ahead with the buyback. [redacted]tated the C does not want to really pick the VEH up on Friday. [redacted]tated the C asked the DLR about a trade. [redacted]tated the C just does not want the VEH back. [redacted]tated the DLR is just saying there is an internal failure. [redacted]-LJ stated that once the VEH is fully repaired [redacted] will be able to re-review the purchase or replacement. [redacted]tated C thought [redacted] already re-reviewed. [redacted]-LJ stated the case cannot be re-reviewed until the VEH is completely repaired as [redacted] needs new information to be able to re-review. [redacted]tated so the VEH should be done Friday. [redacted]tated no one knows what caused the engine to fail. [redacted]tated no one has answers. [redacted]tated what happens if it fails again. [redacted]-LJ stated the part should have an extended 12,000 or 12 month warranty on the part. [redacted]tated okay. [redacted]tated [redacted] will be reviewing for the towing costs also correct. [redacted]-LJ stated yes once the VEH is confirmed repaired then [redacted] can review for both the reimbursement of towing and the repurchase or replacement of the VEH. [redacted]tated okay perfect thank you. [redacted]-LJ stated [redacted] will follow up with the C on 2/3/20. [redacted]LJ asked if the C has any other questions or concern. [redacted]tated no that was all. [redacted]-LJ thanked the C for time. Call ended mutually.

1/30/2020 2:11:13 PM

ARBS noting review of DRT decision and supports 1 monthly payment reimbursement once repairs are complete. - Collect current reg - verify once rec'd - Send case to ARBS and set follow up and task "Check Request" - Contact NMAC for payment verification/ask the c to provide payment statement if not NMAC

2/3/2020 2:28:45 PM

[redacted]KM noted per DBS RO 77471 closed 01/31/2020 for long block and turbos replacement and DLR road tested and verified repair.

2/3/2020 2:31:30 PM

[redacted]KM placed outgoing call to [redacted]M at [redacted]. [redacted]KM followed menu options to speak with service department. [redacted]KM noted no answer. [redacted]KM disconnected.

2/3/2020 2:31:48 PM

[redacted]KM placed second outgoing call to [redacted]M a[redacted]. [redacted]KM followed menu options to speak with service department. [redacted]KM noted no answer. [redacted]KM disconnected.

2/3/2020 3:10:43 PM

[redacted]S-KM placed outgoing call to [redacted] at [redacted] [redacted]KM noted [redacted] not available. [redacted]KM spoke with [redacted] SA-NM stated VEH is repaired and has been picked up. [redacted]KM thanked for the assistance. Call ended mutually.

2/3/2020 4:37:50 PM

[redacted]-SH assisting [redacted]KM* [redacted]-SH reviewed with TL [redacted] who advised to resubmit the RHR filter as now the repairs have been completed and veh has been picked up.

2/3/2020 4:40:00 PM

[redacted]-Sh made outbound call to C @ [redacted] [redacted]-SH spoke with C?s wife [redacted] who will be known as C [redacted]-SH advised call may be monitored or recorded C understood [redacted]-SH advised C that [redacted]KM confirmed repairs were completed and can now start re review to see if Nissan would be in a position to repurchase or replace the vehicle and advised that [redacted]-SH will follow up no later than 02/06 C understood C advised wanted it to be added to the case that the DLRSHP is willing to offer a trade in of 23,000 - 23,500 and C loan is for 35,342.68. C avdised purchased veh for 31,350.00 [redacted]-SH advised will note file [redacted]-SH thanked C for time Call ended mutually

2/5/2020 10:28:37 AM

ARBS noting review of completed repairs and reiterates DRT standing - ARBS supports 1 monthly payment reimbursement. - Collect current reg - verify once rec'd - Send case to ARBS and set follow up and task "Check Request" - Contact NMAC for payment verification/ask the c to provide payment statement if not NMAC

2/6/2020 10:32:55 AM

-KM placed outgoing call to C at KM spoke with C's wife thereafter known KM ADVISED ?This call may be recorded for quality and training purposes.? KM asked how VEH has been doing since repairs completed. C stated good. KM stated as a result of this thorough review, Nissan determined NNA is not in the position to repurchase VEH at this time but will continue to honor the terms and conditions of C?s applicable warranties. KM stated after a careful review of C's case, has determined that NNA is in a position to reimburse C for the cost of 1 monthly VEH payment in the amount of $713.93 and towing in the amount of $162.00 for a total reimbursement amount of $875.93. C stated okay. C stated so even though there's no reason why engine failed, NNA doesn't care. KM stated NNA is not in the position to repurchase or replace VEH, but would like to compensate C. C stated the VEH is not a reliable VEH. C stated C is afraid to take VEH out of town. C stated no-one has any idea what caused this C asked if new engine is covered under powertrain warranty, because paperwork indicates 12/12 warranty. KM stated 12/12 repair warranty is in addition to powertrain warranty. KM asked if C accepts reimbursement. C stated C wants to be reimbursed for the tow, absolutely, but C wants more. C stated C would like for it go under review for higher compensation. KM stated case has been reviewed. C asked if would be satisfied. KM stated S will document C's dissatisfaction. C stated C thinks it would be fair to offer the difference between what C paid on VEH and what VEH is currently worth. asked for that amount. C stated $8,100. C stated C paid $31,350 for VEH, and DLR offered $23,000 or $23,500. KM stated S will review further. KM stated will follow up with C on Friday 2/7. KM asked if C had any other questions or concerns. C stated no. KM thanked C for C's time. Call ended mutually.

2/6/2020 4:11:54 PM

KM reviewed case with ARBS-JC who reiterated GW offer of reimbursement of 1 monthly VEH payment and towing cost for a total of $875.93

2/7/2020 11:54:16 AM

-KM provided direct line and case number and stated S will try to contact C again tomorrow/Monday.

2/7/2020 11:54:34 AM

-KM placed outgoing call to C at . KM left VMX. KM provided direct line and case number and stated S will try to contact C again Monday 2/10.

2/10/2020 3:00:29 PM

-KM placed outgoing call to C at . spoke with C's wife thereafter known C. KM ADVISED ?This call may be recorded for quality and training purposes.? KM stated reviewed again. KM stated after a careful review of C's case, has determined that NNA is in a position to reimburse C for the cost of 1 monthly VEH payment in the amount of $713.93 and towing in the amount of $162.00 for a total reimbursement amount of $875.93. C stated okay. KM advised C that C will be reimbursed by mailed check. KM stated that the check may take 2-3 business days to process, then 2-4 weeks to reach C by mail. If C has any concerns before then or the check does not reach 5 weeks, C may contact KM at direct line. If there are any concerns with the check request process, KM will contact C immediately. verified mailing address: -KM stated S will send C a letter with further information regarding review for repurchase or replacement. asked if C had any other questions or concerns. C stated no. KM thanked C for C's time and patience. C disconnected.

2/10/2020 3:02:44 PM

****GOODWILL REIMBURSEMENT**** The following are the details of the reimbursement: C is eligible for #1 months VEH payment reimbursement only. Account number: 1051577004 Monthly Payment: $713.93 Total Amount: $713.93 Approved by: ARBS-JC, documented 2/5/2020 10:28 AM Customer Pay Verified By: lienholder statement Mailing Address verified:

2/10/2020 3:04:53 PM

****GOODWILL REIMBURSEMENT**** THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT: Approved by: ARBS-JC documented 1/14/2020 1:21 PM Name of towing facility: A. Albright and Sons, LLC Date tow provided: 1/3/2020 Invoice number: I046782 Tow Charge:150.00 Discount: -$0.00 Subtotal: $150.00 Tax: $12.00 Total: $162.00 Customer Pay Verified By: documented 1/10/2020 1:42 PM verified mailing address: Mailing Address verified:

2/10/2020 3:05:43 PM

noted transferring case to ARBS for processing of reimbursement.

2/17/2020 9:09:55 AM

C contacted NNA CA requesting RHR due to VEH breaking down.

2/17/2020 9:09:56 AM

C contacted NNA CA requesting RHR due to VEH breaking down.

2/17/2020 9:17:56 AM

ARBS rec'd case - ARBS noting reg attached and expires on 05/24/2020 ARBS noting veh registered to: . and k - ARBS noting veh payment confirmed per bank loan statement: $713.93 - ARBS noting address confirmed as: - ARBS submitting check request: Payment of $713.93 and towing 162.00 for a total of 875.93 ARBS noting FedEx: 5 - ARBS setting follow up and exiting veh case

2/18/2020 4:02:31 PM

Check sent-FedEx tracking number as notated by DRT agent.

2/19/2020 2:03:38 PM

SHOULD THE C CALL BACK IN, TRANSFE E BACK TO ARBS HAS HAD NO CONTACT WITH C AT ANY TIME CEE PROGRAM CASE ----- ARBS closing case

CONSUMER ASSISTANCE REQUEST

[redacted]

NAME: [redacted], **GERALD**
CITY: [redacted]
STATE: [redacted]

VIN: [redacted]
MODEL: **A61** YR: **2016**
DT: 3/25/2016
SVC DT: 6/25/2016
MILEAGE: 59,539

TRIM: PRO4X
OPTIONS: C03K03K04K11L11M11X
SERVICING DLR TEAM NISSAN, INC.
DLR STATE: [redacted]
ACCIDENT: N **AIRBAG:** N

OPEN_DT: 1/22/2020
CLOSE_DT: 4/20/2020

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
10	OA	Vehicle Concerns	224500	Automatic Transmission
	[redacted]	Mechanical	BD	Transmission Shifter

CAR VERBATIM

1/22/2020

1/22/2020 1:02:18 PM

DUE TO ATTORNEY REPRESENTATION, DO NOT CONTACT THIS CLIENT. IF CLIENT SHOULD CALL, PLEASE REFER CLIENT TO THEIR ATTORNEY. Attorney letter received; Case assigned to ARBS for review. Previous cases found: 37873607 CA Open recalls/campaigns: None cited DRTS [redacted]N in receipt of attorney letter received 1/22/2020 via First Class Mail dated 1/14/2020 sent via [redacted]. Attached for your review. Law cited: New Hampshire Lemon Law, Magnuson-Moss Warranty Act, breach of warranty statutes and other laws protecting consumers, UCC 2-608, 2-711(3), 9-503, 9-507 and 9-404(1) Nonconformities include: Out of service at least 91 days and subject to at least 13 repairs due to faulty transmission that fails to properly shift gears, defective remote start, leak on driver's side door, driver's seat bottom heater not working properly, check engine light on, squeaking noise when driving on uneven pavement and faulty long block. Requesting: Return of all money paid so far including down payment, amount of payments thus far, finance charges, other fees, incidental and consequential damages, costs and attorney's fees. Requesting response within 10 days. Letter attached.

1/22/2020 3:14:04 PM

DRTS-MN retrieved/attached invoice

1/23/2020 7:24:17 AM

DRTS-MN spoke to [redacted] at Team Nissan to request all ROs including PDI and any open ROs; there are no open ROs.

1/23/2020 7:51:40 AM

DRTS-MN received/attached ROs

1/24/2020 12:29:37 PM

DRTS-MN spoke to [redacted] at Team Nissan to verify days down.

1/24/2020 12:29:49 PM

DRTS-MN completed/attached RHR

1/27/2020 9:46:57 AM

DRTS-MN spoke to [redacted] at Team Nissan to request sales docs/title app

1/27/2020 11:07:52 AM

DRTS-MN received/attached sales docs/title app

2/4/2020 9:58:16 AM

1/19/18 @ 25,905 [redacted] 6168398 - Days Down: 2 CONCERN: 1. Check Engine light malfunction indicator on ACTION: 1. Found codes/checked def level ? full and quality good/checked data base search ? found procedure to perform regeneration for DTC/performed stationary regeneration/cleared codes/test drove/performed DTC confirmation procedure/found no codes or lights returning 5/11/18 @ 31,527 [redacted] 6175473 - Days Down: 4 CONCERN: 1. C/S vehicle not shifting correctly/3rd ? 4th gears/been reset multiple times and drove well for 100 miles then reverted back to rough shifting/C wants learning feature disabled 2. C/S squeaky noise when driving over bumps or uneven pavement ACTION: 1. Nothing abnormal felt on road test/no DTCs found/software available/installed latest transmission software 2. Found hood stops the source of squeak/lubricated/checked/squeak gone 7/20/18 @ 34,357 [redacted] 6179769 - Days Down: 6 CONCERN: 1. Check Engine light malfunction indicator on ACTION: 1. Found DTC/tested system per ESM - found no exhaust leaks/tested def system for leaks ? none/tested def valve for proper spray pattern and flow and not be leaking when off ? ok/replaced SCR catalyst, inlet and outlet NOX sensors/cleared DTCs/test drove/no lights or DTCs present 7/17/19 @ 59,539 [redacted] 6200717 - Days Down: 1 CONCERN: 1. C/S vehicle still shifting harshly ACTION: 1. Inspected for TCM for updates ? all software updated 7/22/19 @ 51,066 [redacted] 6201332 - Days Down: 6 CONCERN: 1. C/S car started making grinding and thunking noise while driving ? saw whole front end starting to shake ACTION: 1. Verified/towed in/no crank/verified power and start signal at starter/found engine stuck ? unable to rotate by hand/removed oil pan and found crankshaft broken and debris in pan/replaced long block/test drove ? ok 9/11/19 @ 52,664 [redacted] 6204070 - Days Down: 28 CONCERN: 1. C/S rattling from suspension while driving 2. C/S Check Engine repair 3. C/S transmission shifting harshly ACTION: 1. Traced to coolant pipe bracket/secured coolant pipe bracket/test drove 2. Unspecified 3. Test drove multiple times/functioning as designed 10/8/19 @ 53,487 [redacted] 6205853 - Days Down: 2 CONCERN: 1. C/S rattle coming from passenger?s side of dash when hitting bumps ACTION: 1. Adjusted overflow bottle bracket/tested ? ok 10/17/19 @ 53,983 [redacted] [redacted] - Days Down: 5 CONCERN: 1. C/S transmission problems ? meet with field engineer ACTION: 1. C worked with field engineer ? advised to return when flight recorder is in stock

2/4/2020 9:58:49 AM

ARBS-FK RHR Review State: NH In Service Date: 06/25/16 DTS: [redacted] 10/18/19 VSC: No Related Cases: 1 Tech Line: No Warranty cases: [redacted], [redacted], [redacted], [redacted], [redacted] Campaigns: No Purchased: Retail Sale 06/25/16 08/09/16 @ 3,267 [redacted], RO: 6135479 - Days Down: 8 CONCERN: 1. C/S vehicle pulling to right 2. C/S remote start only works half of the time/no lights flash/no response from vehicle when pressing remote start button on key or from phone app 3. C/S driver?s side weather stripping leaking water into cabin where switches are on arm rest 4. C/S def fluid says 100% all the time/added 2.5 gallons of fluid after 2,200 ? dash said 100% prior to adding fluid 5. Recall/reprogrammed ECM 6. C/S noise in front end of vehicle when going over bumps ACTION: 1. Found front toe out/adjusted 2. Found driver?s door switch not having good ground and causing issue/removed bolt and cleaned ground connection/works normally now 3. Replaced with new seal/confirmed proper fit and function 4. No codes or bulletins found/gauge only drops when level is getting low and shouldn?t be consistently topped off due to def having a shelf life/will be poor quality if always topped off/meter will warn when low fluid and approximately 250 miles to go/operating normally 5. Completed 6. Test drove vehicle and known good vehicle to compare ? both sound the same/tires and suspension are heavy duty and may have more road type noises then st[redacted]rd vehicle 10/25/16 @ 6,575 [redacted], RO: 6140490 - Days Down: 1 CONCERN: 1. C/S RPM?s jump when shifting from 3rd to 4th gear then shifts down to next gear/has video ACTION: 1. C advised to drop vehicle off when diesel tech is present 11/1/16 @ 6,873 [redacted], RO: 6140940 - Days Down: 8 CONCERN: 1. C/S RPM?s jump when between 3rd and 4th gears at times while shifting under moderate acceleration and upshifting/truck wouldn?t downshift when going up a hill ACTION: 1. Found bulletin 16-068/reprogrammed TCM/test drove/needs to relearn C?s driving habits 1/6/17 @ 9,874 [redacted], RO: 6144662 - Days Down: 12 CONCERN: 1. C/S revs some in between shifting 3rd to 4th/flutters when accelerating/hard shift when pulling horse trailer 2. C/S phone occasionally won?t connect to Bluetooth/doesn?t pair and attempts to pair with no results/most times connects auto ? sometimes manually 3. NTB16-118/fuel tank breather tube ACTION: 1. Performed TCM update 2. Will address at later date when possible updates are introduced 3. Completed 9/12/17 @ 20,687 [redacted], RO: 6159953 - Days Down: 2 CONCERN: 1. NTB17-095/ECM reprogrammed 2. NTB17-088/seat belt 3. C/S high pitched squeak noise from front end while driving over bumpy roads ACTION: 1. Completed 2. Parts on order 3. Test drove multiple times at low speeds/unable to duplicate/suspension working as designed 11/21/17 @ 23,741 [redacted], RO: 6164814 - Days Down: 2 CONCERN: 1. C/S driver?s seat bottom not getting hot 2. MPI 3. NTB17-088/seat belt ACTION: 1. Ordered parts for recall 2. Completed 3. Completed 12/19/17 @ 24,901 [redacted], RO: 6166672 - Days Down: 2 CONCERN: 1. C/S driver?s seat bottom not getting warm when heated seat on ACTION: 1. Found NTB17-109/installed new distribution bag, seat cushion and seat trim

2/4/2020 11:15:33 AM

ARBS-FK RHR Summary 1 repair due to the remote start not working -1st visit @ 3,267 mils ? cleaned ground connection 5 repairs due to a loud squeaking noise -1st visit @ 3,267 miles ? No dupl -2nd visit @ 20,687 miles ? No dupl -3rd visit @ 31,527 miles ? lubricated hood -4th visit @ 52,664 miles ? secured coolant pipe bracket -5th visit @ 53,487 miles - adjusted overflow bottle bracket 5 repairs due to the hard shift from 3rd to 4th gear -1st visit @ 6,575 miles ? return for diagnosis -2nd visit @ 6,873 miles ? reprogrammed TCM -3rd visit @ 9,874 miles ? performed TCM update -4th visit @ 31,527 miles ? Normal Operation -5th visit @ 59,539 miles ? all software updated -6th visit @ 52,664 miles ? Normal Operation -7th visit @ 53,983 miles ? customer to return 1 repair due to the clinking noise -1st visit @ 51,066 miles ? replaced long block 2 repairs due to the check engine light -1st visit @ 25,905 miles ? Performed degeneration -2nd visit @ 34,357 miles ? replaced SCR catalyst Total: 12 repairs 89 days down

2/4/2020 11:41:07 AM

[redacted] Law [redacted] [redacted] P: [redacted] [redacted]

2/4/2020 11:54:23 AM

ARBS mailing out initial offer letter to the [redacted] $1,500 Fed Ex: 7776 [redacted]

2/10/2020 3:33:41 PM

ARBS email to the [redacted]: Good day Mr. [redacted], My name is [redacted] with Nissan, and I am reaching out in response to the [redacted] demand letter. Please review Nissan?s offer at this time. Thanks,

2/21/2020 12:14:45 PM

ARBS email to the [redacted]: Good day, Just following up on the response letter that was sent over for this case. Thanks,

2/23/2020 8:16:48 PM

Email from the [redacted]: Hello [redacted], Please keep the offer open. We will get back to you soon. Thank you.

3/6/2020 3:12:10 PM

Email from the [redacted]: Hi [redacted], The attorney is out of the office, so we ask that you please keep this offer open. I anticipate being able to respond to you by the end of next week. Thanks!

3/19/2020 9:24:18 PM

Email from the [redacted]: [redacted], Sorry for the delay on this one. Our client's vehicle has suffered from a plethora of issues, including the alignment being off, the remote start not functioning properly, suffering from a leak in the weather stripping, a noise in the front end, the engine making a grinding noise, the transmission shifting erratically, Bluetooth not functioning, the heated seats not functioning, the "check engine" light turning on, and a rattle coming from the coolant pipe. This has resulted in our client's vehicle being in the shop at least 91 days. The transmission and engine noise issues remain unrepaired and have caused our client to not trust the vehicle. Attached are two fresh invoices. As such, our demand is $15,000.00 inclusive. Please advise.

3/19/2020 9:27:14 PM

ARBS email to the [redacted]: Good day, Thank you for a response. Nissan?s max offer to settle the case is $6,500 inclusive to settle the case. Thanks,

4/1/2020

4/1/2020 3:26:11 PM

Email from the [redacted]: Offer of $6,500 is accepted contingent on our clients? review and execution of the settlement agreement. Please forward a settlement agreement for our review, and please be sure it includes the following: Notwithstanding the foregoing, this release of claim shall not be construed to release any of the above-named persons or entities from any liability regarding claims of personal injury, wrongful death, property damage, or product liability, arising out of the use or operation of the vehicle after the date of execution of this release. Notwithstanding the foregoing, [RELEASEE] agrees to honor the remaining term of any written warranties provided by it which accompanied the sale of the vehicle. Regards,

4/1/2020 3:28:51 PM

ARBS email to the [redacted]: Good day [redacted], Thank you for the response. Could you send over a copy of the active vehicle registration, and I will draft the release. Thanks,

4/2/2020 8:39:00 AM

Email from the Attorney: [redacted], The registration is attached.

4/2/2020 9:58:30 AM

ARBS email to the Attorney: Good day, Thank you for sending over the registration. Attached is the release agreement. Please review, sign, and return for processing. Thanks,

4/15/2020 1:10:27 PM

Email from the Attorney: [redacted], Our client?s signed release is attached. Please confirm receipt.

4/15/2020 1:12:54 PM

ARBS email to the Attorney: Hey [redacted], It is received, and it is going through the accounting process. There is a delay due to the current concerns, but it will be processed. Thanks,

4/15/2020 1:15:18 PM

DUE TO ATTORNEY REPRESENTATION, DO NOT CONTACT THIS CLIENT. IF CLIENT SHOULD CALL, PLEASE REFER CLIENT TO THEIR ATTORNEY.

4/15/2020 1:15:19 PM

DUE TO ATTORNEY REPRESENTATION, DO NOT CONTACT THIS CLIENT. IF CLIENT SHOULD CALL, PLEASE REFER CLIENT TO THEIR ATTORNEY.

4/15/2020 2:53:38 PM

ARBS submitted check request

4/20/2020 8:58:06 AM

ARBS closing the case due to no further assistance is needed at this time ARBS and the Attorney agreed to a settlement ARBS noting that the check was mailed by the Bank

CONSUMER ASSISTANCE REQUEST

[redacted]

NAME: [redacted], [redacted]
CITY: [redacted]
STATE: CO

OPEN_DT: 2/7/2020
CLOSE_DT: 7/6/2020

VIN: [redacted]
MODEL: A61 YR: 2017
MFG DT: 2/14/2017
SVC DT: 12/16/2017
MILEAGE: 34,268

TRIM: SL 4X4
OPTIONS: B12B93C03L92M11Z66
SERVICING DLR EMPIRE LAKEWOOD NISSAN
DLR STATE: CO
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Output Speed Sensor
06	OA	Vehicle Concerns	337230	Engine Electric
	[redacted]	Mechanical	AQ	Engine Control Module (ECM)
10	OA	Vehicle Concerns	224500	Automatic Transmission
	[redacted]	Mechanical	6J	Transmission Control Module (TCM)

CAR VERBATIM

2/7/2020

2/7/2020 3:24:28 PM

CRR-AS VERIFIED Account Info including: C's name, phone #, home & email address, CRR-AS VERIFIED VEH Info including: VIN#, Current Mileage, CRR-AS CHECKED for open recalls/campaigns and found: CRR-AS CHECKED for previous UNRELATED Case(s) and found: CRR-AS CHECKED previous RELATED Case(s) and found: CRR-AS received call from [redacted] stated that DLR EMPIRE NISSAN is rude and appalling. C stated that C is having multiple issue with C's VEH. C stated that C is having issue with regenerating exhaust fume getting into the cabin adn giving C headaches and itching throat. C stated that the cruze controle comes on after 5 minutes. C stated that while driving hte crank shaft went out at 34,000 miles on [redacted] stated that the VHE has been in the shop (DLR) for 2 weeks . C stated that V EH is in the shop since January 27, 2020 and have left message for SM [redacted] but never return C's call. C stated that C would not buy another Nissan and would make sure C tells people not to buy one. C stated that C Bluetooth and Navigation is not working. C stated and is initiating a Lemon Law buyback. CRR-AS acknowledged C's concern. CRR-AS advised C that C's case will be sent to RCAS for further review and a RS will call C back by the end of the next business day and you can expect a call from a [redacted] area code. CRR-AS asked if there is anything CRR-AS can assist with. CRR-AS provided C with name and Case #. Call ended mutually. Best Contact #: [redacted]

2/7/2020 3:25:25 PM

Case Summary C stated and is initiating a Lemon Law buyback as C is having multiple issue with the VEH. CRR-AS is sending case to RCAS for review

2/10/2020 12:26:15 PM

RCAS transferring case to appropriate RCAS for further handling.

2/10/2020 1:27:52 PM

RCAS-[redacted] called Empire Lakewood Nissan @ [redacted] & spoke with SA-[redacted]. RCAS-SG inquired VEH concern. [redacted]-BF advised Empire Littleton believes there is a broken crank in the engine. [redacted]-BF advised Empire Littleton Nissan towed VEH to DLR Friday 2/7/20. [redacted]-BF advised C picked up rental VEH Saturday 2/8/20. [redacted]-BF advised DLR will try to get VEH diagnosed today 2/10/20. RCAS-SG asked RHR DLR questions. ? What are current VEH concerns/recommended repairs? DLR will try to get VEH diagnosed today 2/10/20. ? How many times has the customer?s vehicle been to the dealer/retailer for repairs? 3 total visits. This is the first visit for a repair. ? What repairs were performed? PDI & LOF ? Are there currently any OPEN ROs? Yes ? Is the vehicle currently at the dealership? Yes ? How many days has the vehicle been kept out of service at your dealer for repairs? 3 & counting ? Has TECH LINE been involved? No ? Has a Dealer Technical Specialist (DTS) been involved? No RCAS-SG thanked SA-BF. Call ended mutually.

2/10/2020 1:29:39 PM

RCAS-[redacted] updating case to [redacted] VEH is currently @ DLR.

2/10/2020 1:53:32 PM

made outbound call to C at . -SG VERIFIED C?s name, home & email address, concern, phone. -SG CHECKED for open recalls/campaigns and found: Previous UNRELATED Case(s) Found: Previous RELATED Case(s) Found: -SG ADVISED ?This call may be recorded for quality and training purposes.? -SG thanked C for verifying information. -SG introduced self & established credentials. -SG advised of case # & contact # email. -SG apologized for VEH concerns. -SG confirmed issues with regenerating exhaust fumes, cruise control, & crankshaft concern. C stated C stated C has been putting up with concern for a long time. C stated the exhaust fumes from regen give C a scratchy throat & headaches. C stated VEH regens 1-2 times a week. C stated the biggest issue is that the motor blew. C stated it will be a couple weeks before repairs are complete. -SG empathized. C stated DLR Littleton Nissan would not communicate with C. C stated the DLR Littleton Nissan doesn't have a diesel tech. C stated DLR e Littleton Nissan never said DLR didn't have a diesel tech. C stated when the VEH was new, C took VEH to a DLR & the DLR had no clue about diesel engines. C stated DLR has no clue what DLR is talking about.
C stated the regen seems to be a specific issue with this VEH. C stated C has noticed Nissan has discontinued this model. -SG apologized. -SG inquired about the cruise control. C stated when it is cold, the cruise control won't work. C stated the cruise control won't turn on until the engine is fully warmed up after 5-10 minutes. C stated the Bluetooth doesn't work. C stated the Bluetooth doesn't recognize when C says "call home" or "call C's wife's name". C stated if C gets an incoming call, the Bluetooth will work. C stated there are a lot of little issues that irritate C. C stated the last issue is the power. -SG inquired power concern. C stated C will floor the accelerator, & VEH won't move. C has to wait for the engine to warm up a bit before the VEH will move. C stated the rpms go up a bit, but the transmission doesn't engage. -SG apologized. -SG confirmed C is seeking repurchase/replacement of VEH due to issues with regenerating exhaust fumes, cruise control, & crankshaft concern. C stated yes. -SG introduced RHR process & advised review looks into VEH service history & the guidelines of C's state. C stated ok. -SG asked RHR C questions: ? Why do you want to return the veh to NNA? C stated the performance is woefully inadequate. C stated VEH gets an average 14 mpg. C stated VEH regens 1-2 times per tank. C stated other VEHs get about 18 mpg. C stated VEH regens way too much. C stated when VEH sits in traffic for 5 minutes or C runs to the store, VEH regens. C stated C doesn't feel this is normal operation. C stated frankly the performance is inadequate. C stated VEH has spent too much time in service. C stated VEH will have been out of service for 30 days after this repair. C stated C doesn't want a rebuilt engine. C stated C is not sure that C has confidence in the technician to do repair properly. C stated the engine should be rebuilt in a clean factory. C stated the Bluetooth doesn't work. C stated C is not confident VEH will be fixed correctly. C stated C knows DLR will not be able to fix the regen issue. C stated C will be a troublesome C because C doesn't want to deal with these issues. -SG confirmed C's concerns are with the safety & reliability of VEH. C stated correct. ? Where is the veh currently? ? Where was the veh purchased? Woodmen Nissan ? Was it purchased new or used? New ? If used, when was the veh purchased? N/A continued...

2/10/2020 1:54:05 PM

continued... ? Where is the veh serviced? Tire rotations - Discount Tire Maintenance - or Nissan -SG advised the review generally takes an average of about 10 business day. -SG set follow up Thursday 2/13/20. C stated ok. -SG offered further assistance. C declined. -SG thanked Call ended mutually. *-SG sent C case # & contact # email.*

2/10/2020 1:55:32 PM

-SG set RHR Assist task to .

2/10/2020 1:58:30 PM

emailed Woodmen Nissan SD- . -SG requested confirmation of # days down for RO 217104. -SG asked RHR DLR questions.

2/10/2020 2:00:39 PM

updated C's city & zip code to .

2/10/2020 2:10:27 PM

called Littleton Nissan @ & spoke with SA- . -CN advised VEH came in with a code for crank sensor. -CN advised DLR replaced sensor & the issue was not fixed. -CN advised DLR then called & had VEH towed to . -SG requested confirmation of # days down for RO's. -CN advised ? 31777 - Opened 6/26/18, closed 7/6/18 ? 32367 - Opened 7/16/18, closed 7/23/18 -SG asked RHR DLR questions: ? How many times has the customer?s vehicle been to the dealer/retailer for repairs? 3 ? What repairs were performed? ? 31777 - updated ECM & TCM programming ? 32367 - Put air cleaner element in VEH due to decreased mpg. ? 26012884 - Replaced crank sensor & towed to sensor didn't resolve concern ? Are there currently any OPEN ROs? 26012884 - will be closed once tech puts story in ? Is the vehicle currently at the dealership? No ? How many days has the vehicle been kept out of service at your dealer for repairs? ? Has TECH LINE been involved? No ? Has a Dealer Technical Specialist (DTS) been involved? No -SG thanked SA-CN. Call ended mutually.

2/10/2020 2:11:43 PM

emailed Nissan SM- . -SG asked RHR DLR questions.

2/10/2020 2:12:42 PM

received email from Woodmen Nissan SD- . -JD advised from 2017 & is VEH's only visit from advised VEH was @ DLR 5 days.

2/10/2020 2:13:49 PM

**** noting cannot Data Net. Warning: No users are associated with the selected dealer to share the case with.*****

2/11/2020 9:18:41 AM

received email from Nissan SM- . -ES advised DLR has not seen VEH since 8/12/19. -ES provided the information DLR had on VEH's last visit to answer RHR DLR questions: ? What are current VEH concerns/recommended repairs? Customer states the fuel pressure low warning is on ? How many times has the customer?s vehicle been to the dealer/retailer for repairs? 1 ? What repairs were performed? None, recommended replacing fuel filter and customer declined ? Are there currently any OPEN ROs? no ? Is the vehicle currently at the dealership? no ? How many days has the vehicle been kept out of service at your dealer for repairs? 0 ? Has TECH LINE been involved? no ? Has a Dealer Technical Specialist (DTS) been involved? no

2/11/2020 10:33:08 AM

-DL made outbound call to BOULDER N -no one was available.

2/11/2020 10:34:04 AM

-DL emailed for RO 6056429.

2/11/2020 10:35:21 AM

RCAS-DL emailed [redacted] for days down or information on open [redacted]. 6012884 6025529

2/12/2020 10:56:17 AM

RCAS-[redacted] received email from [redacted]. SM-JR advised RO 16025529 is still open, vehicle has been down for 6 days. SM-JR advised [redacted] 26012884 is from Empire Littleton Nissan and [redacted] was open for 12 days. SM-JR advised VEH is currently @ DLR & DLR now has authorization for the engine replacement.

2/12/2020 1:00:38 PM

DRTS received the RHR. The RHR was assigned to ARBS [redacted] for review.

2/13/2020 9:31:48 AM

RCAS-[redacted] made outbound call to C at [redacted]. RCAS-SG ADVISED ?This call may be recorded for quality and training purposes.? RCAS-SG advised DLR has received authorization to replace the long block. RCAS-SG advised the RHR is under review & a decision has not been reached. RCAS-SG set follow up Tuesday 2/18/20. C stated C will contact [redacted]n to coordinate rental VEH. RCAS-SG offered further assistance. C declined. RCAS-SG thanked C. Call ended mutually.

2/17/2020 5:06:57 PM

ARBS made an outbound call to EMPIRE [redacted] spoke to [redacted]. ARBS gave C's nam[redacted] asked for an update. [redacted]n stated VEH is having long block replaced and repairs should be done by Monday the 24th at the latest. [redacted] stated there was a delay with parts. [redacted]n stated C might refuse to pick up VEH. ARBS understood any thanked [redacted] for update. Call ended mutually.

2/17/2020 5:08:34 PM

ARBS-EH notes the following RHR NOTATION: Open campaigns: None Additional cases: 29231382 Warranty cases: [redacted] Techline cases: 39094128, 31991721 DPIC cases: None DTS involved: None VSC found: None State: CO VEH purchased: New In-service date: 12/16/2017 ***** 6/26/2018 @ 9,808, [redacted]: 31777 - business Days Down 9 CONCERN: 1. TRANSMISSION IS NOT SHIFTING CORRECTLY 2. THE REAR SPEAKER IS QUIET/MUFFLED. SOUNDS LIKE ITS ONLY COMING FROM THE DASH AREA. 3. INTERMITTENTLY WHEN YOU TURN CRUISE CONTROL ON IT DOESNT ENGAGE IMMEDIATELY. ACTION: 1. Reprogram Transmission control module. 2. Operating normally. CP. 3. ECM and TCM reprogram. 7/16/2018 @ 10,433, [redacted]: 32367 - business Days Down 6 CONCERN: 1. THE GAS MILEAGE IS VERY LOW. ACTION: 1. Put air cleaner element in VEH due to decreased mpg. CP 8/12/2019 @ 28,091, [redacted]: 6056429 - business Days Down 1 CONCERN: 1. CUSTOMER STATES LOW POWER WARNING ON ACTION: 1. Replaced fuel filters. CP 1/28/2020 @ 34,268, [redacted]: 6012884 - business Days Down 9 CONCERN: 1. VEH dies while driving on highway. ACTION: 1. Replaced crank sensor. 2/6/2020 @ 34,268, [redacted]: 6025529 - Open RO. CONCERN: 1. LOUD CLANKING IN [redacted] ACTION: 1. Replacing long block ***** Business days down for warranty repairs within presumption: 15 Business days down for warranty repairs total: 23 plus an open [redacted]

2/17/2020 5:13:03 PM

DISREGARED PREVIOUS DAYS DOWN: CORRECTED DAYS DOWN: Business days down for warranty repairs within presumption: 9 Business days down for warranty repairs total: 17 plus an open [redacted] ***** ARBS-EH notes the following RHR summary: VISITS WITHIN PRESUMPTION: 1 visit for TRANSMISSION IS NOT SHIFTING CORRECTLY. --- Reprogram Transmission control module. 1 visit for THE REAR SPEAKER IS QUIET/MUFFLED. SOUNDS LIKE ITS ONLY COMING FROM THE DASH AREA. --- Operating normally. CP. 1 visit for INTERMITTENTLY WHEN YOU TURN CRUISE CONTROL ON IT DOESNT ENGAGE IMMEDIATELY. --- ECM and TCM reprogram. 1 visit for THE GAS MILEAGE IS VERY LOW. --- Put air cleaner element in VEH due to decreased mpg. CP VISITS OUTSIDE OF PRESUMPTION: 1 visit for CUSTOMER STATES LOW POWER WARNING ON. --- Replaced fuel filters. CP 1 visit for VEH dies while driving on highway. --- Replaced crank sensor. 1 visit for LOUD CLANKING IN [redacted]. --- Replacing long block

2/17/2020 5:18:15 PM

VEH is outside of filing time period in [redacted] monthly after warranty expires or 1 year from in service date.

2/17/2020 5:18:51 PM

ARBS is taking over case due to long block replacement early in the life of VEH. ARBS intends on offering cash settlement.

2/17/2020 5:26:49 PM

ARBS placed an outbound call to C at [redacted]. ARBS asked if it was a good time. C confirmed. ARBS stated will be point of contact moving forward. ARBS stated aware VEH is at DLR getting long block replaced. C confirmed. ARBS apologized for circumstances and stated will continue working with C until VEH is repaired. ARBS stated from that point ARBS can review for cash settlement. C stated more warranty repairs need to be done once long block is replaced. C stated at that point VEH will be at the 30 day qualifying point for lemon law state guidelines. ARBS understood and stated unfortunately VEH is outside of the CO lemon law presumption period. ARBS stated that VEH does not qualify since VEH is outside. ARBS stated NNA will not repurchase or replace VEH. ARBS stated happy to review for cash settlement once repairs are complete. C asked why no cash settlement now. ARBS stated that ARBS needs to make sure VEH is operating properly first before ARBS can proceed with compensation. ARBS stated this is policy and ARBS wants to make sure VEH is running properly for C. C stated okay thanks. C hung up on ARBS.

2/20/2020 9:36:06 AM

ARBS placed outbound call to C at [redacted] ARBS informed C that NNA has received correspondence email sent to [redacted] and [redacted]. ARBS informed C that ARBS-EH is currently OOO until 2/25/2020. ARBS informed C that case has been updated to reflect all events. ARBS explained to C that ARBS-EH will review all information available to see what offer may be presented once VEH is repaired. C understood. C stated that C just wanted an update. C stated that C has a few other warranty concerns that C also wants addressed. ARBS informed C that C can relay concerns to ARBS-EH. ARBS informed C that ARBS-EH has other internal contacts and resources for assistance if needed. C understood. C stated that C will expect a call on 2/25. ARBS informed C that ARBS will inform ARBS-EH. ARBS informed C that due to all other cases, there is a chance that C will not receive call on 2/25. C understood. ARBS offered additional assistance. C declined. ARBS thanked C for time. Call ended mutually.

2/26/2020 3:09:27 PM

ARBS checked tableau and [redacted] # 6025529 is still open.

2/26/2020 3:13:03 PM

ARBS made an outbound call to EMPIRE [redacted] spoke to [redacted]. ARBS gave C's name and asked for an update. [redacted] stated swapping engine parts and new engine should be put in by tomorrow. [redacted]n stated repairs should be done at the latest by Friday. [redacted]n stated will look into C's other concerns once this repair is complete. ARBS understood and thanked [redacted]. Call ended mutually.

2/26/2020 3:19:05 PM

ARBS placed an outbound call to C at [redacted]. ARBS asked if it was a good time. C confirmed. ARBS stated DLR should be complete with engine repairs by this Friday. ARBS stated will follow up on Monday to check on any other concerns. C appreciated that and stated this would be a different conversation if VEH was driven by family. C stated thinks VEH is unsafe. C never thinks this VEH is going to run properly. ARBS understood and apologized. ARBS stated VEH does not fall within state guidelines. ARBS stated happy to discuss compensation once VEH is repaired. C understood. ARBS asked if C had any questions. C stated no. ARBS thanked C for time. Call ended mutually.

2/27/2020 7:54:26 AM

CRR-LS VERIFIED Account Info including: C's name, home & email address, phone# CRR-LS VERIFIED VEH Info including: CRR-LS CHECKED and ADVISED for open recalls/campaigns and found : CRR-LS CHECKED for previous UNRELATED Case(s) and found: CRR-LS CHECKED previous RELATED Case(s) and found: CRR-LS NOTED concern is: Follow Up C called in to request that ARBS agent call C and provide a follow up on the case. CRR-LS advised would send an email requesting same. Call ended mutually.

2/27/2020 7:56:24 AM

CRR-LS sent courtesy email to ARBS agent. ***** Summary **** [redacted] looking for follow up information as VEH has been in the DLRSHP for a month.

3/3/2020 1:45:54 PM

ARBS checked tableau and RO # 6025529 is still open.

3/3/2020 1:50:42 PM

ARBS placed an outbound call to EMPIRE [redacted] spoke to [redacted]. ARBS gave C's name and last 6 of the VIN. ARBS asked if VEH repair was complete. [redacted] putting in fluids now and test driving will begin tomorrow. [redacted] aware and stated RO is hitting about 26 days. ARBS understood and thanked [redacted]. Call ended mutually.

3/3/2020 1:53:45 PM

ARBS placed an outbound call to C at [redacted]. VMX is full. ARBS was unable to leave a VMX.

3/3/2020 2:20:08 PM

ARBS reviewed case with PLNR-[redacted] Case. ARBS asked about non-lemon buyback. PLNR-ZC approved to offer non-lemon buyback to C. ***** ARBS informed Exec-[redacted] that ARBS plans to offer non-lemon buyback.

3/6/2020 1:28:29 PM

ARBS pulled carfax report and attached to the case. Damage reported on 07/05/2018: --- Damage to rear

3/12/2020 11:54:50 AM

ARBS received an email from C stating: I saw there was a tornado in [redacted] earlier today. I hope you, your family, and friends are all okay! [redacted] is at a conference and when he turned his phone back on there was a missed call from you and as I stated in the email below, I am the point of contact going forward. I will be in my office from 7:30am to 5:00pm tomorrow, please feel to reach me at [redacted]. I would also like you to acknowledge that you have received this email as you have not responded to the message I left you last Thursday or the 2 emails I sent you last Friday. Looking forward to a quick resolution to this very frustrating matter!

3/12/2020 11:56:28 AM

ARBS checked tableau and RO # 6025529 is closed.

3/12/2020 12:20:57 PM

ARBS placed an outbound call to C at [redacted]. ARBS asked if it was a good time. C confirmed. ARBS understood that VEH repair is complete. ARBS asked how VEH is running and if it was picked up. C stated VEH is not fixed. ARBS asked if VEH has been picked up. C stated refuses to pick up VEH. ARBS informed C will need to know if VEH is running properly before proceeding with review. ARBS stated will need to know how VEH is running. C stated NNA is m[redacted]ting C to pick up VEH. ARBS informed C that this is not m[redacted]ted. ARBS was just simply asking if VEH has been picked up and how it was running to complete review. C stated will get an attorney and go to BBB. C asked if ARBS wanted that. ARBS informed C that is at C's discretion. ARBS advised to send in letter of representation. C demanded case be escalated. ARBS stated unfortunately ARBS is highest power C can speak to. ARBS asked if C has been in touch with the DLR. C stated ARBS is horrible and this case is horrible. ARBS understood and asked if C has been in touch with DLRSHP. C stated that DLR is waiting on ARBS to follow up. ARBS understood. ARBS stated wanted to complete review so that compensation review can be completed as well. C stated does not want compensation. C demanded VEH be bought back. ARBS stated just wanted to present all available options to C. C stated only option is repurchase. C stated spoke to lawyer friends and knows a lot of people in the media. ARBS understood and stated will notate this in case. ARBS stated an option is to move forward with a non-lemon law buyback. ARBS stated these are not usually beneficial to C. ARBS stated offer is on the table if C wishes to proceed. C agreed to non-lemon law buyback and asked what that entails. ARBS informed C with follow BBB Non-Lemon Law guidelines. ARBS stated only reimburse purchase price and deduct, negative equity, 3rd party additions, and usage. C stated wants that because VEH is unsafe. C stated will be in touch with lawyer. ARBS requested letter of representation if C obtains a lawyer. C stated unhappy with ARBS and case was handled poorly. ARBS stated will document this in case. ARBS asked if C had any questions. C stated no. C stated case was handled poorly. ARBS stated will add that to previous feedback. ARBS stated will send an intent letter with documents needed to proceed. ARBS stated once documents are received, ARBS can proceed with buyback. C mocked ARBS and understood. ARBS thanked C for time. Call ended mutually.

3/12/2020 5:26:38 PM

ARBS sent intent letter via Fedex tracking [redacted]

3/16/2020 9:31:22 AM

ARBS received an email from C stating: I know we are all dealing with this unpredictable time in our country however, I don't believe this should slow down the progress of our buy back case and I need to know what the fees will be in regards to this case prior to making a decision as to how we will proceed. I sent the email below last Friday and left you a message as well and have not gotten a response. Please address this matter today.

3/16/2020 9:34:44 AM

ARBS emailed C stating: Ms. [redacted], I am unable to process any numbers until the following requested documents are sent in and processed by our accounting department. Please refer to the intent letter that was sent to you via Fedex on 3/12/2020 for a list of those documents. Attached above is the lienholder release form that will need to be signed and filled out before returning. Please let me know if you have any other questions. Thanks, [redacted]

3/23/2020 5:17:47 PM

ARBS received an email with lienholder release, the title, registration, payment history, bill of sale and payoff. ARBS notes that the registration is expired.

3/23/2020 5:19:06 PM

ARBS received an email from C with pictures attached.

3/23/2020 5:22:27 PM

ARBS received a email from C requesting an update.

3/23/2020 5:22:52 PM

ARBS emailed C stating: Good Afternoon, Thank you for sending over the documents requested. Unfortunately I will need the Title Application and not the title, and I cannot accept expired registration. Please send over the following: ? Updated registration ? Title application UPDATE: There will be delays in our surrender process for all buybacks due to the current COVID-19 status. We do apologize for this, and will keep you updated once we receive more information. Thanks, [redacted]

3/26/2020 3:59:25 PM

ARBS received an email from C with registration attached.

3/26/2020 4:00:47 PM

ARBS emailed C stating: Good Afternoon, The title application is still needed to proceed. Please not the following update in regards to the COVID-19 Pandemic: Thank you for allowing Nissan North America the opportunity to review your request for repurchase of your Nissan/Infiniti vehicle. We do take these requests very serious and look forward to resolving this matter as quickly as possible. At this time, given various government issued m[redacted]tes across the [redacted] surrounding the COVID-19 virus, we are unable to perform certain functions that are necessary to completing the re-acquisition of your vehicle. We do look forward to these m[redacted]tes being lifted so that we may move forward with taking care of you, our customer. When the m[redacted]tes are lifted, Nissan North America will reach out to you as soon as possible to initiate next steps to finalize the repurchase of your vehicle. In the meantime, please continue to make timely monthly payments on your vehicle purchase loan, if applicable, so that this unfortunate delay does not have an adverse impact on your credit. Additional payments made before the repurchase could be completed will be taken into consideration in calculating amounts owed to you and your lienholder. Thanks!

4/8/2020

4/8/2020 4:38:59 PM

ARBS notes that C reached out to PLNR-[redacted] via email. ***** PLNR-RM emailed C the following: Good evening Mrs. [redacted], I reviewed the case and it does appear we have the documents we need. However because of the COVID-19 pandemic we are unable to complete any repurchases at this time. I know this is not what you want to hear but I am sure you understand that this is beyond anyone?s control. As for the formula you requested. We use the IRS rate for reasonable usage. That rate is currently set at 57.5 cents per mile. Because of the delays we are currently experiencing I am willing to reduce that by half to 28.75 cents per mile. As well, because of the delay in our ability to complete the repurchase we could revisit the settlement offer made by [redacted] if you want to get this behind you. She originally offered $4500.00, I am willing to increase that to $6000.00. I know this has not been a great experience for you and I hope that you find what I am offering as reasonable. Best regards,

4/8/2020 4:39:33 PM

ARBS received an email from C with PLNR-RM cc'd stating: Good Morning Rick (please feel free to address me by [redacted] too), I am so impressed with the quick response that you have given us and am so appreciate to finally have the answer to our question. Thank you for reducing the mileage cost to 28.75, that will be the option we will take as we no longer want this unsafe vehicle. We totally understand the delay in completing this process and can't wait for this unpredictable time to be over (I work for VISIT [redacted]R and we just found out our Convention Center is going to be turned into a hospital, such scary times!) I'm sure you feel the same way! Thank you again and be safe and healthy ??!

4/17/2020 2:59:51 PM

ARBS received an email from C with title application attached.

4/17/2020 3:03:14 PM

ARBS emailed C stating: Good Afternoon, I am reaching out to see if you have any questions at this time. Unfortunately there is no update in regards to the current status as to when we can begin the buyback process again. Thank you for your patience. [redacted]

4/23/2020 3:25:24 PM

ARBS received an email from C stating: It's been almost a week since you sent me an email asking if I have any questions and once again you've chosen not to respond. I'm requesting the common courtesy and professionalism of a response as we wouldn't even be in this current situation had you handled this case in timely manner.

4/23/2020 3:25:53 PM

ARBS notes that DRT-[redacted] sent an email stating that ARBS will follow up by the end of the day today.

4/23/2020 3:27:16 PM

ARBS received an email from C stating: Could you give me a step by step of the buyback process, i.e. do you send the check to us directly to pay off the lender or do you pay the lender and send the remainder to us? We have to return our loaner vehicle back to Empire Nissan tomorrow, will you reimburse for a rental car based on this? [redacted]n is no longer with Empire Nissan and I'm copying [redacted] who is our new contact there.

4/23/2020 4:47:50 PM

ARBS placed an outbound call to C at [redacted]. ARBS asked if it was a good time. C confirmed. ARBS stated reaching out about C's questions. C stated ARBS got the email. ARBS confirmed and stated wanted to double check and see if there were any other questions C may have. C asked if NNA will cover rental VEH. ARBS stated cannot gaurentee this and asked for C to send in rental documents for review. C stated does not have those documents. C stated just wanted reassurance for this may be something C needs to do. ARBS informed C that this can be reviewed say this occurs. C understood. C stated does to like that ARBS ignores C. ARBS apologized and stated wants to asked C's questions. C asked for an update on COVID-19 hold up. ARBS stated there is no update as to when 3rd party company will being process again. ARBS thanked C for patience but unfortunately everything is still at a stand still. ARBS stated all that can be done at this point is that documents can be collected. ARBS stated since ARBS has documents its a waiting game. ARBS stated understands it isn't ideal for NNA or [redacted] asked how repurchase process works. ARBS explained how repurchase process works step by step. ARBS informed C that usually checks are exchanged the day of the surrender. C understood. C stated does not like ARBS work ethic. C stated doesn't understand why ARBS does not care. ARBS apologized and stated doing the best ARBS can for the circumstances. ARBS stated that all options will be on the table for C say C changes mind on buyback and wants to proceed with $6,000.00 settlement. C stated no ARBS is not. ARBS informed C that numbers may be subject to change due to the current circumstances and that C will still be paying off VEH. C asked for numbers right now. ARBS stated that ARBS does not have the numbers at this point. C stated that [redacted] stated that numbers would be provided. C asked how would buyback not be beneficial to C after the change [redacted] made to usage. ARBS stated email received stated follow up and apologized that these expectations were not met. ARBS stated just wanted C to know that C had many options on the table. ARBS stated nit trying to sway C in any direct C does not want to go. C being to stat how much C did not like ARBS. ARBS understood and stated will document this. ARBS stated that ARBS wishes this could be completed just as much as [redacted] demanded numbers by the end of today like [redacted] promised. ARBS apologized and stated cannot gaurentee this. ARBS stated did not see where [redacted] promised numbers and apologized that the numbers. ARBS stated does not have that prepared for C. ARBS stated numbers are in lieu of change though due to COVID-19 delay. C stated ARBS is not doing what ARBS is supposed to. C stated will be calling [redacted]. C demanded numbers now. ARBS apologzied and stated does not have those in front of ARBS at this point. C stated questioned ARBS work ethic. ARBS stated call has become unproductive at this point. ARBS apologized for dissatisfaction and thanked C for patience through this process. ARBS stated if C does not have any questions, ARBS will be disconnecting call. C stated will call [redacted] and demanded numbers by the end of the day today. C disconnected the call.

4/23/2020 4:48:06 PM

ARBS emailed [redacted], [redacted], and [redacted] stating: [redacted], I followed up with her today via phone. I informed her of the process that is followed when a repurchase is completed. On top of this we have also communicated that we are able to reduce the usage deducted, and if the customer chooses not to proceed with the repurchase, a $6,000.00 settlement in lieu of it. She was not happy to know that the numbers may be subject to change due to the current delay caused by COVID-19. There is still no update as to when we will be able to proceed forward with the surrender process due to our 3rd party surrender company still being closed. I have documented said call in the case for review. Please let me know if you have any further questions in regards to this at all. Thanks, [redacted]

4/23/2020 4:55:01 PM

ARBS was cc'd in an email from C to DRT-[redacted]: Thank you for your quick respons[redacted]. I received a phone call from [redacted] who is still unable to answer the questions. She seemed oblivious to the email that she sent last Friday with my response of 2 questions. [redacted] advised me that our buy back offer could be financially detrimental to us and that she is trying to be a "good customer advocate" in letting us know that. Had [redacted] looked at the figures in regards to this case, she would realize this won't be detrimental to us. Based on the usage charge of 28.75 cents per mile and the current mileage on the truck of 34,275 (please note this was less when the vehicle was brought in for repair on 1/27/20) the usage charge should be approximately $9854 correct? I asked [redacted] to send me the figures she has and how that would be paid (i.e. check to the lender or check to us). [redacted] stated she didn't have our paperwork when she initially told me at the beginning of the phone call she has all our paperwork. My other question was in regards to rental car reimbursement. We had to return the loaner vehicle to Empire Nissan last Saturday and should we need to get a rental vehicle for [redacted] (he's working at home right now but may have to go back to the office in the near future due to COVID restrictions being lifted.) [redacted] didn't have an answer to this she just said to send in receipts. My level of frustration with how [redacted] has handled this case is at an all time high! Had she contacted us and the service manager in the timely manner which we were told would be every 3 days, we would have had this settled prior to COVID. I looked up the COVID restrictions in [redacted] and it looks as if you'll be having some of them lifted too, I hope this will allow us to settle this case in the very near future! Thank you for your assistance this, we really appreciate it. [redacted] [redacted]

4/24/2020 11:20:46 AM

ARBS was cc'd in an email from [redacted] [redacted] stating: Let me see if I can answer some of your questions, again I am very sorry that this is dragging out more than either of us would like. I believe we are close to working out a process with the company that handles vehicle surrenders when we have a repurchase or replacement. They are based out of [redacted] and their stay at home restrictions have been a bit more strict than those we have in [redacted]. 1. Yes your calculation will be the approximate amount of the usage charged. 2. We do have all of the paperwork needed with the exception of the payment history and payoff information. We won?t request that until we have a surrender date as those figures change as payments are made and interest accrues. We will handle paying the lender, so you won?t have to worry about that piece of it. 3. As far as a rental if needed, I am open to having that discussion. We typically would allow for $35.00 per day and typically not for more than 30 days. Hopefully we can this wrapped up before we would need to revisit that. Also we do not have any accounts with Rental Car Agency?s so the cost would need fronted by you and then we would reimbursed you. We would need a copy of the rental agreement and proof of payment to get the reimbursement processed through accounting. Please let us know if you decide to get a rental. I hope this somewhat helps to provide you the information you requested. Please know that we truly are working very hard in the background to get this completed as soon as possible.

4/27/2020 4:11:52 PM

ARBS is noting the following rough numbers to send to C: Non LL Repurchase: Amount (+) Cash Price $54,565.00 (=) Total Purchase Price $59,370.01 (-) Less Rebates $6,000.00 (-) Less Usage $9,937.72 (0.29*34,268) (DRT PLNR-[redacted] offered 28.75 per mile on VEH) (-) Lien Payoff good till 3/29/2020 $37,926.17 (=) Amount Due to Customer $701.11 (+) Attorney Fees $0.00 (=) Amount Due to Attorney and Customer $701.11

4/27/2020 4:12:42 PM

ARBS notes number subject to change due to updated payment history and payoff needing to be provided.

4/27/2020 4:14:09 PM

ARBS and DRT PLNR-[redacted] recieved the folllowing emails from C: Thank you for this information, it is very helpful. 1. Could you verify that this amount is deducted from the purchase price and should we expect any other fees that will be deducted? 2. Thank you for the clarification on the paperwork, we totally understand this and will be making another payment in a few days. 3. Thank you too for the rental car information. We just had our shelter in place extended to May 8th so we may not need one but it's good to know we have the option of being able to rent a vehicle if necessary. This is such a bizarre time right now and I really appreciate your promptness, caring, concern, and professionalism with handling our case. Have a nice weekend and cheers to getting back to some sense of normalcy in the near future! ***** Good Morning [redacted], I hope you had a nice weekend! I wanted to circle back in regards to my first question, knowing that you have the financial information in regards to the Titan, minus the payoff amount, could you tell me what we should expect in reference to the buy back? [redacted] had said that this was the purchase price minus usage fees. As I have mentioned before, our main concern is that we are made financially whole after this ordeal. Thank you and I hope you have a good day!

4/27/2020 4:20:34 PM

ARBS received an email from DRTS [redacted]RM requesting ARBS follow up with C today.

4/27/2020 4:21:15 PM

ARBS emailed C and DRT [redacted]R-RM stating: Good Afternoon, I went ahead and threw together the rough numbers of your Non-Lemon Law repurchase. Your base price is the only thing that is reimbursed in a non-Lemon Law repurchase. From there, we deduct usage and any negative equity that was acquired through the purchase. I used the most recent payoff that was provided at this time. These are not the official numbers, but from this point hopefully you get more of an idea of what you will see from this Non-Lemon Law repurchase: (+) Cash Price: $54,565.00 (=) Total Purchase Price: $59,370.01 (-) Less Rebates: $6,000.00 (-) Less Usage: $9,937.72 (0.29*34,268) (-) Lien Payoff good till 3/29/2020: $37,926.17 (=) Amount Due to Customer: $701.11 Please let me know if you have any questions in regards to the numbers. Thanks, [redacted]

4/27/2020 4:34:20 PM

ARBS placed an outbound call to C at [redacted]. ARBS asked if it was a good time. C confirmed. ARBS stated sent over rough numbers. ARBS stated was hesitant to send over numbers due to this being subject to change. ARBS stated at the end it may be more and it even may be less. ARBS cant gaurentee. C understood and stated gets what ARBS was saying about how non-LL is not usually beneficial. ARBS explained how settlement may be the more beneficial option at this point. ARBS stated that this is not ARBS trying to force C toward any direction. ARBS stated has been trying to be transparent with [redacted] stated understands now. C apologized for reactions and stated this is a stressful time. C stated has a good lawsuit on C's hands. C stated has SA's at the DLRSHP stating they will testify against NNA for C. ARBS understood and stated all options are on the table and this is up to C. ARBS stated happy can provide any type of help to [redacted] thanked ARBS for following up. C understood this is hard on ARBS too. ARBS understood ARBS asked if [redacted] any questions. C stated no. C stated will reach out to husband and follow up with ARBS. ARBS understood and thanked C for time. Call ended mutually.

4/30/2020 3:23:05 PM

Hi [redacted], Thank you for your email and phone call yesterday. We looked at our docs and have some questions. We can't figure out your line item - Total Purchase Price of $59,370.01, and it doesn't seem that it factored into the calculations. Also, it doesn't look as if you considered the $500 cash down payment we made which would change your calculation of amount due to customer to $1,201.11 (obviously subject to the most current lien payoff number). Another question is about the calculations and why the base cost of the vehicle does not include non-negotiable D+H costs (quoted in the contract as cost and profit to the dealer) as well as the non-negotiable dealer option Auto-mate paint protection for an additional $1,088. This is the Total Purchase Price subtotal of $55,653.00. Shouldn't this be the base cash price for your calculation? One more question, why aren't other costs of the vehicle, namely sales taxes (and the $32.05 line item under the sub-total of taxes that we can't quite figure out what this relates to), included in the base cost of the vehicle? This totals an additional cost of $1,858.17? This calculation can also be derived from the original purchase document - the only amount not being considered in these calculations is the $1,000 Gap Insurance amount. [redacted] put this graph together:

[redacted] Version	True Price	+Taxes	Price of Vehicle	54,565.00	54,565.00	54,565.00
Dealer Charges	-	1,088.00	1,088.00	Total Purchase Price	54,565.00	55,653.00	55,653.00
Taxes	-	-	1,826.12	Misc Charge	-	-	32.05
Total Amount Due	54,565.00	55,653.00	57,511.17	Cash Rebate	(6,000.00)	(6,000.00)	(6,000.00)
Usage	9,937.72	9,937.72	9,937.72	Trade in net	-	-	-
Net Nissan	38,627.28	39,715.28	41,573.45	Lien Payoff	37,926.17	37,926.17	37,926.17
Cash Down payment	500.00	500.00	500.00	Due to Customer	1,201.11	2,289.11	4,147.28

Thank you for your answers to these questions and have a good afternoon!

4/30/2020 3:23:47 PM

ARBS notes previous documentation was an email received by C and sent to ARBS and DRT [redacted].

4/30/2020 3:34:10 PM

ARBS placed an outbound call to C at [redacted]. ARBS asked if it was a good time. C confirmed. ARBS stated wanted to discuss email. ARBS explained how with a Non-LL only purchase price is reimbursed. ARBS stated any DLR fees, taxes, or Misc. charges will not be refunded. ARBS stated this is the BBB guidelines that are being followed. ARBS asked if that makes sense. C understood. C asked about down payment. ARBS informed C that down payment is reflected in the payoff. C understood. C stated this makes sense but wanted to ask any way. C asked about COIVD-19 restrictions on buyback. ARBS apologized and stated no updates at this time. ARBS thanked C for patience. C understood, ARBS asked if [redacted] any other questions. C stated no. ARBS thanked C for time. Call ended mutually.

5/5/2020 2:35:36 PM

ARBS placed an outbound call to C at [redacted]. ARBS asked if it was a good time. C confirmed. C asked if there was any good news. ARBS informed C there is no update as to when the surrender can be completed. ARBS apologized and stated sounds like there may be an update soon. ARBS stated hopefully it'll be sooner than later. C understood. ARBS asked if [redacted] any questions at this point. C stated no. ARBS thanked C for patience and time. Call ended mutually.

5/11/2020 1:07:42 PM

ARBS placed an outbound call to C at [redacted]. ARBS asked if it was a good time. C confirmed. C asked if there was any good news. ARBS stated no official updates, but is going to go ahead and request payoff and payment history. ARBS stated NNA is going to try to push this through for [redacted] stated sounds good and will email this over. ARBS asked if [redacted] any questions. C stated no. ARBS thanked C for time. Call ended mutually.

5/13/2020 12:38:07 PM

ARBS received an email from C with payoff attached. ARBS notes that payoff was only goof until 5/11/2020.

5/13/2020 12:47:58 PM

ARBS placed an outbound call to ENT Credit Union and spoke to [redacted]. ARBS gave C's name, VEH, and account #. ARBS requested payment history and a 10 day payoff statement. [redacted] stated unable to provide this due to security purposes. [redacted] stated C will need to collect and provide this. ARBS understood and thanked [redacted]. Call ended mutually.

5/13/2020 1:22:55 PM

ARBS placed an outbound call to C at [redacted]. ARBS asked if it was a good time. C confirmed. ARBS stated received email with payoff. ARBS stated needs a new payoff that is a 10 day payoff statement. ARBS stated will also need payment history. C understood and stated will request this. ARBS thanked C and asked if [redacted] any questions. C stated no. ARBS thanked C for time. Call ended mutually.

5/19/2020 5:10:07 PM

ARBS received an email from C with payment history and payoff good until 5/24/2020. ***** ARBS received an email today from C requesting a follow up.

5/19/2020 5:22:47 PM

ARBS notes that payoff statement and payoff listed on payment history is different. ARBS intends on reaching out to lien holder to confirm this difference.

5/19/2020 5:24:45 PM

ARBS placed an outbound call to C at [redacted]. ARBS asked if it was a good time. C confirmed. ARBS stated working numbers. ARBS stated C is still in positives at this point but will need to confirm payoff difference with lienholder in order to proceed to have numbers confirmed. ARBS stated no update on timeline but still working to push this out. ARBS stated hope to have agreement by next week but next week ARBS will only be working 3 days. C understood and thanked ARBS. ARBS asked if C had any questions. C stated no. ARBS thanked C for tome. Call ended mutually.

5/26/2020 1:15:40 PM

ARBS reviewed case with ARBS-BW over payoff difference. ARBS-BW and ARBS-EH discovered difference in payoff is the factored in per diem. ARBS will request updated payoff and proceed with process.

5/26/2020 1:23:27 PM

ARBS placed an outbound call to C at [redacted]. ARBS asked if it was a good time. C confirmed. ARBS stated discovered difference in payoff and able to proceed. ARBS stated will need an updated 10 day payoff statement. ARBS stated once agreement is provided then management can look into pushing this through. C understood and thanked ARBS for providing this. ARBS stated happy to assist and asked if C had any questions. C stated no and will get updated payoff. ARBS understood and thanked C for time. Call ended mutually.

6/1/2020 1:01:04 PM

ARBS received an email from C with a new 10 day pay off attached.

6/1/2020 1:01:45 PM

ARBS received an email from C requesting a follow up.

6/1/2020 1:09:35 PM

ARBS notes the following Non-LL repurchase #'s: (+) Cash Price $54,565.00 (+) Accrued Interest $178.34 (+) Interest Paid to Date $5,105.90 (=) Total Purchase Price $59,849.24 (-) Less Rebates $6,000.00 (-) Less Usage $9,937.72 (0.29*34,268) (PLNR-[redacted] requesting this formula be used.) (-) Interest (Non-LL) $5,105.90 (-) Accured Interest $178.34 (-) Lien Payoff good till 6/5/2020 $36,807.70 (=) Amount Due to Customer $1,819.58

6/1/2020 2:36:31 PM

ARBS notes PLNR-[redacted] reviewed numbers and approved.

6/1/2020 2:52:57 PM

ARBS placed an outbound call to EMPIRE [redacted] to [redacted]. ARBS gave C's name and last 8 of the VIN. ARBS stated completing a repurchase for C. ARBS asked if DLRSHP is willing to assist with completing this process with different terms. [redacted] asked what new process would be. [redacted] expressed concern for being responsible for VEH. ARBS asked willing to complete the surrender process for [redacted] including obtaining all signatures required? [redacted] confirmed, ARBS asked for DLR to have a spot to hold VEH for surrender may occur later than when C completes paperwork. [redacted] stated VEH is already at DLRSHP. ARBS stated C will need to provide title and sign all [redacted] paperwork the day of set date. ARBS stated [redacted] will reach out once approval is received. [redacted] agreed to the new process. ARBS confirmed [redacted]'s email [redacted] ARBS thanked [redacted]. Call ended mutually.

6/1/2020 3:10:29 PM

ARBS emailed C the unsigned Non-LL repurchase agreement stating: Good Afternoon, Attached is your repurchase agreement. Please take a second to review it before signing it. If you have any questions please let me know. Thanks, [redacted]

6/4/2020 2:53:42 PM

ARBS received an email from C with signed repurchase agreement attached. ARBS notes that scan of agreement it is hard to see deductions.

6/4/2020 2:56:49 PM

ARBS reviewed agreement with PLNR-[redacted]. PLNR-ZC stated the agreement is okay to use and approved.

6/4/2020 3:11:06 PM

ARBS notes payoff set to reflect the next 30 days. (4.97*30) + 36,807.70 = 36,956.80

6/4/2020 3:45:32 PM

ARBS submitted VPP.

6/4/2020 3:45:36 PM

CST00359111 - Consumer Affairs Voluntary Repurchase [redacted]. CR0510476 in the amount of $36,956.80 made payable to ENT Credit Union for the payoff on account 783269 good through 7/4/2020. CR0510471 made payable to [redacted] & [redacted] in the amount of $1,819.58 for the remainder of the inclusive refund. CST00359114 - VPP

6/4/2020 3:49:18 PM

ARBS emailed C stating: Good Afternoon, Thank you for sending this in so quickly. Your documents and checks are currently being processed. I will follow up if anything is needed to proceed on my end, or once everything has been approved and moved into [redacted]?s hands for surrender scheduling. Thanks, [redacted]

6/8/2020 9:12:33 AM

ARBS notes that checks have yet to be approved.

6/8/2020 2:55:33 PM

ARBS notes that checks have been approved. [redacted] case # 440823

6/8/2020 2:58:36 PM

ARBS emailed C stating: Good Afternoon, Your checks have been approved and [redacted] should be reaching out in the near future to set up a surrender date. I did go ahead and process a Vehicle Purchase Program for you. This is program that allows you to purchase your next vehicle with us at a discount. If you choose to use it, the code is listed below. You will have until the expiration date to utilize this at your local Nissan/Infiniti dealer. VPP Code: D3196328 Expiration Date: 7/20/2020 Thank you for choosing Nissan. [redacted]

6/11/2020 2:29:06 PM

DRTS forwarding check to [redacted] via Fed-Ex #: [redacted]. Check number: [redacted]. Customer: ARMITAGE, [redacted] Type: Lienholder. Amount: $ 36956.8. DRTS forwarding check to [redacted] via Fed-Ex #: [redacted]. Check number: [redacted]. Customer: ARMITAGE, [redacted] Type: Customer. Amount: $ 1819.58.

6/17/2020 8:37:14 AM

ARBS notes that [redacted] accepted the case but has yet to set a surrender date with C.

6/23/2020 3:38:21 PM

ARBS notes surrender date set for 7/6/2020.

6/30/2020 9:17:12 AM

ARBS notes surrender date set for 7/6/2020.

7/6/2020

7/6/2020 11:46:02 AM

ARBS emailed [redacted]-AC stating: [redacted], I am looking for an update for the following cases. All of these surrenders were scheduled to be completed already and I have not received any update in my case for a few weeks. Can you check on the following cases and provide updates: ? 37182510 ? [redacted] Case # 440967 ? 38233294 ? [redacted] Case # 440965 ? 39082844 ? [redacted] Case # 440971 ? 39482575 ? [redacted] Case # 440823 ? 40012498 ? [redacted] case # 445841 Thank you, [redacted]

7/6/2020 12:24:38 PM

ARBS received an email from [redacted]-AC stating: 1. 440967- scheduled and completed 2. 440965- scheduled and completed 3. 440971- scheduled and completed 4. 440823- scheduled and appointment is for today 5. 445841- we are not yet ready to schedule for this

7/6/2020 5:10:40 PM

ARBS notes that surrender was complete on 7/6/2020 at 2:53 PM.

7/6/2020 5:14:53 PM

ARBS is closing case due to no further assistance needed at this time. ARBS completed a non-LL repurchase. Surrender complete on 7/6/2020. ARBS attached emails to the case.

7/9/2020 10:46:59 AM

*** [Added after the case is closed.] *** ARBS received an email from [redacted] stating: I received a payoff from the lender through 7/30 is $35,504.12. The check we received is $36,956.80 (good through 7/4), leaving a difference of $1,452.68 due back to the customer. Please advise if we are to send the check as drafted.

7/9/2020 10:47:56 AM

*** [Added after the case is closed.] *** ARBS reviewed case and email with PLNR-[redacted] Case. PLNR-ZC stated C must of made another payment. PLNR-ZC approved to move forward with check and lienholder will provide an overage check.

7/9/2020 10:48:16 AM

*** [Added after the case is closed.] *** ARBS emailed [redacted] stating: Good Afternoon, The customer must of made another payment. We are good to send that check as is and the lienholder will send the overage. Thanks, [redacted]

[redacted], March 6, 2024

CONSUMER ASSISTANCE REQUEST

[redacted]

NAME: [redacted] [redacted]
CITY: [redacted]
STATE: [redacted]
OPEN_DT: 3/24/2020
CLOSE_DT: 3/25/2020

VIN: [redacted]
MODEL: A61 YR: 2017
DT: 12/16/2016
SVC DT: 2/15/2017
MILEAGE: 62,000

TRIM: PRO-4X
OPTIONS: B92C03K03K04K11L11M
SERVICING [redacted]
[redacted]
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
NI	OI	Non Vehicle Concerns	337840	Case
	CO	Account Maintenance	5P	Check Request - for Buyback
NI	OI	Non Vehicle Concerns	337630	Roadside Assistance
	CP	Roadside Assistance	6L	Coverage Inquiries

CAR VERBATIM

3/24/2020

3/24/2020 1:54:43 PM

CRR-RB<VERIFIED> Account Info including: C's name, home & email address, phone# & best contact# CRR-RB VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History CRR-RB CHECKED for open recalls/campaigns and found: 0 CRR-RB CHECKED for previous UNRELATED Case(s) and found: 3 CRR-RB CHECKED previous RELATED Case(s) and found: 0 CRR-RB NOTED concern is: C does not want VEH anymore C stated that the VEH has already been to the dealership C stated that the transmissions and transfer case has blown out CRR-RB stated what the current mileage on the VEH is C stated that 62,000 CRR-RB understood C stated that C was told by RSA that C was over the 5 years 60,000 miles CRR-RB stated to C that CRR-RB is not sure where the agent that gave C the information got it from however what CRR-RB can see is that it is 5 years 100,000 not 5 years 60,000 miles C stated that C was informed by RSA CRR-RB understood CRR-RB stated that CRR-RB will reach out to RSA for C C understood CRR-RB placed an outbound call to RSA CRR-RB spoke with RSA ? [redacted]RR-RB thanked RSA-[redacted] stated that C is not paying to have the VEH towed to the dealership C stated that C paid 50,000 for the VEH C stated that C paid 9,000 - DES filter ([redacted] Texas Nissan) C stated that C had the Long Block replaced (warranty) C stated that C that C should have let the VEH go and should not C stated that C has tried to trade it in and not able to do C stated that C will leave it on the side of the road [redacted] CRR-RB understood CRR-RB has it documented C stated that C will let it affect C?s credit CRR-RB understood CRR-RB will transfer C over to Volunteer Surrender C understood CRR-RB stated if there was anything else that C needed [redacted]stance with C declined Call ended mutually Best Contact # [redacted]

3/24/2020 1:55:14 PM

CASE SUMMARY C contacted Nissan CA requesting [redacted]stance with C does not want VEH anymore CRR-RB is closing Case as no further [redacted]stance can be offered at this time.

3/24/2020 3:43:16 PM

CRR-RB logging email Well I waited on the phone for 2 hours they did not answer. I can?t just wait nor sit by the highway. The truck is on [redacted] westbound before [redacted], in [redacted]. Transmission, transfer case and drive shaft are in pieces. This is the 2nd time this truck has just dead stopped on me in the highway going [redacted]. It?s a death trap. I?m sure when the crankshaft broke the first time it shocked the transmission and transfer case with the sudden stop and load from the crank and flywheel locking up while being in gear. Tried getting ahold of Nissan to release ownership but no one will answer. Done with it. It?s going to get me or my wife killed or someone else that is in it or around it on the road.

3/24/2020 3:57:41 PM

CRR-RB was informed by TL-AK to send email to roadside [redacted]stance CRR-RB changing follow up to 3/27/2020

3/25/2020 9:12:31 AM

CRR-RB logging email Let me know if y?all are going to be able to pick the truck up. I actually have a 2017 pro4x and a 2019 Titan XD sv through Nissan. I am releasing the 2017 Titan XD pro4x back to nissan I no longer want the vehicle. It is not dependable, it?s unsafe. It is always going to have some kind of issue and with all the repairs the value of the vehicle is less than if I would?ve purchased a used vehicle. The car fax on the vehicle is going to look horrible if I was to keep and try to resale no one will ever buy for a 1/4 of what I paid for it.

3/25/2020 9:13:39 AM

CRR-RB transfering case to RCAS as C stated that C i unsafe in VEH for RHR

3/25/2020 1:15:26 PM

RCAS-BH submitted RHR filter.

3/25/2020 1:45:58 PM

UPDATED CPIA: 1) 6-9-17 OIL CHANGE @ 8,417 Miles 2) 9-8-17 RECALL ~ PC5110 @ R1719 / 15,279 Miles 3) 2-21-18 OIL CHANGE @ 23,877 Miles 4) 5-21-18 OIL CHANGE @ 30,755 Miles 5) 8-1-18 OIL CHANGE @ 36,689 Miles 6) 1.21.19 @ 46,355 Miles SES light on / repl. Strainer Ass'y... DAYS: 5 RO: 840092 7) 2.15.19 @ 46,567 Miles SES Light Came back On / Repl. Turbo Charger RO: 842036... DAYS: 28 8) 3.15.19 @ 47,029 Miles NO START / Repl. Starter Motor Ass'y... DAYS: 15 RO: 844655 RENTAL / Tow Credit $150.00 9) 6.10.19 @ 51,321 Miles SES Light on / Reprogram Engine Control (Rental - $150)... DAYS: 12 RO: 851936 10) 6.10.19 @ 51,321 Miles Driver Side Fender Cover is Starting to PEAL / Repl. Both Fender Flares 11) 6.10.19 @ 51,321 Miles P[redacted]. Front Door Area when having the Music on there is Static on one of the Speakers / Repl. One Front Door speaker unit 12) 6.26.19 - 51,388 Miles SES Light & Traction Control Light on / Repl. Diesel particulate Filter and Turbo Charger Ass'y and Catalytic Conv. (Days: 30) RO: 330791 13) [redacted] - 51,894 Miles AC blows Warm on D/S / Repl. left side Air Mix Door Actuator (Days: 6) RO: [redacted] 14) 11.2.19 - 56,032 Miles LOF RO: [redacted]

3/25/2020 1:49:03 PM

Filter RHR ARBS Does not Recommend an RHR Vehicle is outside [redacted] Guidelines ARBS Recommends reimb. of 2 vehicle payments at completion of C Repairs RCAS - CF Advised ARBS that RCAS - CF is assisting C with RSA on CASE 39920651 REPAIRS Prior to 12,000 Miles / NONE Concerns: (3.24.20) C/s the transmissions and transfer case has blown out C/s that C was told by RSA that C was over the 5 years 60,000 miles C/s C is not paying to have the VEH towed to the dealership C/s C has tried to trade it in and not able to do C/s C will leave it on the side of the road [redacted] (3.25.20) E-MAIL From C: I am releasing the 2017 Titan XD pro4x back to nissan I no longer want the vehicle. It is not dependable, it?s unsafe. [redacted] / [redacted] 62,000 MILES 2017 TITAN XD [redacted] 1 ISD: 2.15.2017 DEEP BLUE PEARL Retail Sale [redacted] LLLP / 3904 / [redacted] Dealer - CLAY COOLEY [redacted] / [redacted] / [redacted] / [redacted] / [redacted] Total Approved Checks / NONE NO Open Campaigns 3 Approved Warranty cases 1 Tech Line case ARBS notes: RCAS - BH and CF both have an open CASE (SAME DATE: 3.24.20) Prev. Case -- (36162548) 6.22.19 3rd filter RHR Request Arbs Does Not Recommend an RHR due to the Vehicle is outside parameters of [redacted] Guidelines Arbs Does recommend a DTS Inspection since the prev. Appt. was Cancelled Prev. Case -- [redacted] ~ 33879208 ~ Repurchase Denial @ 45,677 MILES / C Documenting on FB (1.24.19) Arbs Rec'd 2nd Filter RHR request ARBS does Not Recommend an RHR but Does recommend a DTS Inspection ARBS Notes: NO DTS Involvement or Tech line CASE Prev. Case -- 2.14.19 ~ 34500193 - CRR-JB closing case due to duplicate case 33879208 2.22.19 ~ 34567830 - TCS-RL is closing case as C has open case with CA, CA33879208, and that RCAS-MH is actively working case. TABLEAU - NO OPEN ROs DBS - Last Closed RO: 335778 (11.2.19) Warranty Case - [redacted] ~ (11.21.18) 45,677 MILES ~ RO: 81868 @ [redacted] N LLLP RE: :VEHICLE STALLED AND WILL NO LONGER START. TECH FOUND THE CRANK SHAFT BROKEN AND " WOBBLES" WHEN STARTING THE VEHICLE. DBS SHOWS MAINT RECORDS CURRENT. DUE TO THE BROKEN CRANK SHAFT LONG BLOCK ENGINE REPLACEMENT RECOMMENDED AT THIS TIME Warranty Case - 2.15.19 [redacted] @ 46,567 Miles RO: 842036 [redacted] Nissan RE: ENGINE LIGHT CAME ON AFTER LEAVING ANOTHER DEALERSHIP Warranty Case - [redacted] @ 51,388 Miles @ WAXAHACHIE [redacted] RE: CK ENG LIGHT ON CARFAX NO Accidents or Damage Reported DTS - [redacted] (2.5.19) @ clay [redacted] nissan RE: This inspection was cancelled, because the vehicle's lift pump had already been replaced, and the vehicle was released back to the customer DTS - [redacted] (7.10.19) @ WAXAHACHI [redacted] RE: ARBS- [redacted] requesting DTS per NNA not assisting with repurchase or replacement of the VEH. SES light is On P0471, P2509, C1130, P2637, P1856 Correction: Replace turbo assy w/RTCV Status: Turbo assy w/RTCV has been replaced and issue has been resolved

3/25/2020 1:49:30 PM

RCAS-CF noting case 39920651 where a RSA complaint was put in by inbound as C stated RSA would not tow the VEH from where the VEH broke down. RCAS-CF worked with RSA-[redacted] whom did send RSA out to location and the VEH was not there and no one could get a hold of the customer. RCAS-CF completed RSA complaint with RSA-SG and will now be closing said case allowing RCAS-BH to continue to work this case.

3/25/2020 2:29:38 PM

RCAS-CF VERIFIED servicing dealer/retailer: [redacted] LLLP RCAS-CF CHECKED and ADVISED for open recalls/campaigns and found: Previous UNRELATED Case(s) Found:36162548, 34582412, 34567830, 34500193, 33879208 and 4 J cases. Previous RELATED Case(s) Found:39920651 RCAS-CF received inbound call from C @ [redacted]. RCAS-CF ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-CF VERIFIED C?s name, home & email address, concern, phone. RCAS-CF INQUIRED if C may have a few minutes to speak regarding case. C stated yes. RCAS-CF informed C case has been escalated to RCAS for further review and explained RCAS role. RCAS-CF informed C RCAS has reviewed case and there were 2 cases created one for RSA complaint and the other as spouse informed inbound C was surrendering the VEH and was transferred to Volunteer Surrender call. C stated okay. RCAS-CF informed C RCAS-CF worked the case for RSA and had approved a truck be dispatched to where C stated the truck was located and once the truck arrived the VEH was not there. C stated C spoke with the Sheriffs department and the VEH was seen around 9:55 AM this morning and watched it be towed off by the tow truck. C stated that was the last time it had been seen. C stated C called DLR and asked if the VEH was taken there and that DLR has not called C back as of yet. C stated C is done with this truck. RCAS-CF informed C the second and current open case is with RCAS-BH whom received the surrendering case and RCAS-BH conducted a RHR review looking at service history and state guidelines and NNA is not in the position to repurchase or replace the VEH. RCAS-CF informed C the RSA may have sent a truck from the call C spouse made yesterday afternoon and there may be some lost communication. RCAS-CF provided RSA customer service line to check to see if the VEH was picked up by RSA. C gathered #. C stated once the truck is located C will have the VEH repo. RCAS-CF understands. RCAS-CF offered RCAS-BH direct line if C has further questions or concerns. C stated no reason to. C stated C will locate the VEH and if not file a police report and the VEH is surrendered as C is done with the VEH. RCAS-CF understands. RCAS-CF thanked C for speaking with RCAS and to have a good day. Call ended mutually.

3/25/2020 2:34:41 PM

RCAS-CF is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with surrendering of the VEH. RCAS-CF assisted and reviewed with RCAs-BH. RCAS-CF noting RHR Filter submitted and denied and offer of VEH payments however C will not be getting VEH fixed as C is surrendering VEH. RCAS-CF informed C of RHR denial and C refused RCAS-BH direct line. RCAS-CF confirmed with C that C will be surrendering VEH once the VEH is located as RSA approved tow by RCAS-CF and the VEH was no longer there. RCAS-CF closing case nothing further to review. ***STATEMENT OF DECISION*** RCAS-CF advised C Nissan is not in the position to repurchase or replace the vehicle, but Nissan will continue to honor the terms and conditions of C?s applicable warranties. C was Dissatisfied with the decision but C is surrendering VEH and GW offer was not offered.

3/25/2020 2:43:01 PM

*** [Added after the case is closed.] *** RCAS-CF received inbound call from C @ [redacted]. RCAS-CF ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-CF asked how RCAS may assist [redacted] stated RSA did pick up the VEH. C stated RSA wants to charge $600.00 for towing to requested DLR. RCAS-CF informed C RSA covered 5 years 60,000 and C is outside of the coverage at this time. C stated C was supposed to be covered to 100,000. RCAS-CF informed C RCAS worked with RSA-[redacted] the VEH is only covered 5 year 60,000 miles. RCAS-CF informed C discretion on whether RSA tows to requested DLR if the VEH will be repaired; however, if C is surrendering the VEH that is between lien holder and [redacted] stated thanks. C disconnected call.

3/26/2020 2:45:05 PM

*** [Added after the case is closed.] *** 03.24.2020 1:35PM EST ? Inbound customer call to request a tow. c advised that there was 62000 miles on the vehicle. C was advised that C has reached mileage limit and there would be an out of pocket expense. C advised that C didn?t understand C thought C had coverage for as long as C had the car. The agent advised that Agero was not showing an extended warranty and that Agero could connect C with Nissan Consumer Affairs to see if C did have an extended warranty. C agreed. Agero advised Agero would place the call on hold and if C decides to call back to use his case number as a reference number. 1:39PM EST ? The call was placed on hold. 03.25.2020 9:38AM EST ? Agero received email from client and a case was created for Care. 10:21AM EST ? Outbound customer call from [redacted] in ALERT. 10:26AM EST ? Dispatch was accepted with a 240 minute ETA. It appears there was no provider dispatch on 03.24 as the call was placed on hold and the customer never called back yet the vehicle was dispatched on 03/25.

[redacted]

NAME: [redacted] **VIN:** [redacted] **TRIM:** PRO-4X

CITY: [redacted] **MODEL:** A61 YR: 2017 **OPTIONS:** B92C03K03K04K11L11M

[redacted]: [redacted] **DT:** 12/16/2016 **SERVICING DLR** [redacted]

SVC DT: 2/15/2017

OPEN_DT: 3/27/2020

CLOSE_DT: 5/28/2020

MILEAGE: 62,000 **ACCIDENT:** N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
NI	OI	Non Vehicle Concerns	337800	Product Inquiry - Nissan
	CL	Product Inquiry	PT	Titan XD

CAR VERBATIM

3/27/2020

3/27/2020 1:43:38 PM

CRR-LP<OPENED or VERIFIED> Account Info including: C's name, home & email address, phone# & best contact# CRR-LP VERIFIED Veh Info including: VIN#, Current Mileage, Warranty & Service History CRR-LP CHECKED for open recalls/campaigns and found: 0 CRR-LP CHECKED for previous UNRELATED Case(s) and found: 0 CRR-LP CHECKED previous RELATED Case(s) and found: 0 CRR-LP NOTED concern is: RHR / VEH with a lot of issues. CRR-LP received one inbound call from: [redacted] CRR-LP informed C that CRR-LP would be happy t[redacted]ist C with that request. C stated since C bought the VEH C had had a lot of issues with the VEH. C stated C?s VEH has abandoned in the middle of the way. C stated a lot of components are broken and C is tired to be fixing the C?s Truck. CRR-LP asked How C wants NNA helps with this issue. C stated C wants another VEH. C stated c does not want that TITAN anymore. CRR-LP asked for the current mileage of the VEH. C stated 62000 miles. CRR-LP asked If C wants to be contacted at any specific time. C stated at any time. CRR-LP informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day<2020/03/30> regarding the C concern. CRR-LP informed C the original specialist will contact from [redacted] so have a look out for area code 615.
********** CRR-LP provided C with Case # 39947268 C understood and appreciated the [redacted]stance CRR-LP asked there is something else NNA can help with? C declined. Best Contact #: [redacted] Call ended mutually

3/27/2020 1:44:13 PM

******Case Summary********* C stated c is looking for RHR. CRR-LP leave the case open to the RCAS team.

3/27/2020 3:22:48 PM

RCAS-BH submitted RHR filter

3/27/2020 3:27:57 PM

RCAS-BH successfully datanet case.

3/30/2020 2:04:18 PM

RCAS-BH made outbound call to [redacted] RCAS-BH spoke with SA-[redacted] SM was not available. SA-PC stated there are no open ROs. SA-PC stated Veh was last in on 11/2/2019.

3/30/2020 2:12:12 PM

UPDATED CPIA: 1) 6-9-17 OIL CHANGE @ 8,417 Miles 2) 9-8-17 RECALL ~ PC5110 @ R1719 / 15,279 Miles 3) 2-21-18 OIL CHANGE @ 23,877 Miles 4) 5-21-18 OIL CHANGE @ 30,755 Miles 5) 8-1-18 OIL CHANGE @ 36,689 Miles 6) 1.21.19 @ 46,355 Miles SES light on / repl. Strainer Ass'y... DAYS: 5 RO: 840092 7) 2.15.19 @ 46,567 Miles SES Light Came back On / Repl. Turbo Charger RO: 842036... DAYS: 28 8) 3.15.19 @ 47,029 Miles NO START / Repl. Starter Motor Ass'y... DAYS: 15 RO: 844655 RENTAL / Tow Credit $150.00 9) 6.10.19 @ 51,321 Miles SES Light on / Reprogram Engine Control (Rental - $150)... DAYS: 12 RO: 851936 10) 6.10.19 @ 51,321 Miles Driver Side Fender Cover is Starting to PEAL / Repl. Both Fender Flares 11) 6.10.19 @ 51,321 Miles P[redacted]. Front Door Area when having the Music on there is Static on one of the Speakers / Repl. One Front Door speaker unit 12) 6.26.19 - 51,388 Miles SES Light & Traction Control Light on / Repl. Diesel particulate Filter and Turbo Charger Ass'y and Catalytic Conv. (Days: 30) RO: 330791 13) [redacted] - 51,894 Miles AC blows Warm on D/S / Repl. left side Air Mix Door Actuator (Days: 6) RO: 332433 14) 11.2.19 - 56,032 Miles LOF RO: 335778 [redacted] RO: 94040 (3.26.20) @ 61,692 Miles [redacted] / SA -- [redacted] 1) TOW IN - CUSTOME[redacted]'S VEHICLE IS LEAKING TRANSMISSION FLUID

3/30/2020 2:13:03 PM

Filter RHR ARBS Does not Recommend an RHR Vehicle is outside TX Guidelines ARBS Recommends reimb. of 2 vehicle payments at completion of C Repairs (3.27.20) C CONCERNS C/s C?s VEH has abandoned in the middle of the way. C/s a lot of components are broken and C is tired to be fixing the C?s Truck. C/s C wants another VEH. C/s c does not want that TITAN anymore. 62,000 MILES 2017 TITAN XD ISD: 2.15.2017 1N6BA1F4XHN525651 DEEP BLUE PEARL N LLLP / / Selling Dealer - CLAY COOLEY / / NO Open Campaigns 3 Approved Warranty Cases Total Approved Checks / NONE 1 Tech Line case 1 Cancelled DTS Inspection 1 DTS Inspection (7.10.19) SES light is On P0471, P2509, C1130, P2637, P1856 Cause: Initial issue has been resolved but other work is needed for new DTC P1451 - possible RTCV Correction: Replace turbo assy w/RTCV Status: Turbo assy w/RTCV has been replaced and issue has been resolved CASE 39920651 (3.24.20) RE: -CF reviewed case with TL- Howard confirming closure of this case. -CF noting CA case 39929640 worked by -BH where a RHR is being Filtered and reviewed as C stated surrendering of the VEH to inbound and transferred to Volunteer Surrender. -CF noting as there is 2 cases for C this case will be closed and is now documented with case 39919640 for -BH notes. -CF closing case nothing further to review. -CF noting anything more refer to case 39919640. CASE 39919640 (3.24.20) Filter RHR ARBS Does not Recommend an RHR Vehicle is outside TX Guidelines ARBS Recommends reimb. of 2 vehicle payments at completion of C Repairs - CF Advised ARBS that S - CF is assisting C with RSA on CASE 39920651 REPAIRS Prior to 12,000 Miles / NONE Prev. Case -- (36162548) 6.22.19 3rd filter RHR Request Arbs Does Not Recommend an RHR due to the Vehicle is outside parameters of TX Guidelines Arbs Does recommend a DTS Inspection since the prev. Appt. was Cancelled Prev. Case -- ~ 33879208 ~ Repurchase Denial @ 45,677 MILES / C Documenting on FB (1.24.19) Arbs Rec'd 2nd Filter RHR request ARBS does Not Recommend an RHR but Does recommend a DTS Inspection ARBS Notes: NO DTS Involvement or Tech line CASE Prev. Case -- 2.14.19 ~ 34500193 - CRR-JB closing case due to duplicate case 33879208 2.22.19 ~ 34567830 - TCS-RL is closing case as C has open case with CA, CA33879208, and that -MH is actively working case.

3/30/2020 2:18:09 PM

-BH reviewed Case 39919640 with Sr . Per Case 39919640 on 3/25/2020 1:49 PM ARBS- did not recommend RHR as Veh was outside TX parameters. was advised by Sr -LG, -BH could give RHR denial as C is out of TX parameters.

3/30/2020 2:19:17 PM

-BH made outbound call to LLLP -BH spoke with was not available. -SF stated the Veh is at the DLR. -SF stated the Veh has not been diagnosed. -LF stated the Veh is leaking transmission fluid. -LF stated SA-LF was not sure of ETA of when Veh will be diagnosed fully.

3/30/2020 2:29:41 PM

made outbound call to C at -BH left VMX stating -BH would like to speak with C. -BH left phone #, case #, and business hours. -BH stated follow up for 3/31.

3/31/2020 2:45:37 PM

made outbound call to LLLP -BH spoke with -RL stated the DLR has not completed the diagnosis. -RL stated it looks like maybe the transmission was damaged, but SM-RL is trying to verify this info. -RL stated SM-RL will submit the information to warranty. -BH stated -BH will follow up with the DLR.

3/31/2020 2:51:07 PM

made outbound call to C at -BH left VMX stating -BH would like to speak with C. -BH left phone #, case #, and business hours. -BH stated follow up for 4/1.

3/31/2020 3:01:02 PM

-BH sent 2nd attempt email to C.

3/31/2020 4:21:52 PM

CRR-AS VERIFIED Account Info including: C's name, home & email address, phone# & best contact# CRR-AS CHECKED for open recalls/campaigns and found: 0 CRR-AS CHECKED for previous UNRELATED Case(s) and found: 0 CRR-AS CHECKED previous RELATED Case(s) and found: 0 CRR-AS NOTED concern is: follow up C provided case #39947268. C called to follow up with C stated that C works in an oiling rig and is unable to have the phone with C at work. C stated that C works nights mostely and is available at 4pm to answer a call if possible. CRR-AS documented the C?s concern. CRR-AS apologized to C for the inconvenience. CRR-AS send internal email to S to follow up with C at 4pm. CRR-AS advised C of FU date for tomorrow 4/1/2020. C understood and appreciated the assistance. CRR-AS asked if C needed further assistance. C denied. Best Contact #: Call ended mutually.

3/31/2020 4:22:38 PM

** CASE SUMMARY*** C calling to follow up with due to missed calls. CRR-AS send internal email to to follow up with C at 4pm. CRR-AS advised C of FU date for tomorrow 4/1/2020.

4/1/2020

4/1/2020 8:16:27 AM

H received a VXM from 3/31 4:13 pm. C stated C was calling about C's Veh. C stated C's case number. C stated C's ohone number listed above.

4/1/2020 8:21:35 AM

-BH received a VXM from 3/31 4:22 pm. C stated C works on an oil rig. C stated C works at night. C asked to be called around 4:00 pm. C stated -BH could contact C's wife at . C stated C needs to know what NNA will do. C stated C has tried to make C's payment. C stated the Veh is a deathtrap. C stated NNA needs to figure out something.

4/1/2020 1:56:34 PM

made outbound call to LLLP -BH spoke with was not available. -SF stated the Veh is close to being fully diagnosed. -SF stated the DLR will have a full extent of the repair later today. -BH stated -BH would follow up with the DLR either 4/1 or 4/2.

4/1/2020 2:09:35 PM

made outbound call to C at -BH left VMX stating -BH would like to speak with C. -BH left phone #, case #, and business hours. -BH stated follow up for 4/2.

4/1/2020 4:37:00 PM

RCAS-BH VERIFIED servicing dealer/retailer: [redacted] NISSAN LLLP RCAS-BH CHECKED and ADVISED for open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 36162548, 34582412, 34567830, 34500193, 33879208 and 4 J cases. Previous RELATED Case(s) Found: 39920651, 39919640 RCAS-BH received inbound call from C @ [redacted] RCAS-BH ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-BH VERIFIED C?s name, home & email address, concern, phone. RCAS-BH INQUIRED if C may have a few minutes to speak regarding case RCAS-BH ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-BH spoke with C?s husband: [redacted] who will be referred to as C. RCAS-BH stated RCAS-BH is case manager. RCAS-BH stated NNA CA will use the resources available to determine if NNA is in a position to assist with C's concerns. RCAS-BH understands C concern with seeking a repurchase or replacement of the [redacted]. C stated theres has been nothing but problems since C had it. C stated the [redacted] has been wrecked. C stated the transfer case went out. C stated C barely controlled the [redacted]. C stated the veh is a deathtrap. C stated the [redacted] keeps breaking down. RCAS-BH empathized with ongoing concerns with the [redacted]. RCAS-BH stated RCAS-BH has spoken with DLR and advised the [redacted] is leaking transmission fluid. RCAS-BH stated RCAS-BH was advised the DLR is diagnosing the [redacted] to determine the full extent of the repair. RCAS-BH stated the diagnosis should be done on 4/1. RCAS-BH stated RCAS-BH will follow up with the DLR daily and determine if NNA can assist further. RCAS-BH stated NNA has thoroughly reviewed the in warranty repairs done to [redacted]. RCAS-BH stated that NNA has determined that NNA would not be in a position for repurchase or replacement of veh. C stated C has paid for the [redacted]. C stated C is not going to keep this veh. C stated the [redacted] is not safe. C stated NNA does not understand. C stated it has had to replace so many major components of the [redacted]. C stated C has only really been in the [redacted] for 2 years. C stated the [redacted] is not worth keeping. C stated does NNA want C to be in a wreck. C stated NNA will not give anything for C to drive, C does not care what it is. C stated C owes a lot on the [redacted], but C has had nothing but concerns with the [redacted]. C stated there would have been a major wreck and no one seems to understand C?s [redacted] is a death trap. C stated C keeps hearing the same thing. C stated C is not going to get anything back. C stated NNA will not do anything about this. C stated this is horrible business. RCAS-BH empathized with C?s hesitance to drive the veh RCAS-BH stated NNA will documents C?s frustration. RCAS-BH stated NNA can review for possible GW once the [redacted] is repaired. RCAS-BH advised if C would like to keep the [redacted] it would be at C?s discretion. C stated C is lucky C?s kids were not in the [redacted]. C stated out of nowhere the [redacted] lost control. C stated it was less than 16,000 miles and the crankshaft went out. C stated nobody wants to help C. C stated the transfer case just does not explode. C stated C knows NNA does not want the [redacted]. C stated C believes this has resulted in other concerns with the [redacted]. RCAS-BH advised NNA is not technically trained to diagnose the [redacted]. RCAS-BH stated RCAS-BH will document C?s comments. C stated C wants everything checked. RCAS-BH stated C wants a full inspection if NNA expects C to keep the [redacted]. RCAS-BH advised NNA as the manufacturer relies on the DLR to diagnose the [redacted]. RCAS-BH stated the DLR is currently diagnosing the [redacted]. C asked if there was any way to see the repair history of the [redacted].

4/1/2020 4:37:34 PM

**********CALL CONT.********** RCAS-BH advised NNA has reviewed the repair history of the [redacted] and NNA is not in a position to repurchase or replace the veh. C stated C wants a copy of everything that has been done to the [redacted]. RCAS-BH advised NNA does not have a copy of the ROs of the [redacted]. RCAS-BH advised C would need to contact the DLRs where C has had repairs done for this info. C stated C understood. C stated C is going to leave next week and hopefully this is resolved. RCAS-BH stated RCAS-BH will continue to follow up with the DLR. RCAS-BH set follow up date for 4/6. C stated C understood. RCAS-BH provided C with case number and contact number. RCAS-BH asked C if any questions. C stated no. RCAS-BH thanked C for time. Call ended mutually.

4/2/2020 8:04:49 AM

RCAS-BH received a VXM from [redacted] at 4/2 2:46 pm. VXM was inaudible.

4/3/2020 4:05:37 PM

RCAS-BH sent an email to SM-[redacted] and SA-[redacted] requesting an update of C's [redacted].

4/6/2020 1:47:11 PM

RCAS-BH made outbound call to [redacted] NISSAN LLLP RCAS-BH spoke with SA-[redacted]. [redacted] was not available. [redacted]-SF stated DTS-[redacted]s is assisting the shop foreman [redacted]A-SF stated tech is building a parts quote. [redacted]-SF stated right now it seems to be around $17,000.00. [redacted]-SF stated the DLR has to take the [redacted] to the body shop. [redacted]-SF stated there is body damage from where the body train had snapped. RCAS-BH asked if these repairs would be covered under warranty. [redacted]-SF stated the repair should be covered as DTS-LD stated there does not seem to be any impact damage except by where the drive train hit the [redacted]. RCAS-BH asked if an ETA could be provided on the repair. [redacted]-SF stated SM[redacted] is speaking with the body shop. [redacted]-SF stated SA-SF was hoping at least 4/9 or 4/10 when repairs can begin. [redacted]-SF stated things are moving slower as DLR has cut hours due to virus.

4/6/2020 2:24:50 PM

SR IIR ARBS reviewed case per the request of the RCAS BH. Per the case notes documented by the RCAS where customer states that the vehicle has been wrecked. SR IIR ARBS notes that if there has been an accident and c feels that the veh was the cause of the accident then an IIR is needed. SR IIR ARBS notes that the allegation is very hard to follow in the case notes on what c is alleging failed in the vehicle causing an accident or malfunction in the vehicle. SR IIR ARBS notes that RCAS BH advised the following in an email: "The above vehicle?s drivetrain snapped causing body damage to the vehicle. The dealer is currently working with DTS-[redacted]. DTS-LD has stated the body damage does not appear to be caused by outside influence but the drivetrain breaking. The customer has requested a RHR review which was denied, and the customer has not officially stated that the customer believes the body damage was a result of the failure of the drive train. He is more concerned with the failure of the drivetrain itself and the ongoing concerns of the vehicle." SR IIR ARBS notes that clarification needs to be determined with the customer, if there is a failure of the vehicle that caused vehicle damage, accident or injuries then an IIR is needed.

4/6/2020 3:12:20 PM

RCAS-BH made outbound call to C at [redacted] RCAS-BH ADVISED ?This call may be recorded for quality and training purposes." RCAS-BH spoke with C?s husband [redacted] who will be referred to as C. RCAS-BH stated RCAS-BH has been following up with the DLR. RCAS-BH stated the DLR is currently reviewing with NNA technical specialist. RCAS-BH stated the DLR has not provided an ETA for the repair. RCAS-BH asked C to describe exactly what occurred when C was driving the [redacted] that caused the vehicle to be towed to the DLR. C stated it happened the same way when the crank shaft broke at 16,000 miles. C stated C was driving 70 MPH per the speed limit. C stated [redacted] just shut down. C stated the transfer case exploded. C stated C drives this road every 14 day for work. C stated it is about a 400 mile trip. C stated [redacted] started shaking like a bad tire. C stated [redacted] went turned sideways but C maintained control. C stated what C thinks happens is may be crankshaft broke last time it was the back side of the crank shaft not the front. C stated when the engine was put in the truck the DLR said it was the front of the crank shaft. C stated C thinks the drive train was shocked. C stated C is a diesel mechanic. C stated transmission and everything is gone. RCAS-BH asked if C noticed any other type of concern with the [redacted] after the drivetrain failed. C stated no. C stated before it just felt like a loose tire. C stated the pinion hit the back tire. C stated everything under the vehicle was loose. C stated there were scratches along the truck where pieces hit it. C stated the back fender and bumper piece broke. C stated it was really dangerous. RCAS-BH asked the time the incident occurred. C stated at 12:00 pm on 3/23. RCAS-BH asked where the incident occurred. C stated [redacted]. RCAS-BH asked if C would like to add any further information. C stated no. RCAS-BH asked C for C?s date of birth. C stated: 2/14/1984. C asked what should C do now. C stated C still has to still pay a car note with no [redacted]. RCAS-BH advised C?s case will continue to be reviewed internally. RCAS-BH stated RCAS-BH will continue to follow up with the DLR as well as review for any type of reimbursement NNA may be able to offer C. C stated C understood. C stated C does not feel safe in the [redacted]. C stated C stated C will never put C?s kids in the [redacted] again. Call connection was lost.

4/6/2020 3:18:14 PM

RCAS-BH made outbound call to C at [redacted] RCAS-BH ADVISED ?This call may be recorded for quality and training purposes." RCAS-BH spoke with C?s husban[redacted] who will be referred to as C. [redacted]tated C has bad reception. RCAS-BH empathize with the C experiencing concerns while driving C?s veh. RCAS-BH stated NNA will review for anything NNA may be able to offer once C?s concerns are addressed. [redacted]tated C does not have a veh. [redacted]tated DLR does not have anything C can drive. [redacted]tated C will have someone pick someone up C and drive C home. RCAS-BH advised NNA relies on the DLR to provide rental vehs. RCAS-BH stated NNA can review for reimburse if C would like to obtain a rental at C?s discretion. [redacted]tated C would not be able to pay for rental and a car payment. [redacted]tated C would figure it out. RCAS-BH stated RCAS-BH will contact C when more information is available. [redacted]tated C understood. RCAS-BH thanked C for C?s time. Call ended mutually.

4/6/2020 3:43:15 PM

[redacted] seeking a replacement of the veh after multiple repairs.

4/6/2020 3:43:16 PM

[redacted] seeking a replacement of the veh after multiple repairs.

4/9/2020 9:42:44 AM

ARBS placed outbound to DTS-LD ARBS left vmx requesting callback and left case/C info ARBS left best contact info

4/9/2020 2:47:05 PM

ARBS placed outbound to DTS-LD DTS advised that does not have any further info to provide and conversation with DLR was limited to a minor conversation with one tech ARBS confirmed DTS advised that appt would be later in May but is not able to provide exact date presently ARBS confirmed that would send request if proceeding and DTS can input date then DTS agreed

4/9/2020 2:52:50 PM

[redacted] ARBS placed outbound to C ARBS left vmx requesting callback and 30 minutes of [redacted] time ARBS requested detailed vmx of when C could take a callback during ARBS business hours ARBS provided best contact info and case #

4/14/2020 8:48:43 AM

ARBS received a vmx from a [redacted] requesting callback at [redacted]

4/14/2020 8:50:51 AM

[redacted] ARBS placed outbound to C ARBS left vmx requesting callback and 30 minutes of [redacted] time ARBS requested detailed vmx of when C could take a callback during ARBS business hours ARBS provided best contact info and case #

4/14/2020 9:52:13 AM

ARBS received inbound from C ([redacted] husband [redacted]) ARBS verified C had time to speak to ARBS ARBS verified and completed probe Regarding previous repairs: [redacted]tates that crankshaft broke in half [redacted]tates that a new crankshaft and a short block assy were put in the veh [redacted]tates that C told DLR to check transmission but trans was never checke[redacted]tates that starter went out [redacted]tates that brought the veh back in [redacted]tates that after that the turbo went out and had to be replaced [redacted]tates that fuel pump and lift pump had to be replaced [redacted]tates that intake and fuel exhaust concern that had to be addressed by DLR also (C did not provide what was repaired on this visit) Regarding the incident: [redacted]tates that C was going highway speeds [redacted]states that drove the veh to work and veh was shaking [redacted]tates that [redacted]id over to the side of the road safely after incident first started happening [redacted]tates that C got out and checked the tires [redacted]tates that transfer case had separated and several items came out of the transfer case and damaged surrounding items [redacted]tates that veh had locked up [redacted]tates that veh came out of gea[redacted]tates that incident blew transfer hoses and electrical [redacted]tates that when the crankshaft broke C had the same experience [redacted]tates C was the only person in the veh[redacted]states that several items were damaged on the veh including some body damage[redacted]states no one was injured and there was not an accident at any point in time C confirmed that veh has been sitting at the DLR for 2 weeks, and C does not know status of veh ARBS advised that ARBS office would require status in order to further review [redacted] case C advised would call DLR and call ARBS back ARBS and C ended call ARBS received immediate callback from [redacted] advised no repairs have been made to the veh and DLR has only gotten estimate and body estimate for veh ARBS advised c NNA would be interested in inspecting the veh and that no repairs would occur unless is verified that there was a manufacturer defect that caused or contributed to the incident ARBS offered manufacturer inspection to C ARBS advised C that would be a 7-9 week process maybe longer to complete review C understood ARBS advised c in the time of the investigation and review NNA will not provide a loaner, rental, towing, storage or any assistance c stated ok *C informed that at end of process C would not like veh back, and C does not want veh anymore ARBS advised c that ARBS will request the inspection and will call c once a date is available ARBS offered further assistance C declined ARBS thanked [redacted] thanked ARBS Call ended mutually

4/14/2020 10:11:48 AM

ARBS placed outbound to DLR ARBS requested POC for customer ARBS spoke to POC SA [redacted] confirmed that no repairs have been done on the veh ARBS advised DLR not to perform repairs as NNA will be inspecting the veh ARBS advised that C has agreed to inspection ARBS advised that NNA corp has informed C that NNA would not be offering any rental/loaner/towing/storage or financial assistance ARBS advised storage of the veh would be strictly between DLR and C as process would take 7-9 weeks SA confirmed SA agreed for inspection date to be provided via e-mail: [redacted]

4/14/2020 10:22:15 AM

***ARBS notes per ARBS JC- Created By: [redacted] (3/30/2020 2:13 PM) Filter RHR ARBS Does not Recommend an RHR Vehicle is outside TX Guidelines ARBS Recommends reimb. of 2 vehicle payments at completion of C Repairs

4/17/2020 11:00:51 AM

ARBS placed outbound to c [redacted] ARBS advised C that other department had already looked into [redacted] request for repurchase ARBS advised that NNA would not be in a position to repurchase or replace [redacted] veh ARBS advised that soonest appointment would be 05/13 at 10 AM C advised that C does not want the veh anymore C states C will never drive the veh again [redacted]tates C will be trading in the veh and will not ever be picking up the veh from the DLR C states veh is not worth anything anymore and indicated that CARFAX will make veh worth even less ARBS advised C that ARBS does not work for DLR, and veh is on DLR property, so ARBS is unable to speak to whether C will be charged for storage fees or not ARBS also informed C that by telling ARBS this , [redacted] not informing DLR as ARBS does not work for the DLR C understood ARBS inquired if [redacted] wishing to proceed with inspection and advised if C trades in the veh, NNA will not be proceeding with inspection [redacted]tates that C would like to continue with inspection and advised that will be retaining ownership presently ARBS requested C advise NNA as a courtesy if C changes mind C understood ARBS reminded C that would be 2-4 weeks after appointment before decision would be available C confirmed ARBS thanked [redacted] thanked ARBS Call ended mutually

4/17/2020 11:01:58 AM

ARBS sent e-mail to SA per SA request stating: Good Afternoon: Per our conversation, Nissan will be performing an inspection on the vehicle relayed in the subject line. The tentative inspection date is on 05/13/20 at 10 AM with [redacted]. Please remember that Nissan North America corporate is not offering any rental/loaner/towing/storage or financial assistance at this time. Have a great weekend. Thanks,

5/12/2020 8:44:01 AM

ARBS placed outbound to c [redacted] ARBS informed C that is calling to give appt reminder call ARBS advised C that Cs appt is scheduled for 05/13 at 10 AM at DLR ARBS provided DLR name C indicated that veh is at DLR ARBS advised that was calling as reminder of appt ARBS reminded that would be 2-4 weeks after appt for Nissan's decision to be available in case C understood ARBS offered further assistance C declined ARBS thanked C C thanked ARBS Call ended mutually

5/14/2020 11:03:38 AM

ARBS notes that IIR has been uploaded per DTS

5/28/2020 10:42:51 AM

ARBS notes per PL Review: No defect in the product There is evidence of lack of maintenance to the vehicle that caused the incident. Embedded, dark and dry oil, consistent with a long term leak and neglect covered the chassis. There is also evidence of impact marks on the transfer case, again consistent with negligence and lack of care in vehicle operation that caused this incident. This impact marking caused a leak in the transfer case fluid, which is consistent with the reservoir being found empty, further evidence of long term neglectful vehicle operation and not a defect. This fluid starvation is the cause of the seizing component. As a result of this impact marking leading to leaks and fluid depletion, this neglect is the cause of the irreversible damage to the front prop. There is no evidence of a manufacturing or product defect that would have caused or contributed to this incident.

5/28/2020 10:51:14 AM

[redacted] ARBS placed outbound to C ARBS verified C had time to speak to ARBS ARBS advised C that NNA has completed inspection and review ARBS advised that NNA found no manufacturer defect caused or contributed to the incident C states what caused the incident then ARBS advised that some additional info was provided that a lack of maintenance to the vehicle caused or contributed the incident. C became unprofessional C began personally attacking ARBS and Nissan and using multiple expletives ARBS advised C if C cannot keep the call professional, that ARBS will have to disconnect the call C continued to be unprofessional C advised that ARBS/NNA can kiss Cs expletive and used other expletives C states C does not care about the veh C terminated the call

5/28/2020 10:57:39 AM

ARBS placed outbound to DLR ARBS spoke to SM [redacted] ARBS advised that NNA did not find any manufacturer defect with the veh SM confirmed ARBS advised some additional info provided is that: lack of maintenance to the vehicle that caused or contributed to the incident evidence of long term neglectful vehicle operation fluid starvation of a component was found SM confirmed and advised would let SAs know ARBS thanked SM

5/28/2020 11:00:13 AM

ARBS sent resolution letter to C via e-mail ARBS attached letter and e-mail to case

5/28/2020 1:44:59 PM

CASE CLOSING SUMMARY ARBS notes per PL Review: No defect in the product There is evidence of lack of maintenance to the vehicle that caused the incident. Embedded, dark and dry oil, consistent with a long term leak and neglect covered the chassis. There is also evidence of impact marks on the transfer case, again consistent with negligence and lack of care in vehicle operation that caused this incident. This impact marking caused a leak in the transfer case fluid, which is consistent with the reservoir being found empty, further evidence of long term neglectful vehicle operation and not a defect. This fluid starvation is the cause of the seizing component. As a result of this impact marking leading to leaks and fluid depletion, this neglect is the cause of the irreversible damage to the front prop. There is no evidence of a manufacturing or product defect that would have caused or contributed to this incident. ARBS notes resolution was provided via phone and e-mail ARBS closing case

CONSUMER ASSISTANCE REQUEST

[redacted]

NAME: [redacted]
CITY: [redacted]
STATE: [redacted]

OPEN_DT: 5/26/2020
CLOSE_DT: 6/22/2020

VIN: [redacted]
MODEL: A61 YR: 2016
MFG DT: 6/22/2016
SVC DT: 8/26/2016
MILEAGE: 53,266

TRIM: PRO4X
OPTIONS: B92C03K03K04K11L11M
SERVICING DLR RELIABLE [redacted]
DLR STATE: [redacted]
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Engine Assembly

CAR VERBATIM

5/26/2020

5/26/2020 12:26:37 PM

C called requesting information about rental request. [redacted]-KI referred C to appropriate department

5/28/2020 9:44:59 AM

[redacted]-LL VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number [redacted]-LL VERIFIED VEH Information including: VIN #, Current Mileage, Warranty [redacted]-LL CHECKED for open recalls/campaigns and found and informed: 1, PC731 ECM Reprogram [redacted]-LL CHECKED for previous UNRELATED Case(s) and found: 0 [redacted]-LL CHECKED previous RELATED Case(s) and found: 0 [redacted]-LL NOTED concern is: broken crankshaft [redacted]-LL received inbound call from [redacted] stated C purchased VEH in December 2019. C stated that last week C heard a knocking noise coming from the engine. C stated C took the VEH in last Friday to the DLRSHP for diagnosis. C stated that they advised that it was a broken crankshaft. C stated that they were going to speak to Nissan to see what could be done. C stated that they called on Wednesda[redacted] are still looking into it. C stated that C is an essential worker and has been without a VEH for a week now and needs transportation. C stated C is looking for a VEH to be provided while the VEH is being repaired. C stated C is wanting to know if it is going to be repaired under warranty. C stated C spoke to Joe, Service Advisor. [redacted]-LL apologized to [redacted]-LL advised C that [redacted]-LL will escalate C?s case to RCAS for investigation. [redacted]-LL asked C if there was anything else [redacted]-LL could assist with. C declined. [redacted]-LL informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 52920 regarding C?s concern . C understood. [redacted]-LL provided C with case number 40375607. [redacted]-LL noting C?s best contact number is [redacted]. Call ended mutually.

5/28/2020 9:45:27 AM

CASE SUMMARY C looking for assistance with a broken crank shaft. [redacted]-LL escalating for review.

5/28/2020 9:47:13 AM

[redacted]-LL sent C a PO.

5/29/2020 2:18:19 PM

*****RCAS[redacted] noting cannot Data Net. Warning: No users are associated with the selected dealer to share the case with.*****

5/29/2020 2:25:47 PM

RCAS-[redacted] made outbound call to DLR Reliable Nissan [redacted] @ (cell) [redacted]. [redacted]-TP advised C purchased VEH pre-owned at non-NNA DLR. RCAS-SG inquired status of repair. [redacted]-TP is about to call PCC back with pictures & everything requested for review. RCAS-SG advised RCAS-SG does not see J-case. [redacted]-TP placed RCAS-SG on hold. [redacted]-TP returned to call after several minutes on hold. [redacted]-TP advised SM-TP will email RCAS-SG. RCAS-SG thanked SM-TP. Call ended mutually.

5/29/2020 2:28:01 PM

RCAS-[redacted] emailed [redacted]. RCAS-SG requested update on J-case once SM-TP calls PCC.

5/29/2020 2:42:55 PM

RCAS-[redacted] received email from [redacted]. [redacted]-TP advised J-case [redacted].

5/29/2020 2:43:37 PM

RCAS-[redacted] made outbound call to C at [redacted]. RCAS-SG VERIFIED C?s name, home & email address, concern, phone. RCAS-SG CHECKED for open recalls/campaigns and found: PC731 ECM REPROGRAM Previous UNRELATED Case(s) Found: 1 Previous RELATED Case(s) Found: None RCAS-SG ADVISED ?This call may be recorded for quality and training purposes.? RCAS-SG thanked C for verifying information. RCAS-SG introduced self & established credentials. RCAS-SG apologized for crankshaft concern. RCAS-SG inquired what C is seeking from NNA. C stated C wants an update on if VEH will be covered by warranty. C inquired about loaner/rental VEH. C stated C is an essential worker & it is difficult to get to work without VEH. RCAS-SG empathized. RCAS-SG advised DLR has submitted claim to PCC & is updating with additional requested information. RCAS-SG advised DLR must provide sufficient evidence to support repair under warranty. C stated ok. RCAS-SG advised NNA is not in a position to assist with rental/loaner VEH as rental/loaner VEHs are overseen by DLRSHP. RCAS-SG advised RCAS-SG could review for possible rental reimbursement not to exceed $35/day for maximum 5 days. C stated C will be 3 weeks without VEH. RCAS-SG advised DLR may be able to provide rental VEH if concern is warrantable, but C would have to inquire with DLRSHP. C stated ok. C stated so C needs to wait for the DLRSHP. RCAS-SG advised correct. RCAS-SG advised of follow up Wednesday 6/3/2020. C stated ok. RCAS-SG offered further assistance. C declined. RCAS-SG thanke[redacted] all ended mutually. *RCAS-SG sent C case # & contact # email.*

6/2/2020 2:07:32 PM

RCAS-[redacted] made outbound call to DLR RELIABLE [redacted] @ (cell) [redacted]. [redacted]-TP advised Jcase has been approved. RCAS-SG thanked SM-TP. Call ended mutually.

6/3/2020 9:19:25 AM

made outbound call to C at . -SG left VMX stating SG's name, contact #, and C's case #. Requested a call back. -SG advised of PCC approval. S-SG set follow up Tuesday 6/9/2020.

6/9/2020 1:15:00 PM

made outbound call to DLR Reliable Nissan SM- @ . -TP advised the engine arrived yesterday 6/8/2020. -TP advised SM expects repair to be complete by end of week. -SG thanked SM-TP. Call ended mutually.

6/9/2020 1:20:23 PM

made outbound call to C at . -SG ADVISED ?This call may be recorded for quality and training purposes.? -SG advised PCC has approved long block under warranty. -SG advised the engine arrived Monday 6/8/2020. -SG advised SM-TP expects repair to be complete by the end of this week (w/e 6/12/2020). C stated ok. C stated C was told engine arrived Saturday 6/6/2020 & DLR was waiting on gaskets. -SG advised -SG was advised of arrival. C stated ok. -SG set follow up Friday 6/12/2020. C stated C has a camping trip that has been planned for a while now that C would hate to miss. -SG offered to reach out to DLR to see if repair could be expedited. C stated C wouldn't want DLR to rush & make a mistake. -SG understood. S-SG reiterated follow up 6/12/2020. C stated ok. -SG offered further assistance. C declined. -SG thanked C. Call ended mutually.

6/12/2020 11:55:35 AM

made outbound call to DLR Reliable Nissan SM- @ . -SG inquired status of repair. -TP advised the engine is almost out. -SG inquired when DLR expects repair to be complete. -TP advised sometime early next week. -SG thanked SM-TP. Call ended mutually.

6/12/2020 1:05:36 PM

made outbound call to C at . -SG left VMX stating SG's name, contact #, and C's case #. Requested a call back. -SG advised DLR is working on VEH & expects repair to be complete early next week (w/e 6/19/2020). -SG set follow up Wednesday 6/17/2020.

6/17/2020 11:39:49 AM

made outbound call to DLR Reliable Nissan SM- @ . -TP advised VEH should be running tonight 6/17/2020 & ready for pickup tomorrow 6/18/2020. -TP advised SM-TP has been sending C picture updates. -SG thanked SM-TP. Call ended mutually.

6/17/2020 11:44:42 AM

made outbound call to C at . -SG ADVISED ?This call may be recorded for quality and training purposes.? -SG advised DLR expects VEH to be ready for pickup tomorrow, Thursday 6/18/2020. -SG advised DLR will contact C when VEH is ready for pickup. C stated awesome. -SG offered further assistance. C declined. -SG set follow up Friday 6/19/2020. C stated ok. -SG thanked C. Call ended mutually.

6/19/2020 2:19:17 PM

made outbound call to C at . -SG left VMX stating SG's name, contact #, and C's case #. Requested a call back.

6/22/2020 1:58:35 PM

made outbound call to C at . -SG ADVISED ?This call may be recorded for quality and training purposes.? -SG confirmed C has picked up VEH. C stated picked up VEH & then got stranded in the mountains. C stated C had to call tow truck. C stated the on injector was not pushed in fully so there were some knocking issues. -SG advised -SG can review for tow reimbursement with POP.
C stated C did not get a receipt. C stated tow driver fixed concern. C stated this was a terrible C experience. C stated C did not like being lied to by DLR. -SG apologized/empathized. -SG advised C's case will be documented. -SG offered further assistance. C stated C has been completely turned off from Nissan by this experience. -SG apologized. -SG thanked C. Call ended mutually.

6/22/2020 1:59:40 PM

C seeks assistance with long block warranty coverage.

6/22/2020 1:59:41 PM

C seeks assistance with long block warranty coverage.

6/22/2020 2:01:17 PM

closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted Nissan CA regarding long block warranty coverage & repair. -SG reviewed Case with SM- who advised of long block concern, PCC approval, & repair status/completion. *** STATEMENT OF DECISION *** -SG advised C the Case has been thoroughly reviewed and documented. -SG noting long block replaced under warranty. -SG noting C was displeased with the outcome.

[redacted]

NAME: [redacted]
CITY: [redacted]
STATE: [redacted]

OPEN_DT: 7/6/2020
CLOSE_DT: 7/7/2020

VIN: [redacted]
MODEL: A61 YR: 2016
MFG DT: 6/22/2016
SVC DT: 9/24/2016
MILEAGE: 12,600

TRIM: PRO4X
OPTIONS: B92C03K03K04L11M11Z6
SERVICING DLR [redacted] OF [redacted]
DLR STATE: [redacted]
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Engine Assembly

CAR VERBATIM

7/6/2020

7/6/2020 10:41:33 AM

CRR-MO verified Account Info including: C's name, home, email address & phone#. & best contact#. CRR-MO VERIFIED VEH Info including: VIN#, Current Mileage. CRR-MO CHECKED for open recalls/campaigns and found: 0. CRR-MO CHECKED for previous UNRELATED Case(s) and found: 0. CRR-MO CHECKED previous RELATED Case(s) and found: 0. CRR-MO NOTED concern is: warranty dispute. CRR-MO received inbound call from [redacted] stated that C?s Titan was taken to the shop sue to the oil leaking under the VEH. C said C told the DLR the issues. C said the DLR took VEH in and C was told that there are multiple oil leaks. C said the DLR found two places. C said C?s dad the day before said the VEH was getting loud but C never mentioned. C said the DLR found chunks of metal in the oil pan. C said C has a video of the oil pan as the DLR sent it to C. C said DLR said this looked bad and DLR would need to contact PT department. C said the DLR said they need to order a new long block. C Said DLR said PT dept. came back and said to clean out the oil pan and return the VEH back to C. C said C could possible die going down the road or VEH could die. C said C informed the DLR that C was experiencing driving issues where the VEH would get louder and power was not there. C said the DLR went back to update the PT dept. and was told that the DLR is trying to do a warranty up-sell because this was not the initial request but the customer. C said C is not a mechanic and just thought since the VEH is leaking DLR would fine the issue. C Said C was told to call NNA because DLR cannot do anything and the master mechanics does not feel comfortable giving C the VEH back because it can be potentially dangerous. C said PT just wants to save a Buck. CRR-Mo asked how can NNA assist. C said Nissan to uphold end of the deal with warranty and get C a new long block. CRR-MO asked what is the name of the representative C has been dealing with. C said the tech is [redacted] that C has been talking to but C does not remember the supervisor name. CRR-MO informed that the case will be escalated to [redacted]S for further handling and C will be contacted by end of the next business day 2020/07/07. CRR-MO asked the best time to call. C said anytime. CRR-MO informed of call blockers and that C should remove or disable any on phone for the duration of the case. CRR-MO informed of the open campaign for the ECM. C said that was taken care. CRR-MO asked if there was any other concern. C declined. CRR-MO provided the case number #. C understood and appreciated the assistance. Best contact# [redacted]. Call ended mutually.

7/6/2020 10:42:14 AM

**********CASE SUMMARY***** [redacted] contacted NNA regarding warranty dispute. CRR-MO escalating to [redacted].

7/7/2020 11:20:46 AM

[redacted] made outbound call to DLR [redacted] Nissan of Orem @ [redacted] & spoke with [redacted]. [redacted] advised C brought VEH in to repair some oil leaks. [redacted] advised one of the oil leaks was the lower oil pan. [redacted] advised DLR found metal debris in pan that looked like a bearing or something had come apart. [redacted] advised DLR called into PCC & submitted pictures. [redacted] advised DLR told C about debris in pan. [redacted] advised PCC asked if there are any drivability symptoms. [redacted] advised no drivability concerns. [redacted] advised PCC advised to return VEH to C. [redacted] advised it looks like bearing material. [redacted] advised C mentioned power loss after DLR informed C of debris in pan. [redacted] advised DLR test drove VEH after repairing oil leak. [redacted] advised there is no noise or drivability concerns. [redacted] advised based on DLR driving, VEH is operating as any diesel truck. [redacted]-SG thanked [redacted]. Call ended mutually.

7/7/2020 4:04:04 PM

[redacted] made outbound call to C at [redacted]. [redacted]-SG VERIFIED C?s name, home & email address, concern, phone. [redacted] CHECKED for open recalls/campaigns and found: PC731 ECM REPROGRAM Previous UNRELATED Case(s) Found: 1 Previous RELATED Case(s) Found: None [redacted]-SG ADVISED ? This call may be recorded for quality and training purposes.? [redacted]-SG thanked C for verifying information. [redacted]-SG introduced self & established credentials. [redacted]-SG apologized for VEH concerns. C stated DLRSHP advised the engine needed replaced due to significant chunks of metal debris. C stated DLR suspected a blown bearing casing. C stated DLR did not feel comfortable releasing VEH. C stated C updated DLR with drivability concerns of noise & power loss. [redacted] advised DLR reviewed with PCC for engine approval which was declined. [redacted]-SG advised [redacted]-SG reviewed with [redacted]. [redacted]-SG advised [redacted] went on test drive & did not experience any drivability concerns. [redacted]-SG advised C may get a 2nd opinion from another NNA DLR. C stated so NNA would rather wait out the warranty period than make a repair. [redacted]-SG advised that is not what [redacted]-SG is stating. [redacted]-SG advised DLR must provide evidence to support repair. [redacted]-SG advised sufficient evidence was not provided for PCC to approve engine replacement. C expressed dissatisfaction. [redacted]-SG apologized for undesirable information. [redacted]-SG offered further assistance. C stated [redacted]-SG will not help C anyway. [redacted]-SG advised C's dissatisfaction will be documented. C stated C is highly dissatisfied. [redacted]-SG thanked C. Call ended mutually.

7/7/2020 4:06:54 PM

[redacted] closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted Nissan CA regarding C seeks approval for warranty long block replacement. [redacted]-SG reviewed Case with [redacted] who advised PCC denied long block replacement. [redacted] advised DLR did not experience any noise or drivability concerns. *** STATEMENT OF DECISION *** [redacted]-SG advised C the Case has been thoroughly reviewed and documented. [redacted]-SG advised PCC has denied warranty long block replacement. [redacted]-SG advised DLR did not experience drivability concerns. [redacted]-SG advised DLR must provide sufficient evidence to support a warranty repair. [redacted]-SG advised C may visit another NNA DLR for a 2nd opinion. [redacted]-SG noting C was displeased with the outcome.

CONSUMER ASSISTANCE REQUEST

[redacted]

NAME: [redacted] **VIN:** [redacted] **TRIM:** PRO-4X

CITY: [redacted] **MODEL:** A61 YR: 2018 **OPTIONS:** C03G01K03K11K13X03Z6

[redacted] **MFG DT:** 5/7/2018 **SERVICING DLR** DELAND NISSAN

SVC DT: 5/28/2018 **DLR** [redacted]

OPEN_DT: 10/14/2020 **MILEAGE:** 103,626 **ACCIDENT:** N **AIRBAG:** N

CLOSE_DT: 11/5/2020

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Engine Assembly
06	OA	Vehicle Concerns	337230	Engine Electric
	[redacted]	Mechanical	7F	Check Engine Light

CAR VERBATIM

10/14/2020

10/14/2020 1:50:15 PM

CRR-LS VERIFIED Account Info including: C's name, home & email address, phone# CRR-LS VERIFIED VEH Info including: VIN#, current mileage, warranty CRR-LS CHECKED and ADVISED for open recalls/campaigns and found : 0 CHECKED for previous UNRELATED Case(s) and found : 0 CRR-LS CHECKED previous RELATED Case(s) and found : 0 CRR-LS NOTED concern is : OOW FA C called in to advise that VEH had the engine replaced in March. C advised has put 30,000 miles on VEH as drives a lot and needs a new engine once again. C stated was told the cost would be $14,000. C feels that a 2nd engine should not be required on the truck and that [redacted]A should assist with the repair. CRR-LS advised would forward case to an [redacted]S agent for review. CRR-LS advised C to expect a call from a [redacted] area code by EOB 10/15/20. CRR-LS provided C with name and Case # 42195802 CRR-LS asked if CRR-LS could assist C further. C declined. Call ended mutually. Best Contact : [redacted]

10/14/2020 1:50:44 PM

CRR-LS transferred case to [redacted] ***** Case Summary **** C called in for OOW FA with an engine repair.

10/15/2020 4:40:55 PM

[redacted]JW called Deland Nissan at [redacted] to speak with [redacted] in regard to C requesting OOW to replace engine. [redacted] stated to email SM for details to be provided of C's engine concerns.

10/15/2020 4:49:34 PM

[redacted]JW called C at [redacted]. C is [redacted]. [redacted]JW introduced [redacted]S as calling from [redacted] [redacted]JW asked if this was a good time to speak? C stated yes. [redacted]JW advised "the call is recorded for training and quality purposes" [redacted]JW VERIFIED C's name, home & email address, concern, phone#, VIN#, mileage [redacted]JW CHECKED for open recalls/campaigns and found: Previous UNRELATED Case(s) Found : Previous RELATED Case(s) Found: 38503848 [redacted] explained that [redacted] responsible for making any needed decisions, contacting the dlr to advise of C's complaint as well as speaking with C in regard to status updates from the dlr, delivering the decision, and also addressing any questions and concerns that C may have. [redacted]JW advised [redacted] understands C called [redacted] CA in regard to requesting OOW FA to replace the engine. C stated yes. [redacted]JW empathized in regard to C experiencing engine related concerns as C stated. C stated C had a concern with a different dlr located in [redacted] who did not tell the truth about the repairs to the veh for a fuel rails but did not find a concern with the engine. C stated C brought the veh home to FL and C visited Deland Nissan who replaced the engine around miles of 75,000 miles. C stated the cause was an intake tank was faulty that caused the engine needing to be replaced. C stated now currently the engine is needing to be replaced again. [redacted]JW asked who did C speak with at the dlr? C stated C spoke with someone named [redacted] and SA [redacted]. [redacted]JW stated the SM name is [redacted] and [redacted]S is waiting on SM to provide details of C's diagnosis for [redacted] does not have access to the dlr system. [redacted]JW advised it is not a guarantee for assistance once a C is OOW howeve[redacted]S will review for engine replacement at this time. C stated ok. [redacted]JW offered [redacted]JW advised follow up is 10/20/2020. C stated ok. [redacted] asked if C had any further questions? C stated no. [redacted]JW thanked C for the time to speak. Call ended mutually.

10/15/2020 4:50:54 PM

[redacted]JW sent email to [redacted] as per SM's request of C's visit for engine replacement.

10/19/2020 1:03:41 PM

[redacted]JW called Deland Nissan to speak with [redacted] and was advised from service receptionist that SM was assisting a C with a test drive and not in the office.

10/19/2020 1:04:19 PM

[redacted]JW sent follow up email to [redacted] requesting details of C's recent visit for engine concerns.

10/20/2020 11:32:16 AM

[redacted]JW received email from [redacted] who stated SM is working on gathering details of C's diagnosis and will contact [redacted] back once completed.

10/20/2020 12:02:15 PM

[redacted]JW called C at [redacted]. C is [redacted]. [redacted]JW introduced [redacted]S as calling from [redacted] [redacted]JW asked if this was a good time to speak? C stated yes. [redacted]JW advised "the call is recorded for training and quality purposes" [redacted]JW advised [redacted]S is waiting on details from [redacted] to be provided so that [redacted] can review. [redacted]JW explained [redacted]S does not have access to the dlr system. C asked how long will it take for review? [redacted]JW advised once the dlr provides diagnosis details [redacted] will proceed to review at that time and will keep C updated. C stated ok. [redacted]JW advised the follow up is 10/23/2020. [redacted]JW provided C with [redacted]s contact [redacted] and case 42195802. [redacted]JW asked if C had any further questions? C stated no. [redacted] thanked C for the time to speak. Call ended mutually.

10/23/2020 10:18:26 AM

RCAS-JW received email from [redacted] who stated the C came to dlr stating the veh was making a knocking noise of where dlr diagnosed the veh and found internal engine failure connecting rod bearing being faulty. [redacted] stated the technician used a chassis ear to pin point noise to lower end connecting rod of where dlr found excessive metal throughout the engine and turbo for dlr is recommending the engine and the turbos to be replaced. [redacted] stated the veh has 103,626 miles and repairs are Powertrain that will cost parts $17,383.59 and labor $2,213.60. [redacted] stated the engine was replaced on veh on 2/8/2020 at 69,142 miles for no compression concerns.

10/23/2020 10:25:24 AM

Goodwill Template: ?Customer vehicle: 2018 Nissan Titan XD ?Last visit to dlr:10/14/2020 ?Veh new or preowned: new ?OOW Basic 0 months 5,000 miles, Powertrain 0 months/ 5,000 miles ?Current mileage:105,000 ? VSC: none ?Total customer pay at retailer: total combined:$5485.92 ?Previous owned veh:2 (current veh and 2018 Nissan Titan)

10/23/2020 10:25:37 AM

RCAS-JW submitted CST.

10/23/2020 10:50:08 AM

RCAS-JW called C at [redacted]. C is [redacted]. RCAS-JW introduced RCAS as calling from [redacted] RCAS-JW asked if this was a good time to speak? C stated yes. RCAS-JW advised "the call is recorded for training and quality purposes" RCAS-JW advised RCAS received information from [redacted] who stated upon dlr diagnosing the veh, the needed repairs found are for the engine and turbos to be replaced. RCAS-JW advised RCAS will follow up on 10/28/2020. RCAS-[redacted] provided C with RCAS's contact [redacted] and case 42195802. RCAS-JW asked if C had any further questions? C stated no. RCAS-JW thanked C for the time to speak. Call ended mutually.

10/28/2020 7:57:26 AM

RCAS-JW sent email to remind FOM [redacted] for review of CST.

10/28/2020 7:59:47 AM

RCAS-JW called C at [redacted] and received voicemail. C is [redacted]. RCAS-JW introduced RCAS as calling from [redacted] RCAS-JW advised the case is still in review and no decision has been made. RCAS-JW advised the follow up is 11/2/2020. RCAS-JW provided C with RCAS's contact [redacted], case number 42195802, and business hours 7:30-4:30 CST Monday to Friday.

10/28/2020 1:40:34 PM

RCAS-JW received email from FOM [redacted] who stated to submit a [redacted] request at this time.

10/28/2020 1:41:52 PM

RCAS-JW submitted [redacted] inspection request.

10/28/2020 5:25:08 PM

CRR-AV<VERIFIED> Account information including: C's name, home & e-mail address, phone number & best contact number. CRR-AV VERIFIED VEH Information including: CRR-AV CHECKED for previous UNRELATED Case(s) and found: 1. CRR-AV CHECKED previous RELATED Case(s) and found: 0. CRR-AV NOTED concern is: follow up with RCSA case. CRR-AV received inbound call from C. C stated C is calling regarding a case. CRR-AV advised C RCAS tried calling C earlier today but was unable to reach C. CRR-AV advised C RCAS is still looking into C case & is working to resolve C?s concerns. C inquired if RCAS will be sending someone out to DLR. CRR-AV advised C RCAS has many resources to handle concerns. CRR-AV advised C if RCAS needs to have someone sent to DLR they have the resources to do that if needed. CRR-AV advised C follow up is for 11/2/2020. C inquired for RCAS contact #. CRR-AV provided contact # for RCAS. CRR-AV advised C may get a VMX but CRR-AV advises C to leave a VMX as CRR-AV will also be entering case notes for call. C understood. CRR-AV asked C if there was anything else CRR-AV could assist with. C declined. CRR-AV provided C with case ending statement. Call ended mutually.

10/28/2020 5:25:58 PM

****** [CASE SUMMARY] ****** CRR-AV documenting C's call for RCAS case. Customer called Nissan CA for follow up with RCAS case.

10/30/2020 10:36:00 AM

RCAS-JW called C at [redacted]. C is [redacted]. RCAS-JW introduced RCAS as calling from [redacted] RCAS-JW asked if this was a good time to speak? C stated yes. RCAS-JW advised "the call is recorded for training and quality purposes" RCAS-JW advised the dlr would like a [redacted] to come inspect C's veh who is the highest technical support with [redacted]A at the Deland Nissan on 11/2/2020 at 2:00 PM EST. RCAS-JW advised RCAS will follow up with C on 11/3/2020. C stated ok and that C will be at dlr as advised. C asked for an email in regard to the [redacted] inspection. RCAS-JW advised RCAS will send an email as requested. RCAS-JW asked if C had any further questions? C stated no. RCAS-JW offered to provide C with RCAS's contact and case number. C stated C does not have a way to write it down. RCAS-JW advised RCAS's information will be on the email that C will receive. C stated ok. RCAS-JW asked if C had any further questions? C stated no. RCAS-[redacted] thanked C for the time to speak. Call ended mutually.

10/30/2020 10:36:30 AM

RCAS-JW confirmed [redacted] appointment.

10/30/2020 10:36:53 AM

RCAS-JW sent C an email of reminder of [redacted] appointment.

11/3/2020 8:28:55 AM

RCAS-JW called [redacted] who stated the inspection was completed as of 11/3/2020. [redacted] stated the C was not pleasant to speak with. [redacted] stated there were not any oil changes completed on the veh since the last engine was replaced. [redacted] stated that the veh is OOW. [redacted] stated FOM [redacted] discussed case with [redacted]S at the dlr on 11/2/2020. [redacted] stated [redacted] requested for C to provide oil change documents to proceed to review and to make sure C is aware it is not a guarantee for assistance.

11/3/2020 8:48:07 AM

-JW called C at . C is . -JW introduced S as calling from -JW asked if this was a good time to speak? C stated yes. -JW advised "the call is recorded for training and quality purposes" -JW advised inspected the veh and found that the veh has not had any oil change documents to provided since the engine was replaced under warranty. C stated 99% of oil changes were completed at the dlr however C is trying to locate one of them. C stated one oil change should not determine if will help or not with engine replacement. -JW advised it is not a guarantee for assistance once a C is OOW. -JW asked if C would be able to provide oil change maintenance records? C stated C will try to find the records. -JW advised S will follow up 11/4/2020 as a reminder call. C stated ok. -JW offered to provide s contact and case number. C stated C has the contact information. -JW asked if C had any further questions? C stated no. -JW thanked C for the time to speak. Call ended mutually.

11/4/2020 7:37:03 AM

-JW is notating that sent C an email 11/3/2020 while on phone with C requesting maintenance records for further review.

11/4/2020 7:38:37 AM

-JW called C at received voicemail. C is . -JW introduced S as calling from -JW advised was following up again for did not receive maintenance records from C in order to proceed to review for OOW FA for engine replacement. -JW provided C with s contact , case number 42195802, and business hours 7:30-4:30 CST Monday to Friday.

11/4/2020 7:55:52 AM

-JW is closing case for no further assistance is needed. Closing Summary: C called CA requesting OOW FA for engine replacement. -JW reviewed case with who stated there was metal found inside the turbo and engine which resulted in C needing an engine replacement for over $17,000. -JW reviewed case with FOM and of which stated the C will need to provide oil change maintenance receipts for FOM to review for OOW FA for engine replacement. -JW advised C that would need maintenance records from C since engine replacement to proceed to review for OOW FA. Statement of Decision: -JW will proceed to review once C provides oil change maintenance records since C's last engine replacement.

11/4/2020 1:42:38 PM

-JW is notating the case re opended due to C sending an invoice by email that did not have the company contact number nor http address of where the invoice was sent from of C stating C is providing a receipt for an oil change as of 11/4/2020 at 12:01 PM.

11/4/2020 1:46:25 PM

-JW sent email to FOM and in regard to C providing a receipt for an oil change of which forward the document to FOM and S for review for OOW FA for engine replacement.

11/4/2020 2:19:26 PM

-JW called C at received voicemail. C is . -JW introduced S as calling from -JW advised received C's email of receipt for an oil change. -JW advised follow up is 11/9/2020 upon review. -JW provided C with s contact , case number 42195802, and business hours 7:30-4:30 CST Monday to Friday

11/4/2020 4:21:25 PM

-JW called FOM who stated the engine replacement for OOW FA is a denial after FOM reviewed further with .

11/4/2020 4:25:42 PM

FOM Goodwill Request feedback from SF1 **Goodwill Request was denied by CA Field Staff ** Action: Denied Approval Options: Approver Detail: Goodwill denied due to no proof of service history as it relates to oil changes. Last Action By: Date of Last Action: 2020-11-04 16:25:41 Agent Name/Phone extensio / CA Case number: 42195802

11/4/2020 4:31:36 PM

-JW called C at received voicemail. C is . -JW introduced S as calling from -JW provided C with s contact , case number 42195802, and business hours 7:30-4:30 CST Monday to Friday

11/4/2020 4:32:46 PM

-JW sent email to of FOM 's denial of engine replacement.

11/5/2020 10:13:55 AM

-KS made outbound call to C at -KS ADVISED, ?This call may be recorded for quality and training purposes.? -KS advised S-KS is calling on behalf of , who is OOO. S-KS thanked C for sending in oil change receipt. -KS advised A has reviewed Cs case for assistance. -KS advised it has been determined due to VEH being OOW and COF, A is not in the position to assist with needed engine repair. C stated okay. C thanked -KS for letting C know. -KS thanked C for time. Call ended mutually.

11/5/2020 10:14:48 AM

S-KS is closing case for no further assistance is needed. Closing Summary: C called CA requesting OOW FA for engine replacement. -JW reviewed case with SM who stated there was metal found inside the turbo and engine which resulted in C needing an engine replacement for over $17,000. -JW reviewed case with FOM and of which stated the C will need to provide oil change maintenance receipts for FOM to review for OOW FA for engine replacement. -JW advised C that would need maintenance records from C since engine replacement to proceed to review for OOW FA. -JW received 1 oil change receipt and reviewed case with FOM and . FOM- declined GW. Statement of Decision: -KS advised it has been determined due to VEH being OOW and COF, A is not in the position to assist with needed engine repair.

CONSUMER ASSISTANCE REQUEST

[redacted]

NAME: [redacted]
CITY: [redacted]
STATE: [redacted]

OPEN_DT: 10/19/2020
CLOSE_DT: 2/3/2021

VIN: [redacted]
MODEL: A61 YR: 2017
MFG DT: 8/22/2017
SVC DT: 11/28/2017
MILEAGE: 77,164

TRIM: SV 4X4
OPTIONS: B12B93C03K02L92M11U
SERVICING [redacted] WEST COVINA NISSAN
[redacted] **STATE:** [redacted]
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Output Speed Sensor
06	OA	Vehicle Concerns	337230	Engine Electric
	[redacted]	Mechanical	AQ	Engine Control Module (ECM)
06	OA	Vehicle Concerns	5W	Engine Cooling System
	[redacted]	Mechanical	5B	Water Pump

CAR VERBATIM

10/19/2020

10/19/2020 4:54:13 PM

CRR-PS VERIFIED Account Info including: C's name, home address, phone# & best contact #. CRR-PS VERIFIED Veh Info including: CRR-PS CHECKED and ADVISED for open recalls/campaigns and found: 0. CRR-PS CHECKED for previous UNRELATED Case(s) and found: 0. CRR-PS CHECKED previous RELATED Case(s) and found: 0. CRR-PS NOTED concern is: engine concern. CRR-PS received inbound call from C. C stated that on 10/9, the engine was leaking oil and fell out of the VEH. C stated that the engine parts were scattered all around. C stated that C took the VEH to the [redacted]R for repairs. C stated that the [redacted]R first told C that the concern was due to an oil cord. C stated that on 10/16. The [redacted] asked C if the [redacted] can drop the fuel tank and add $20 worth of fuel. C stated that the [redacted] claims that two DTS came to look at the VEH, which C does not believe actually occurred. C stated that the [redacted] told C this morning that the [redacted] was switching technicians. C stated that C does not believe the DRL is actually doing anything and the [redacted] does not know what is wrong. C stated that the [redacted]R told C that the [redacted]R is waiting for an email with instructions from NNA. C stated that all of this is starting to sound like a story to C. CRR-PS apologized and acknowledged C?s concern. CRR-PS asked [redacted] spoke with at the [redacted]. C stated that C spoke with [redacted] who sounds like SA is speaking from a script. CRR-PS asked C how C would like to be assisted by NNA. C stated that C would like the VEH repaired and to know what is wrong with the VEH. CRR-PS provided C with Case #. CRR-PS informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 10/20/2020 regarding the C concern. C understood and appreciated the assistance. CRR-PS offered further assistance. C declined. Best Contact #: [redacted]. Call ended mutually.

10/19/2020 4:54:30 PM

CASE SUMMARY C contacted CA regarding engine concern. CRR-PS sending case to RCAS.

10/20/2020 8:57:02 AM

EXEC-KJ received case: From: [redacted] > Sent: Tuesday, October 20, 2020 8:53 AM To: [redacted] (EXTERNAL) <[redacted]> Subject: [redacted]: So this one - it's a personal one for me - [redacted]

10/20/2020 9:11:44 AM

EXEC-KJ notating case is employee referral from [redacted], [redacted].

10/20/2020 9:14:51 AM

EXEC-KJ emailed [redacted], [redacted], [redacted], [redacted], and DTS-[redacted] on 10/20/2020 at 9:14AM requesting information on diagnosis and if DTS has been involved as C was advised.

10/20/2020 9:38:31 AM

EXEC-KJ received email from DTS-[redacted] on Tue 10/20/2020 9:35 AM advising that DTS-CG will be at [redacted] tomorrow and will call [redacted] to discuss further.

10/20/2020 3:51:46 PM

EXEC-KJ placed outbound call to C @ [redacted] on 10/20/2020 at 3:28PM. EXEC introduced self and informed C that EXEC is reaching out on behalf of [redacted], [redacted]. EXEC inquired if C had a moment to speak about case. C stated yes. EXEC verified C's address, email, and best contact. EXEC confirmed C's engine concerns and not getting updates from [redacted]. EXEC informed C that EXEC has reached out to regional management regarding concerns and DTS. EXEC informed C that DTS will be at [redacted] tomorrow and will provide EXEC with an update on VEH diagnosis and repairs needed. C stated ok good. C stated that C was told DTS looked at VEH already but does not believe [redacted]. C stated SA switched to a script when C asked certain questions. C stated that C is glad EXEC will be getting the information for C. EXEC requested to provided direct contact by email and stated will follow up once EXEC has more information. C stated ok. C thanked EXEC. EXEC thanked C for time. Call ended mutually.

10/20/2020 3:51:51 PM

10/20/2020 @3:35PM. Case #42229076 VIN # Dear , Thank you for taking the time to contact North America and allowing us the opportunity to be of assistance. Per your request, your Case Number is #42229076 and has been updated to document your inquiry. If you should have any questions or comments, please feel free to contact me directly at . Please note, return calls from Consumer Affairs will show in your caller ID as either or). If you use a spam blocking app on your cell phone, we may not be able to complete calls and recommend you allow calls from these numbers or provide us with an alternate phone number. We greatly appreciate your patience in this matter. Sincerely, _____ Executive Specialist North America, Inc.

10/20/2020 5:38:29 PM

EXEC-KJ received email from (on Tue 10/20/2020 5:35 PM requesting EXEC submit request.

10/23/2020 7:07:30 AM

EXEC-KJ received email from (on Wed 10/21/2020 7:29 PM stating that C ran out of fuel from trusting DTE instead of fuel gauge which was in the red. -CG stated that C has done no maintenance to fuel system and filters appear to be original which caused the high-pressure pump to fail. -CG stated that fuel pump is covered under PT. -CG stated that DLR service process concerns will be addressed and -CG will contact C to discuss the care of VEH that is needed.

10/23/2020 7:18:18 AM

EXEC-KJ notating (k inpsection report: Cause: see attachments but AFTER stage 1 and stage 2 fuel filter replacement because of original status (appeared to be original) and adding 5 gallons of fuel because although DTE appeared to show 112 miles remaining, Fuel gauge showed to be in the red or reserve. O/M says fuel gauge trumps DTE so I believe the vehicle ran out of fuel. After replacing filters and bleeding system, vehicle was on the verge of starting, but high pressure F/P is required due to low pressure fuel fault and dubious maintenance history. Correction: H/P pump is on the way S will follow up on repair daily. Status: please see above sentence. DBS review shows NO MAINTENANCE HISTORY. Fuel sample taken for analysis. will follow THIS REPAIR to its completion.

10/23/2020 11:24:27 AM

EXEC-KJ placed outbound call to C @ on 10/23/2020 at 11:08AM. EXEC inquired if C had a moment to speak about case. C stated yes. EXEC stated wanted to provide update from regarding VEH inspection. EXEC stated found that concern was fuel pump due to fuel filters not being changed. EXEC inquired when was the last time C changed fuel fitlers. C stated that C had fuel fitlers changed a few months ago by a NNA DLR. EXEC understood. EXEC stated it may have been an oversight however history doesn't show fuel filters being change when needed. EXEC stated at this time fuel pump will be replaced and S is following up every day with DLR to get VEH repaired. C stated ok. EXEC stated will follow up with C once EXEC has another update. C thanked EXEC. EXEC thanked C for time. Call ended mutually.

10/27/2020 2:30:00 PM

EXEC-KJ received email from (on Tue 10/27/2020 2:18 PM stating repair is still in process and -CG will update EXEC after fuel inspection results are received.

10/29/2020 2:10:07 PM

CRR-FC VERIFIED Account information including: C's name, home & e-mail address, Phone number & best contact number CRR-FC CHECKED for open recalls/campaigns and found: 0. CRR-FC CHECKED for previous UNRELATED Case(s) and found: 0. CRR-FC CHECKED previous RELATED Case(s) and found: 0. CRR-FC NOTED concern is: Case status CRR-FC received inbound call from C: provided case # 42229076. C stated C wanted to know Cs case status. C stated C want an update from case manager. CRR-FC apologized for this concern and was more than happy to look into this for C. CRR-FC informed C that CRR-FC will send an internal e-mail to case manager as C called and asked for update from case manager. C acknowledged and thanked CRR-FC for assistance. CRR-FC asked if there was anything else to assist with at this time. C declined. CRR-FC gave agent name and thanked C for calling NNA. C understood and thanked CRR-FC for assistance. Call ended mutually. Best contact

10/29/2020 2:10:35 PM

****** [CASE SUMMARY] ****** C called for Case follow up. CRR-FC sending e-mail to case manager.

10/29/2020 2:43:23 PM

EXEC-KJ placed outbound call to C @ on 10/29/2020 at 2:15PM. EXEC inquired if C had a moment to speak about case. C stated yes. EXEC understood C was requesting an update on case. EXEC stated at this time has advised that repair is still underway at this time but that is working directly with DLR and will provide EXEC with an update. C stated that SA advised that tech is not even at DLR today and is giving conflicting information. EXEC stated that has advised that S is working directly with tech and tech may not be conveying all of the information to C stated that C does not believe the route that took for this diagnosis is correct and would like to speak with directly. EXEC stated that EXEC will request that reach out to C but cannot guarantee S will be able to do so due to schedule. C stated that would be great if EXEC can request that. EXEC stated will do so and will follow up with C once EXEC has more information from . EXEC offered to provide direct contact. C stated that C does not need it and will wait for EXEC call. EXEC thanked C for time. C thanked EXEC. Call ended mutually.

10/29/2020 2:43:26 PM

EXEC-KJ emailed (on 10/29/2020 at 2:36PM requesting that contact C to discuss case as requested by C.

11/4/2020 12:24:02 PM

EXEC-KJ notating (advised would attempt to speak with C on Thu 10/29/2020 2:42 PM.

11/4/2020 12:24:48 PM

EXEC-KJ emailed (on 11/4/2020 at 12:23PM requesting an update on repairs.

11/4/2020 3:02:59 PM

EXEC-KJ received email from (on 11/4/2020 at 2:38PM advising that spoke with C and walked C through repairs that are currently underway. S-CG stated that C added in after -CG advised C of the system used to review previous repairs in DBS that when VEH stalled C removed the engine oil drain plug and there was no oil in VEH. -CG stated that C was advised DLR will inspect for oil leak once VEH can be turned on. -CG provided maintenance information regarding when fuel filters should be replaced in VEH.

11/4/2020 4:03:43 PM

EXEC-KJ placed outbound call to C @ on 11/4/2020 at 4:01PM. EXEC left VMX providing case#, direct contact, confirming C spoke with , and follow up 11/9/2020.

11/9/2020 10:31:44 AM

EXEC-ZG placed outbound call to DTS - [redacted] - @ [redacted] - 10:26 AM. EXEC-[redacted] asked for the following and received the following information ---------- EXEC-ZG explained EXEC-ZG has taken over case in place of EXEC-KJ. EXEC-ZG asked for current status of VEH? DTS-CG stated DTS is going to go to the DLR later today. DTS-CG stated SA is calling C to advise that C will have to pay for filters/oil needed for repairs. DTS-CG stated C had deplorable servicing history on this VEH. DTS-CG stated C will need to pay for filters/oil as it is C's responsibility for maintaining the VEH. DTS-CG stated after repairs DTS/DLR will have to check for leaks, etc. once VEH is running. EXEC-ZG thanked DTS-CG for the information and stated that EXEC-ZG would send an email where DTS-CG can respond with any updates after today's visit. Call ended mutually.

11/9/2020 10:35:22 AM

EXEC-ZG sent email to DTS - [redacted] - 10:34 AM. EXEC-ZG requested update after DTS visit scheduled for later today 11/9/2020.

11/9/2020 11:28:29 AM

EXEC-ZG made outbound call to C at [redacted]. EXEC-ZG asked if now was a good time to speak? C stated yes. EXEC-ZG ADVISED ?This call may be recorded for quality and training purposes.? EXEC-ZG explained to C that EXEC-[redacted] is now C's case manager and point of contact. EXEC-ZG stated DTS is returning to DLR later today to further inspect VEH. EXEC-ZG stated that EXEC-ZG will follow up as soon as there is an update/decision made and no later than 11/12 Thursday. C stated that C was looking for some updates as the VEH has been with the DLR for 2 months. EXEC-ZG stated EXEC understands the time sensitivity and stated [redacted]A is waiting on DTS findings to proceed towards a resolution for C. C thanked EXEC-ZG for the update. EXEC-ZG thanked C for C's patience and reiterated follow up date of 11/12/2020. Call ended mutually.

11/10/2020 3:58:03 PM

EXEC-[redacted] received email from DTS - [redacted] 11/9/2020 @5:43 PM. DTS-CG stated DTS spoke with [redacted] - [redacted] and the tech working on this VEH called in sick. DTS-CG stated DTS will follow up everyday until completed and DTS will keep EXEC and C informed on status. DTS-CG stated C's contribution to the repair of $207.21. This would be for oil and ALL related filters. This is retail cost including tax. Of course labor is included in the repair at NO cost. DTS-CG stated C is also responsible for 5 gallons of diesel fuel that DTS was told C approved.

11/10/2020 3:59:35 PM

EXEC-ZG sent email to DTS - [redacted] - 11/10/2020 @ 3:59 PM. EXEC-ZG thanked DTS-CG for information and requested updates be provided when available.

11/12/2020 2:21:05 PM

EXEC-ZG made outbound call to C at [redacted] @ 2:19 PM. EXEC-[redacted] asked if now was a good time to speak? C stated yes. EXEC-ZG stated EXEC is still awaiting for results from DTS as tech working on C's VEH was OOO on previous day. EXEC-ZG stated EXEC would continue to follow up as soon as there are any updates and at the latest 11/17 Tuesday. C stated C appreciated this update and stated C would wait to hear back. EXEC-ZG thanked C for C's time. Call ended mutually.

11/12/2020 2:22:38 PM

EXEC-ZG sent email to DTS - [redacted] - 11/12/2020 @ 2:22 PM. EXEC-ZG requested update on status of VEH repairs.

11/13/2020 8:13:05 AM

EXEC-[redacted] received email from DTS - [redacted] 11/12/2020 @2:45PM. DTS-CG stated DTS was at DLR today but was unable to speak with diesel techs. DTS-CG stated it looks like VEH is almost put back together. DTS-CG stated trying to get it done ASAP because of days down and California lemon law. DTS-CG stated DTS will keep up on this and update EXEC-[redacted].

11/17/2020 10:49:39 AM

EXEC-ZG placed outbound call to DTS - [redacted]k - @ [redacted] - 10:44 AM. EXEC-[redacted] asked for the following and received the following information ---------- EXEC-ZG asked for status of VEH? DTS-CG stated VEH still won't start after pump has been installed. DTS-CG stated the DTS will be there Thursday or possibly Wednesday to look at VEH as this is high priority. DTS-CG stated VEH is back together but it still won't start so DLR is going to work with DTS and techline. DTS-CG stated DTS would update EXEC-ZG if changes are made. EXEC-ZG thanked DTS for the update and stated DTS can call/email EXEC-ZG with any updates. Call ended mutually.

11/17/2020 11:10:30 AM

EXEC-ZG made outbound call to C at [redacted] @ 2:19 PM. EXEC-ZG asked if now was a good time to speak? C stated yes. EXEC-ZG stated DTS is returning to DLR Thursday 11/19 or possibly Wednesday 11/18 to look at VEH. EXEC-ZG stated VEH is put back together but DLR is working to make VEH operational/starting properly. EXEC-ZG stated next follow up would be 11/19 or sooner if an update is obtained. C thanked EXEC-ZG for the update. Call ended mutually.

11/18/2020 3:41:13 PM

EXEC-ZG received inbound call from SRDTS - [redacted] @ [redacted]. EXEC-ZG received the following information: ---------- SRDTS-KG asked for status of VEH? EXEC-ZG stated after pump was installed VEH would still not start. EXEC-ZG stated been in contact with DTS-CG who was supposed to visit 11/18 or 11/19. SRDTS-KG stated DTS-CG visited today and ordered a part. SRDTS-KG stated SRDTS would follow up with DTS-CG to discuss. EXEC-ZG stated SRDTS-KG can reach out if further info is needed. Call ended mutually.

11/18/2020 4:51:28 PM

DTS working with [redacted], determined that ECM is needed because of IPDM substitution did not allow vehicle to start. Relative compression test with Pico scope showed no anomalies. ECM is suspected because of possible injector voltage and very short auto starter operation. Starter button use with longer crank times improve situation. Vehicle starts but won't stay running. ECM to be installed first thing in the morning. Can I get a call please? [redacted]4 I will try to call DTS internal phone # in the morning for specific assistance. Thanks, [redacted] West Region DTS [redacted]

11/19/2020 11:47:48 AM

EXEC-ZG placed outbound call to DTS - [redacted]k - @ [redacted] - 11:45 AM. EXEC-ZG asked for the following and received the following information ---------- EXEC-[redacted] asked for status of VEH? DTS-CG stated ECM is there with the DLR and DTS is going to DLR now to work on fix. DTS-CG stated DTS is working to get it resolved and DTS will follow up once visit is complete. EXEC-ZG thanked DTS-CG for the information. Call ended mutually.

11/19/2020 1:37:35 PM

EXEC-ZG made outbound call to C at [redacted] @ 1:31 PM. EXEC-ZG asked if now was a good time to speak? C stated yes. EXEC-ZG stated DTS-CG is back at DLR today and an ECM is being installed to rectify concern. EXEC-ZG stated EXEC will continually follow up and it is possible DTS will reach out to C. EXEC-ZG stated next follow up of 11/24 Tuesday. C stated C isn't holding C's breath. C stated EXEC-[redacted]s updates are not very substantial. C stated C does not know how the ECM is even related. EXEC-ZG empathized with C and understood C's frustration. EXEC-ZG stated that ECM was needed for VEH to operate normally. C stated C understood. EXEC-ZG asked if C had any other questions? C declined and stated C is not mad at EXEC-ZG just the situation and how long the VEH has been with the DLR. EXEC-ZG stated that is underst[redacted]ble and reiterated that EXEC-[redacted] is working to stay on top of this to provide resolution for C. C thanked EXEC-[redacted]. EXEC-ZG thanked C for C's time. Call ended mutually.

11/23/2020 7:55:00 AM

EXEC-ZG received email from DTS - [redacted] 11/23/2020 @ 3:19 PM. DTS-CG stated possible broken crankshaft verified as a non-issue. DTS-CG stated H/P fuel pump installed and not repaired. DTS-CG stated at this point reman ECM installed, not repaired. DTS-CG stated DTS-CG will hear FINAL results from [redacted] director today. DTS-CG stated VEH will likely need long-engine and there could be pushback from PCC due to lack of service records. DTS-CG stated DTS will cross that bridge when it gets here.

11/23/2020 3:14:02 PM

EXEC-ZG sent email to DTS - [redacted] - 11/23/2020 @ 3:13 PM. EXEC-[redacted] asked if DTS had heard final results from DLR service director. EXEC-ZG explained follow up with C is tomorrow 11/24/2020.

11/24/2020 8:45:12 AM

EXEC-ZG received email from DTS - [redacted] 11/23/2020 @ 3:52 PM. DTS-CG stated DTS has updated the CA Case. DTS-CG stated that there were DLR service process issues that DTS will be discussing with EM/GM. DTS-CG stated DTS takes full responsibility for handling of case.

11/24/2020 11:27:29 AM

EXEC-ZG placed outbound call to [redacted] Nissan 11/24/2020 @ 11:21 AM. EXEC-ZG spoke with [redacted] Adviser - [redacted]. EXEC-ZG asked for the following and received the following information ---------- EXEC-[redacted] asked if C has been notified that long engine is needed? [redacted]-FO stated SA-[redacted] off today so SA is not sure if C has been notified. EXEC-ZG asked if VEH is being put through PCC process for long engine assembly? [redacted]-FO stated it should be and the part will have to be ordered as recommended by DTS. [redacted]-FO stated info on this is limited as it is not SA's customer. EXEC-ZG understood and thanked [redacted]-FO for the information. Call ended mutually.

11/24/2020 1:23:13 PM

EXEC-ZG made outbound call to C at [redacted] @ 1:21 PM. EXEC-ZG left VMX for C advising that EXEC-ZG was looking to follow up based upon recent DTS repair recommendations. EXEC-ZG stated NNA will continue to review and follow up no later than 11/25.

11/25/2020 11:16:33 AM

EXEC-ZG placed outbound call to [redacted] Nissan 11/25/2020 @ 11:13 AM. EXEC-ZG spoke with [redacted] Adviser - [redacted]. EXEC-[redacted] asked for the following and received the following information ---------- EXEC-[redacted] asked for status of VEH? [redacted] stated C is having a long engine replacement. [redacted] stated DTS-[redacted] helping with this and is unaware if DTS made contact with the customer advising of the new repair recommendation. [redacted] stated SA still needs to get pricing and part information and call into PCC. [redacted] stated it could be 2 more weeks before VEH is repaired. EXEC-ZG stated that EXEC-[redacted] is scheduled to follow up with C today and EXEC-ZG will provide the updates. Call ended mutually.

11/25/2020 11:25:24 AM

EXEC-ZG placed outbound call to DTS - [redacted] - @ [redacted] - 11:17 AM. EXEC-ZG left VMX advising: EXEC-ZG inquired if DTS notified C that long engine was required. EXEC-ZG stated EXEC-[redacted] is scheduled to make contact with C today and stated NNA is going to review for compensation to hopefully help defuse the situation.

11/25/2020 12:00:53 PM

EXEC-ZG made outbound call to C at [redacted] @ 11:55 AM. EXEC-ZG asked if now was a good time to speak? C stated yes. EXEC-ZG inquired if C has received any updates from the DLR? C stated C got a text about internal engine issue. EXEC-ZG stated DLR has been working with DTS and long engine has been determined as needing replacement. EXEC-ZG apologized for continue delays and stated C can email in C's car payment so that NNA can review for possible compensation. C stated the truck is paid off and inquired if there is any other form of compensation NNA can offer? EXEC-ZG stated that NNA would review to see what was possible. C thanked EXEC-ZG for the update. EXEC-ZG thanked C for C's time and stated follow up of 12/1 Tuesday. Call ended mutually.

11/25/2020 12:04:08 PM

EXEC-ZG sent email to DTS - [redacted] - 11/25/2020 @ 12:03 PM. EXEC-ZG asked for updates to be provided as they come with VEH long engine replacement and asked for updates if PCC gives pushback. EXEC-ZG reiterated that NNA is working as quickly as possible due to VEH days down.

12/1/2020 1:58:46 PM

EXEC-CG placed outbound call to [redacted] Nissan on 12/1/2020 via phone # [redacted] @ 1:50 PM CST. EXEC-CG requested to speak with [redacted] Advisor- [redacted]. EXEC-CG was informed that SA- JP is out of the office and expected to return on 12/2/2020. EXEC-CG requested to speak with [redacted]- [redacted]. EXEC-CG was transferred to SM- AG. EXEC-CG stated EXEC-CG is calling on behalf of EXEC- [redacted], who is currently out of the office, to get an update on the engine replacement. SM- AG stated the dealer is still awaiting for approval for the long engine block from PCC. SM- AG stated the dealer is working with DTS- [redacted] on the issue. EXEC-CG thanked SM- AG and stated EXEC-[redacted] is working with DTS- CG also. EXEC-CG stated EXEC-CG will reach out to the C on behalf of EXEC-[redacted]. Call ended mutually.

12/1/2020 2:12:11 PM

EXEC-CG placed outbound call to DTS- [redacted] on 12/1/2020 @ 2:02 PM CST. EXEC-CG introduced self and stated EXEC-CG is calling on behalf of EXEC-[redacted], who is out of the office today. EXEC-CG stated [redacted]- [redacted] indicated the dealer is awaiting approval from PCC for the long block replacement. EXEC-CG inquired if this is the current status - awaiting approval from PCC. DTS- CG stated as far as DTS- CG knows and stated DTS- CG can follow-up with SM- AG. DTS- CG stated C only has one oil change, and DTS- CG does not know how well PCC will handle that. EXEC-CG stated EXEC-CG reviewed the DTS findings. EXEC-CG checked and stated it appears the pre-call form was submitted to PCC on 11/30/2020, and it may take some time for PCC to further review. EXEC-CG thanked DTS-CG and stated EXEC-CG will reach out to the C on behalf of EXEC-[redacted]. DTS- CG stated the C is pretty nice. Call ended mutually.

12/1/2020 2:34:30 PM

EXEC-CG placed outbound call to on 12/1/2020 via phone # @ 2:14 PM CST. , "Hello, " EXEC-CG introduced self and stated EXEC-CG is contacting C on behalf of EXEC-, who is out of the office today. EXEC-CG inquired if C has a few moments to speak. go ahead with the bad news because C knows it is not going to be good. EXEC-CG informed C that EXEC-CG does not have any new information regarding the long block engine replacement; however, EXEC-CG did reach out to the dealer and technical support, and the case is still being reviewed with reference to the engine replacement. EXEC-CG stated EXEC-CG realizes EXEC-ZG informed C on 11/25/2020 that EXEC-ZG will review for some form of compensation due to the C's overall experience. C stated EXEC-ZG offered a couple of months payment; but, the vehicle has already been paid in full. it may be cheaper for to just buyback the vehicle. d it will soon be the C's two months anniversary for how long vehicle has been at the dealer. EXEC-CG stated does review for some form of compensation after the vehicle has been repaired, or once the final outcome has been confirmed. EXEC-CG apologized for the C's situation. EXEC-CG inquired if C is currently in a loaner. no and confirmed C has alternate transportation. the dealer offered C a Sentra; but, C needs a truck. EXEC-CG expressed understanding. EXEC-CG stated if C would like to move forward with the buyback process, EXEC-ZG will discuss the process with C on 12/2/2020. EXEC-CG stated the buyback process is not guaranteed. d C is just saying. the vehicle has been misdiagnosed a few times, and C does not trust the vehicle. C does not know who is replacing the engine. C reiterated that the vehicle had been misdiagnosed. now n is awaiting the long block. EXEC-CG understood and stated EXEC-ZG will follow-up with C on 12/2/2020. C thanked EXEC-CG. EXEC-CG apologized again for the concern and thanked C for being pleasant and patient. Call ended mutually.

12/1/2020 2:38:37 PM

EXEC-CG documented the current mileage based on the mileage reported in the Tech Line case.

12/2/2020 11:36:33 AM

EXEC-ZG made outbound call to C at @ 11:28 AM. EXEC-ZG asked if now was a good time to speak? yes. EXEC-ZG advised that due to C mentioning that C wanted a buyback - C will need to answer the following questions. EXEC-ZG disclosed that there is no guarantee of repurchase and stated the process can take up to 10 business days. C understood. ---------EXEC-ZG asked the RHR questions---------- Why do you want to return the vehicle to North America? C no longer has confidence that DLR can fix VEH and does not trust the VEH. Where is the vehicle currently? West . Where was the vehicle purchased? Cerritos . Was it purchased new or used? New If used, when was the vehicle purchased? N/A Where is the vehicle serviced? C does C's own maintenance. Has the vehicle been taken to multiple dealers or Infiniti retailers? If so, document names of dealers/retailers? Only one other DLR - in another state. (West) EXEC-ZG thanked C for C's responses and stated review RHR would take place and EXEC-ZG would follow up no later than 12/7. C thanked EXEC-. Call ended mutually.

12/2/2020 11:38:23 AM

EXEC-ZG submitted Filter RHR to PL-ARBS-.

12/2/2020 12:10:59 PM

ARBS-PL-CM notes the following: In-Service Date: 11/28/17 Retail Sale: VSCs: none DTS Involvement: 42229076 ? engine fell out of veh/no start Open Campaigns: none Techline Cases: 42239331 ? lost power on highway Warranty Cases: ? oil replacement 6 ? claims assistance ? transferred DLR to PCC ? pre-approval assistance J0002589157 ? engine approval Previous CA Cases: none ***** ARBS-PL-CM notes ARBS couldn?t find RO, however, engine is being replaced per warranty case and RO was open in October RHR Needed

12/4/2020 1:11:50 PM

EXEC-ZG sent email to - 12/4/2020 @ 1:11 PM.

12/4/2020 1:12:28 PM

****CORRECTION**** EXEC-ZG sent email to - 12/4/2020 @ 1:11 PM. EXEC-ZG requested copy of open RO for C as C has requested buyback.

12/7/2020 10:15:57 AM

EXEC-ZG received email from - 12/4/2020 @ 2:59 PM. AM requested SA-Zac forward RO to EXEC-.

12/7/2020 10:16:38 AM

EXEC-ZG sent email to - 12/7/2020 @ 10:16 AM. EXEC-ZG advised -AG that RO still had not been received and requested RO be sent ASAP.

12/7/2020 11:55:59 AM

EXEC-ZG placed outbound call to West on 12/7/2020 @ 11:48 AM. EXEC-ZG disconnected call after 10 minute hold.

12/7/2020 4:02:52 PM

EXEC-ZG made outbound call to C at @ 11:28 AM. EXEC-ZG asked if now was a good time to speak? yes. EXEC-ZG stated RHR review is still underway and EXEC-ZG will continue to follow up with C to provide updates. EXEC-ZG stated that EXEC is currently waiting on copy of RO from DLR but next follow up will be 12/10. EXEC-ZG asked if C had any questions? none at all. EXEC-ZG thanked C for C's time. Call ended mutually.

12/8/2020 3:54:44 PM

EXEC-ZG received email from SA - 12/8/2020 @ 3:42 PM. - provided RO.

12/8/2020 4:36:38 PM

EXEC-ZG sent email to and SA - - 12/8/2020 @ 4:35 PM. EXEC- asked the following: ? The current reason for the open RO? ? Expected completion date? ? Is the customer in a loaner vehicle?

12/8/2020 5:59:39 PM

EXEC-ZG received email from SA - 12/8/2020 @ 5:59 PM. ? The current reason for the open RO? Engine Concern, long block ordered ? Expected completion date? Unknown, waiting on eta for engine ? Is the customer in a loaner vehicle? Yes

12/10/2020 3:43:04 PM

EXEC-ZG made outbound call to C at @ 3:41 PM. EXEC- asked if now was a good time to speak? yes. EXEC-ZG stated NNA received RO from DLR and are still reviewing for RHR. EXEC-ZG stated follow up of 12/14 and asked if C had any questions? C thanked EXEC-ZG and declined. Call ended mutually.

12/11/2020 9:01:09 AM

DRTS received the RHR. The RHR was assigned to ARBS-.

12/14/2020 12:19:16 PM

ARBS-AH notes the following: 1/08/19 @ 39,425 miles RO# 184011 - 2 DD COMPLAINT: 1. Customer states vehicle judders when down shifting or up shifting from 2nd to 3rd 2. Customer states water leaking from underneath vehicle even when a/c is not on ACTION: 1. Recommended transmission fluid exchange. Recommended every 20k miles. Customer declined at this time. 2. Checks out normal. Water coming from exhaust. 01/09/19 @ 39,435 miles RO# 530822 - 2 DD COMPLAINT: 1. Customer states vehicle has a coolant leak water pump leak. 2. Customer states vehicle has an intermittently hard shift. ACTION: 1. replaced Water pump seal failure causing coolant leak 2. Tcm and ecm reprogrammed 09/24/19 @ 58,602 miles RO# 510556 - 1 DD COMPLAINT: 1. Customer states vehicle is loosing power while trying to drive. Customer states the boost power gauge was going up and down 2. Customer states the check engine light came on while driving and after vehicle started to lose power. ACTION: 1. found ecm update available 2. Filter collapsed 05/13/20 @ 68,064 miles RO# 560725 - 1 DD COMPLAINT: 1. ECM Recall ACTION: 1. Reprogram engine control module 07/07/20 @ 73,446 miles RO# 563420 - 3 DD COMPLAINT: 1. Customer states while performing service there is a oil leak at the oil cooler area. ACTION: 1. replaced oil cooler gasket and torque bolt 13ft-lb 10/20/20 @ 77,164 miles RO# 568919 - OPEN (56 currently) COMPLAINT: 1. Tow in customer states oil cooler broke while vehicle was driven and vehicle lost all power and oil on highway ACTION: 1. Ordered Engine long block; No ETA TOTAL DAYS DOWN: 65 currently

12/14/2020 12:27:47 PM

ARBS-AH notes the following: In-Service Date: 11/28/17 Retail Sale: [redacted] VSCs: none DTS Involvement: 42229076 ? engine fell out of veh/no start Open Campaigns: none Techline Cases: 42239331 ? lost power on highway Warranty Cases: [redacted] ? oil replacement J0002558946 ? claims assistance [redacted] ? transferred DLR to PCC [redacted] ? pre-approval assistance [redacted] ? engine approval Previous CA Cases: none RECALLS: -- @ 68,064 miles ECM recall completed 2 repairs for water/coolant leaking -- @ 39,425 miles Check out normal -- @ 39,435 miles water pump seal replaced 5 repairs for check engine light on/vehicle loses power/judder/oil leaking -- @ 39,425 miles recommended transmission fluid exchange -- @ 39,435 miles RCM and ECM reprogramed -- @ 58,602 miles ECM update and replaced collapsed filter -- @ 73,446 miles replaced oil cooler gasket and torque bolt 13ft-lb -- @ 77,164 miles ordered engine long block, no ETA ARBS-AH notes 5 repairs and 65 days out of service currently for check engine light on/vehicle loses power/judder/oil leaking and 65 days out of service currently for all repairs

12/14/2020 12:34:04 PM

ARBS Notes: REASON: 5 repair visits for a check engine light on/vehicle loses power/judder/oil leaking concern [redacted] LAW: YES, [redacted] USAGE: 39,425 miles; the initial repair visit for a complaint for a check engine light on/vehicle loses power/judder/oil leaking concern RETENTION GOODWILL: if the customer opts for a replacement, waive up to 10% of usage as incentive to retain the customer OFFERS: if C does not want a repurchase or replacement, NNA will offer $5,000 as a cash settlement in lieu of the buyback.

12/14/2020 12:43:56 PM

Case transferred to [redacted]-KW for handling.

12/14/2020 3:40:02 PM

[redacted]KW made initial contact with [redacted] explained to C that the concerns with their vehicle have been reviewed and the authorization has been received to offer the customer either a repurchase or replacement of their vehicle based on the state lemon law guidelines or if C instead chooses to keep the vehicle, a settlement of $5000 is being offered. RC clarified for the customer that if they chose a replacement vehicle their responsibility would start with what they currently owe, plus usage/depreciation for miles they put on the vehicle (if applicable under state guidelines), plus any extra options that they do not have on their current vehicle. [redacted] stated if the customer chooses a vehicle that is a different model or more than one model year different than their current vehicle they would be charged the MSRP difference. RC explained how a repurchase was calculated: down payment, plus payments made, less usage, less negative equity, if any. NNA pays off lien. RC also informed Customer, in choosing the repurchase offer, a VPP Code would be provided where another Nissan/Infinit vehicle can be purchased at an employee discounted rate. RC stated that once the requested documentation has been received, an offer would be assembled and sent, and then we would go over the figures to see how C would like to proceed. RC requested that C provide the current registration and copy of their driver?s license, Title if C held, as well as 6 (4 ext 2 int) photos of vehicle; (and Payoff, Payment history + Sales Contract/Bill of Sale if 3rd party).

12/14/2020 3:43:10 PM

[redacted]KW Verified the email on case as correct and let C know that RC was emailing the LOI along with a Brief description of the options discussed. C states that vehicle was financed thru NMAC but is PIF.

12/18/2020 7:06:54 AM

[redacted]KW Sent email to check on the status of the requested docs/pics.

12/18/2020 7:08:41 AM

[redacted]KW Emailed NMAC for payoff information.

12/22/2020 12:58:32 PM

[redacted]KW emailed C to follow up on the LOI and see when C is expecting to provided the requested docs/pics.

12/22/2020 1:17:54 PM

[redacted]KW Rec'd the BOS, payoff and payment history. Still looking for the reg, DL & photos from C.

12/29/2020 3:52:02 PM

[redacted]KW Sent email to C to check on the status of the reg, DL and photos.

12/31/2020 8:07:23 AM

[redacted]KW RC will also need to obtain a clear title from C.

12/31/2020 9:24:10 AM

[redacted]KW Prepared the offer, but missing information regarding the current REG as C still need to provide this along with DL, Clear title and photos. Email was sent to C requesting.

1/4/2021

1/4/2021 3:50:22 PM

[redacted]KW C emailed pics that the DLR took, but has not yet sent his current reg and DL. Let C know that this is still needed.

1/5/2021 1:52:06 PM

RC-KW Rec'd reg & DL from Customer. RC Spoke to C and he is going to provide the clear title along with business docs showing ownership since the vehicle is titled in MT under LLC.

1/8/2021 3:23:46 PM

RC-KW Sent email to C to let him know that I have not yet received the clear title and business owner documents.

1/12/2021 3:00:16 PM

ARBS-AH made outbound call to C and left VMX at [redacted]. ARBS advised is new point of contact. ARBS advised needs clean title and business docs according to case notes. ARBS advised will send email to C. ARBS advised can call ARBS if has any questions.

1/12/2021 3:06:11 PM

ARBS-AH sent email to C stating: Good afternoon Mr. [redacted]. I am your new point of contact for your case. If you could please provide me with your clean title and business owner documents as requested by the previous case owner. Thank you,

1/12/2021 3:50:33 PM

ARBS-AH received email from RC-KW. RC-KW advised received all needed information and was working on worksheet.

1/12/2021 3:52:17 PM

ARBS-AH received inbound call from [redacted] stated just missed call from C. ARBS-AH advised was informed by previous agent that agent did receive needed information. ARBS-AH advised will begin working on calculations and as long as ARBS has everything needed should be able to send C offer in a few days.

1/13/2021 9:39:03 AM

ARBS-AH notes consulted SR PLNR - [redacted] SR PLNR - CA advised to repurchase under CA as was sold in [redacted]

1/13/2021 10:31:04 AM

ARBS-AH made outbound call to C at [redacted]. ARBS advised was working on calculations and noticed REG and title is MT. ARBS advised wanted to know where C would prefer to surrender VEH should C choose to proceed. C stated [redacted]. ARBS understood. ARBS advised will send C calculations to review this morning. ARBS advised if C has any questions to give ARBS a call or send email. ARBS advised if would like to proceed then to sign documents and send back to ARBS. C understood and thanked ARBS. Call ended mutually.

1/13/2021 10:40:47 AM

ARBS notes: (+) Cash Down payment $25,000.00 (+) Additional Payments $26,627.71 (=) Total Amounts Paid $51,627.71 (-) Less Usage $14,432.93 (=) Amount Due to Customer $37,194.78

1/13/2021 10:42:25 AM

ARBS-AH sent email to C providing repurchase offer. Good morning, I have attached the repurchase agreement to this email. If you would like to proceed with the repurchase, I will need the document signed and returned. Please let me know if you have any questions. Thank you,

1/13/2021 11:28:06 AM

ARBS-AH received email from C with signed agreement and stating: [redacted], Some of the wording on the agreement is of concern, because to my knowledge, my Titan XD is still inoperable and work still has not been completed at [redacted] Nissan. Is that a concern?

1/13/2021 11:28:47 AM

ARBS-AH consulted [redacted] and sent C email stating: Hello Mr. [redacted], We understand that the vehicle is still at the dealership. That should not create any concern to complete this process and move forward. Thank you,

1/13/2021 11:57:01 AM

ARBS-AH submitted client check under CST CST00376312

1/13/2021 12:01:46 PM

ARBS-AH sent email to SM-[redacted] stating: Good morning [redacted], This client is in the middle the repurchase process and before we can proceed I need photos of the vehicle. I have been advised that the vehicle is at [redacted], so I was wondering if you could provide me with the photos so we can proceed? I need 5 photos: 4 exterior (1 from passenger, driver, rear and front sides) 1 interior photo Best,

1/14/2021 3:10:53 PM

ARBS-AH sent email to SM-[redacted] stating: Good morning [redacted], I did receive the photos from the previous case manager. I noticed there is a dent on the passenger rear corner below the taillight. Would you please get an estimate for me on that repair? That is needed to proceed with the repurchase request. Thank you for your help!

1/15/2021 10:11:26 AM

ARBS-AH received email from SM-[redacted] stating: YES [redacted] I HAVE ATTACHED OUR BODY SHOP REP WE USE (SEIDNER?S COLLISION CENTER) [redacted] CAN YOU PLEASE COME TO [redacted] [redacted] TO GIVE ME A EST ON THIS DENT PLEASE ASAP

1/15/2021 10:12:45 AM

ARBS-AH received email from body shop rep-[redacted] providing estimate for repair.

1/15/2021 10:16:16 AM

ARBS-AH made outbound call to C. ARBS-AH advised that submitted agreement. ARBS-AH advised received photos from DLR. ARBS-AH advised was damage to passenger said rear below taillight. ARBS-AH inquired if C was aware of damage. C confirmed. ARBS-AH advised that received estiamte from DLR body shop that is almost $2,000. ARBS advised would need reparied prior to surrender of VEH. C stated no problem. C inquired if DLR is working to address VEH to get running. ARBS advised DLR should be. C stated just wanted to see about getting another estiatme if was possible. ARBS advised as long as is Nissan Certified body shop. C understood. C stated may see if can get better estimate if VEH is running. ARBS advised will send email to SM to let SM know. C thanked ARBS. Call ended mutually.

1/15/2021 10:18:44 AM

ARBS-AH sent email to C stating: Thank you for that estimate! [redacted], the client is going to have to get the damage repaired prior to surrendering the vehicle. They have been made aware and would like to try to get a different estimate from other certified Nissan Body shops. However, he did advise his vehicle is not currently running for him to do this. Please let myself and the client know if/when the vehicle is repaired so he can try to get this resolved. Thank you all for your help! Best,

1/18/2021 9:02:00 AM

Success: The case is successfully created with [redacted] with Case Number as:480188

1/21/2021 8:14:30 AM

ARBS-AH sent email to C stating: Good morning Mr. [redacted], I just wanted to let you know that we have processed the agreement and will be sending the check to [redacted]. They should be contacting you within 7-10 days to schedule the surrender. Best,

1/21/2021 10:33:00 AM

DRTS forwarding check to [redacted] via FedEx: [redacted]. Check #: [redacted]. Customer: [redacted]. Check Type: Customer. Amount: $37194.78.

1/26/2021 11:14:17 AM

ARBS-AH received email from [redacted] stating: Good Morning [redacted], I was just wondering how to proceed with this case. The customer has agreed to have the damages to the rear passenger corner below the tail light repaired prior to the surrender. However, the dealer has had possession of the car for quite some time and has not provided any updates on the necessary repairs. The car does not run, so the customer cannot take it somewhere else to have it repaired. Would you like this case sent back until the repairs are complete? Is it possible for the customer to pay for the repairs at the time of the surrender using an estimate provided by the body shop it will be surrendered at? Please advise. Thank you,

1/26/2021 11:14:42 AM

ARBS-AH sent email to [redacted] stating: The dealer has a body shop that came out and already provided and estimate and if the vehicle is not repaired to where the client can take it to a different body shop to get repaired, he is supposed to just use the estimate and body shop associated with the dealer prior to surrender. If they would like to pay for the repairs at the time of surrender using that estimate that would be acceptable as well! Best,

[redacted]

NAME: [redacted] **VIN:** [redacted] **TRIM:** [redacted]

CITY: [redacted] **MODEL:** **A61** YR: **2016** **OPTIONS:** B11C03E10S01Z66

[redacted]: [redacted] **DT:** 3/2/2016 **SERVICING DLR** UFTRING NISSAN, INC.

OPEN_DT: 11/28/2020 **SVC DT:** 10/31/2016 **DLR** [redacted]

CLOSE_DT: 3/18/2021 **MILEAGE:** 41,287 **ACCIDENT:** N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Engine Assembly

CAR VERBATIM

11/28/2020

11/28/2020 12:57:34 PM

CRR-SM VERIFIED Account Info including: C's name, home & email address, phone# CRR-SM VERIFIED VEH Info including: VIN#, Current Mileage, CRR-SM CHECKED for open recalls/campaigns and found: 0 CRR-SM CHECKED for previous UNRELATED Case(s) and found: 1 CRR-SM CHECKED previous RELATED Case(s) and found: 0 CRR-SM NOTED concern is: RHR C stated C is calling to report VEH concern. C stated VEH has blown 2nd engine. C stated VEH is a lemon. C stated VEH is currently being towed to DLR. CRR-SM informed C, C concern has been documented for further review. CRR-SM informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 11/30/2020 regarding the C concern. C understood. CRR-SM provided C with Case # Call ended mutually.

11/28/2020 12:58:10 PM

[redacted]*CASE SUMMARY********** C called to request RHR. CRR-SM transferred case to [redacted].

11/30/2020 7:54:49 AM

CAS-DP is re-assigning case to [redacted]AW to work until complete.

11/30/2020 8:22:10 AM

[redacted]AW submitting RHR filter.

11/30/2020 9:06:25 AM

ARBS noting RHR filter: - Vehicle acquired: preowned In Service Date: 10/31/2016 Last known mileage: 5/19/2020 @ 33,328 MILES - Open campaigns: NONE Additional cases found: 34964376 Tech line case found: NONE - DTS involved: NOT FOR THIS C VSC found: NONE State: [redacted] - Total Approved Checks: NONE FOR THIS C ------ CPIA: 05/20/20 CM - 1 DAY PC731 SEN ASSY - NOX 07/29/19 FW - 18 DAYS EXHAUST RCN COO ROADSIDE ASSIST 03/18/19 FW - 8 DAYS ROADSIDE ASSIST MOTOR ASSY-STAR ------ DBS: SAME AS CPIA (+) 04/28/20 C: CHECK ENGINE LIGHT IS ON A: PARTS TO REPAIR YOUR VEHICLE HAD TO BE SPECIAL ORDERED. ------ NOT THIS C: 5/1/2018 Consumer Affairs Voluntary repurchase due to 2 repairs with 78 days out of service for check engine light coming on. $40,994.73 ------ CREATE RHR - Be sure to collect any/all open RO information including any tech notes available - Add any open RO info to RHR PRIOR to submitting - Mention any open RO in last case comment before submitting RHR for review - If there are any techline notes / DTS or dlr updates, add that information in the RHR notes

11/30/2020 12:56:18 PM

CRR-RB<VERIFIED> Account Info including: C's name, home address, phone# & best contact# CRR-RB VERIFIED VEH Info including: VIN# CRR-RB CHECKED for open recalls/campaigns and found: 0 CRR-RB CHECKED for previous UNRELATED Case(s) and found: 1 CRR-RB CHECKED previous RELATED Case(s) and found: 0 CRR-RB NOTED concern is: following up on claim C stated that C purchased a VEH last march used Nissan Titan and everything was perfect. C stated that the engine just had the engine blew out. C stated that there was repurchase warranty and that there was not brought to C?s attention. C stated that it has been in the shop for about 26 times. CRR-RB understood. CRR-RB stated that the case that is active in the system is currently being handled right now and [redacted]S is going to be reaching out to C by the end of business day today. C understood. C stated that C was not sure that is why C was calling. CRR-RB understood. CRR-RB provided agent name. C understood. CRR-RB stated to C if there is anything else that C needed further assistance with. C declined. Call ended mutually.

11/30/2020 12:56:41 PM

CASE SUMMARY C contacted Nissan CA requesting assistance with following up on claim

11/30/2020 2:41:21 PM

[redacted]AW reviewed case with S[redacted]-LP who informed [redacted]S to work todays follow up and transfer back in [redacted] name.

11/30/2020 2:42:16 PM

[redacted]AW placed outbound call to [redacted]. [redacted]AW requested to speak to someone in service. [redacted]AW was placed on hold for longer than 4 minutes. [redacted]AW disconnected call.

11/30/2020 2:45:11 PM

[redacted]AW sent email to Service Manager-[redacted] and [redacted] 11/30/20 2:44PM. [redacted]-AW asked for the following information for RHR review. ? How many times has the customer?s vehicle been to the dealer/retailer for repairs? ? What repairs were performed? ? Are there currently any OPEN ROs? ? Is the vehicle currently at the dealership? ? How many days has the vehicle been kept out of service at your dealer for repairs? ? Has TECH LINE been involved? ? Has a Dealer Technical Specialist (DTS) been involved? ? Is [redacted]?

11/30/2020 3:22:18 PM

RCAS-AW placed outbound call to C @ [redacted]. RCAS-AW asked if this was a good time to speak. RCAS-AW VERIFIED C's name, home & email address, phone#, VEH model/model year, mileage RCAS-AW CHECKED and ADVISED for open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found: 0 RCAS-AW ADVISED "This call may be recorded for quality and training purposes." _____ RCAS-AW stated that the case has been escalated to RCAS-AW to review for possible assistance. RCAS-AW stated RCAS will be C's point of contact and will investigate mechanical concerns with VEH. RCAS-AW stated RCAS can file a formal internal complaint against DLR on behalf of C. RCAS-AW understands C contacted [redacted]A CA seeking repurchase/replacement of the VEH. C confirmed. RCAS-AW apologized that C is having concerns with VEH and asked what status of VEH is. C stated VEH is at [redacted] BROTHERS NISSAN currently. C stated VEH has been in C's possession since March of last year. C stated this weekend, the engine blew up down the highway and when C got to talking to DLR about the VEH, C learned that VEH has already been bought back from DLRSHP. C stated DLR never advised C of this during purchase and selling DLR states DLR was not aware of the VEH being bought back. RCAS-AW confirmed C is seeking RHR and informed C that RCAS would look into this for C. RCAS-AW asked why C wants to return the vehicle to [redacted]. C stated the VEH was bought underneath false pretenses. C stated the VEH has been in shop 25 times. RCAS-AW asked where VEH is at currently. C stated [redacted] BROTHERS. RCAS-AW asked where VEH was purchased. C stated Ziegler Nissan. RCAS-AW asked if VEH was purchased NEW or USED. C stated USED. RCAS-AW stated when was the VEH purchased. C stated March 2019. RCAS-AW asked where VEH is serviced. C stated [redacted] BROTHERS. RCAS-AW asked if the vehicle been taken to multiple Nissan dealers or retailers. C stated no, not since C has owned it. RCAS-AW asked if C was in a loaner VEH. C declined. C stated needs to speak with RCAS about that too. C stated C wants to take the VEH to a junk yard. C stated even if the VEH has to be fixed, C is going to be without the VEH for 6-8 weeks. RCAS-AW asked if DLR told C that loaner would be provided. C stated has not spoke to the DLRSHP about the loaner. RCAS-AW informed C that RCAS can not provide loaner and can only review for reimbursement if C secures loaner from third party. RCAS-AW advised C RHR process can take up to 10 business days to complete. RCAS-AW stated there is no guarantee. RCAS-AW recommended C continue to work with for any necessary repairs as repurchase/replacement is not guaranteed. RCAS-AW stated RCAS-AW would follow up with C every 3 days until RHR is completed. C stated does not want to drive the VEH anymore and does not feel morally comfortable trading in the VEH. C stated understands the VEH was bought back at 17,000 miles and does not understand how the VEH could be resold again. C stated attorney general said C could get a buyback. RCAS-AW understood and stated would look into this and would have RCAS-BK follow up with C on 12/03. C thanked for time. RCAS-AW thanked [redacted]ll ended mutually.

12/1/2020 11:29:20 AM

CRR-DB received an inbound call from [redacted]RR-DB VERIFIED account info including C?s name, home & e-mail address & best contact phone #. CRR-DB VERIFIED VEH, Mileage, & Preferred Dealer. CRR-DB CHECKED and ADVISED for open recalls/campaigns and found: CRR-DB CHECKED for Previous UNRELATED case(s) and found: 34964376 CRR-DB CHECKED Previous RELATED case(s) and found: 0 CRR-DB NOTING best contact #: [redacted] CRR-DB NOTING concern is: case follow up C stated C has a case and is working with RCAS and the DLR. C stated C has heard from the DLR that they don?t have a tech for C's VEH and may not have one for 4-6 weeks. C stated C is calling today to speak to RCAS if possible to advise them of this and to try to get this resolved faster or even take the VEH to a different DLR if possible. CRR-DB apologized for C's concern and advised that follow up is already set for today by EOD. CRR-DB advised that an email will be sent to RCAS requesting call back as soon as possible. CRR-DB offered further assistance. C declined. CRR-DB provided name and case number. CRR-DB and C ended the call mutually.

12/1/2020 11:30:13 AM

******Case Summary****** C called regarding case and any further help due to tech availability and delays. CRR-DB sent email to RCAS advising of C's call.

12/1/2020 4:23:38 PM

CRR-SN VERIFIED Account Info including: C's name, home & email address, phone# & best contact# CRR-SN VERIFIED VEH Info including: 0 CRR-SN CHECKED and ADVISED for open recalls/campaigns and found: 0 CRR-SN CHECKED for previous UNRELATED Case(s) and found: 0 CRR-SN CHECKED previous RELATED Case(s) and found: 0 CRR-SN NOTED concern is: RCAS contact. CRR-SN received inbound call from [redacted] stated DLR told C that it can take up to 6 weeks to diagnosis the VEH and C cannot wait 6 weeks for diagnosis without a VEH to drive. C stated CRR-DB told C that f/u is set for EOD today and C wants to speak with someone today. C stated DLR wants CRR-SN VERIFIED Account Info including: C's name, home & email address, phone# & best contact# CRR-SN VERIFIED VEH Info including: 0 CRR-SN CHECKED and ADVISED for open recalls/campaigns and found: 0 CRR-SN CHECKED for previous UNRELATED Case(s) and found: 0 CRR-SN CHECKED previous RELATED Case(s) and found: 0 CRR-SN NOTED concern is: RCAS contact. CRR-SN received inbound call from [redacted] stated DLR told C that it can take up to 6 weeks to diagnosis the VEH and C cannot wait 6 weeks for diagnosis without a VEH to drive. C stated CRR-DB told C that f/u is set for EOD today and C wants to speak with someone today. C stated that DLR wants VEH moved and C refusing to move VEH until it is either repurchased or repaired. CRR-SN apologized for C concern. CRR-SN advised C that previous agent was incorrect and that f/u is set for EOD 12/02/2020. C stated needs to speak to someone immediately. CRR-SN advised C that CRR-SN cannot guarantee that someone will call today but will be EOD tomorrow and that email will be sent to RCAS to advise them of this. C understood and appreciated the assistance. CRR-SN asked if C needed further assistance. C declined. Call ended mutually. Best Contact #: [redacted]

12/1/2020 4:25:08 PM

*********Case Summary********** C called in for RCAS contact. CRR-SN advised C of f/u by EOD 12/02/2020 and sent email to RCAS.

12/2/2020 2:17:34 PM

RCAS-Bk made outbound call to DLR at 3197526000. RCAS-Bk spoke with [redacted]A - [redacted] (SM unavailable) who advised that VEH was towed to [redacted] Nissan and DLR told C that there is not an appointment open for a few weeks. [redacted]-LC advised that VEH was purchased at a different DLR and C told SM that VEH would be moved to the other DLR as [redacted] not able to diag the VEH at this time. RCAS-Bk understood and thanked SA-LC. call ended mutually.

12/2/2020 2:49:16 PM

RCAS-BK made outbound call to C at [redacted] RCAS-BK VERIFIED C?s name, home & email address, concern, phone. RCAS-BK CHECKED and ADVISED C of open recalls/campaigns and found:0 Previous UNRELATED Case(s) Found:0 Previous RELATED Case(s) Found:3 RCAS-BK ADVISED, ?This call may be recorded for quality and training purposes.? C stated that C is find with having VEH towed to another DLR. C stated that C wanted to speak with RCAS before doing anything. C stated that VEH was purchased back by Nissan and C was not told. RCAS-Bk asked where the VEH was purchased. C stated VEH was purchased at Ziegler Nissan. C stated the DLR did not tell the C that the VEH was a Nissan buyback VEH. RCAS-Bk advised that case wil be reviewed for possible repurchase or replacement however assistance is not guaranteed. RCAS-Bk advised that VEH is under PT warranty and engine repairs may be covered if they are a warrantable failure. C stated that VEH should not have had so many problems. C stated VEH should not have blown 2 engines at this young age. C stated C does not want the VEH anymore. RCAS-Bk advised that case will be reviewed. RCAS-Bk advised that during this time the VEH would need to be taken to another DLR for repairs since current DLR is not able to look at VEH for a few weeks. C stated that C needs a loaner VEH. RCAS-Bk advised that C would need to speak with the DLR regarding loaners as RCAS is not able to provide. RCAS-Bk advised that if C has to pay for a rental VEH RCAS can review for reimbursement along with the case. C stated that C wants a guarantee because the loaner will be $75 a day and C would not have to pay that if the VEH was running correctly. RCAS-Bk understood and advised that RCAS is not able to guarantee assistance. C stated that C had the roadside assistance tow the VEH to the DLR and it is not Cs fault that the DLR is not able to repair VEH. C stated C did what C was supposed to do so now it should be on Nissan to help repair the VEH or get the VEH towed to the next DLR. RCAS-Bk advised that RCAS will do further research and contact [redacted] understood and thanked RCAS. RCAS-Bk provided contact information. call ended mutually.

12/3/2020 8:50:15 AM

DRTS received the RHR. The RHR was assigned to ARBS-T[redacted]k for review.

12/3/2020 10:10:07 AM

Open campaigns: 0 Additional cases found: 4 Tech line case found: 3 DTS involved: Yes VSC found: CPO State: IL In-service Date: 10/31/16 ***** 3/18/29 - RO 681752 - 21,749 miles - Days Down: 8 Complaint: 1. CUST STATES VEH WILL NOT START CHECK AND ADVISE Action: 1. VEHICLE WILL NOT START, CHECKED BATTERIES, BATTERIES OK, CHECKED VOLTAGE AT STARTER, VOLTAGE OK, CHECKED SOLENOID SIGNAL, SIGNAL VOLTAGE OK, REMOVED AND REPLACED STARTER ASSEMBLY, VEHICLE STARTS AND RUNS OK AT THIS TIME, LABOR OP- GA10AA 0.7 HOUR 7/29/19 - RO 689021 - 26,364 miles - Days Down: 18 Complaint: 1. CUSTOMER SAYS CHECK ENGINE LIGHT IS ON AND THEN VEHICLE WENT INTO LIMP MODE Action: 1. CHECKED CODES, CODE P00B7 ENGINE COOLANT LEVEL AND P0217 ENGINE COOLANT OVER TEMP SET, FOUND COOLANT LEVEL LOW, PERFORMED COOLANT PRESSURE TEST, COOLANT SYSTEM WILL NOT HOLD PRESSURE, INSPECTED FOR LEAKS, NO EXTERNAL LEAKS FOUND, REMOVED EGR COOLER, FOUND COOLANT IN EXHAUST SIDE OF EGR COOLER, REPLACED EGR COOLER AND RELATED GASKETS, FILLED WITH NEW COOLANT, TEST DROVE, OK AT THIS TIME, LABOR OP- EA44AA 2.1 HOURS, CR54AA 0.4 HOUR 4/28/20 - RO 702960 - 32,927 miles - Days Down: 11 Complaint: 1. CUSTOMER SAYS CHECK ENGINE LIGHT IS ON Action: 1. PARTS TO REPAIR YOUR VEHICLE HAD TO BE SPECIAL ORDERED. WE WILL CONTACT YOU AS SOON AS WE RECEIVE TH 5/20/20 - RO 703866 - 33,328 miles - Days Down: 1 Complaint: 1. CUST STATES CHECK ENG LIGHT IS ON. 2. Perform Recall PC731 Action: 1. DTC P229E, REMOVED AND REPLACED AFTER TREATMENT OUTLET NOX SENSOR, CLEARED CODES, TEST DROVE, NO CODES RETURNED, OPERATING NORMALLY AT THIS TIME, PART NUMBER- 22790-EZ41A, 2. RECALL PC731 WAS OPEN. PERFORMED PC731, REPROGRAMMED ENGINE CONTROL MODULE ***** Total Days Down: 38

12/3/2020 10:37:01 AM

ARBS-TN notes the following for current C: 1 repair for vehicle not starting ---1. Replaced started assy @ 21,749 miles 3 repairs for CEL light on and vehicle going into limp mode ---1. Replaced EGR cooler and related gaskets @ 26,364 miles ---2. Ordered new parts for outlet nox repair @ 32,927 miles ---3. Replaced outlet nox sensor @ 33,328 miles

12/3/2020 4:13:14 PM

ARBS-TN placed outbound call to C at [redacted]. ARBS-TN verified all of the past concerns with the VEH. C stated that was all correct. ARBS-TN asked what C was looking for. C stated C does not want this fixed or anything. C stated C was sold this VEH without knowing that it was a buyback already. C stated C loves Nissan but wants out of this. C repeated that C does not want the VEH fixed. ARBS-TN understood. ARBS-TN stated ARBS will look at all of the info and be back in touch with [redacted] understood. Call was ended mutually.

12/7/2020 3:35:24 PM

ARBS-TN reviewed case with ARBS-PL-[redacted]. ARBS-PL advised to retrieve a copy of the completed disclosure on the case to help come up with an offer on case.

12/7/2020 3:36:19 PM

ARBS-TN sent email to [redacted] and CC'd ARBS-PL-[redacted] and ARBS-PL-[redacted]: Good Afternoon [redacted], I am currently handling a case under this VIN where the customer is seeking a buyback and I was wondering if I could have a copy of the completed disclosure. This customer is requesting a buyback as this vehicle was also bought back in the past. He mentioned that the dealer did not disclose to him that this vehicle was part of a previous repurchase. Thank you.

12/7/2020 3:39:43 PM

ARBS-TN sent email to C stating ARBS was awaiting information at this point to help come up with an offer for C.

12/7/2020 3:52:36 PM

ARBS-TN received email from C thanking ARBS for the update.

12/9/2020 3:08:41 PM

ARBS-TN received email from C asking for update. ********** ARBS-TN reviewed with ARBS-PL-[redacted] and ARBS-PL advised to continue waiting for disclosure. ********** ARBS-TN responded to C and advised that ARBS is still awaiting information to finalize the offer.

12/14/2020 9:50:54 AM

ARBS-TN received email from [redacted]: Good morning, I think this got buried in email, and I apologize. Here?s all the signed disclosures for this VIN. Let me know if you need anything else.

12/14/2020 2:07:35 PM

ARBS-TN received email from C: Any News on this case? ********** ARBS-TN responded to C: Good Afternoon, Over my lunch today I finally received the disclosure and sales agreement on the vehicle that I had been reaching out for. I should get to everything today and should be able to call you with an offer by tomorrow most likely. Thank you.

12/15/2020 12:08:57 PM

Good Morning, In the subject line is a case I was going to get both of you involved with due to some of the details as well as working with [redacted] on it for a couple of days. The vehicle in question we bought back from the first owner in 2018. It was then purchased by a second owner who was provided the disclosure attached to the case. That owner then sold the vehicle where it was purchased for the third time by the current owner, who was not provided with a disclosure among the purchase. He is requesting buyback due to the excessive nature of everything so far and he has also mentioned now more than once that he was never told it was part of a previous buyback, or else he would not have purchased it in the first place. I initially was thinking on offering the buyback but I was going to get thoughts on it. Thank you.

12/15/2020 12:39:00 PM

ARBS-TN received email from [redacted]: [redacted], I don?t believe the first purchaser after repurchase has any obligation to disclose if they decide to sell. We have no way to police disclosures from private parties.

12/15/2020 2:53:19 PM

ARBS-TN placed outbound call to C at [redacted]. ARBS-TN verified all of the past concerns with the VEH. ARBS-TN stated NNA is calling now to offer C a DTS inspection followed by a settlement. C stated C really does not want this VEH fixed. C asked who would be liable for selling C a bad VEH. ARBS-TN stated any info on the VEH would be provided by the selling party. ARBS-TN Stated this decision was decided by C's repair history as owner. C understood and stated C does not think that is fair. C stated C also needs a loaner VEH during this time. ARBS-TN stated the loaner would have to be through the DLR as NNA does not authorize. C expressed frustrations. C asked if C could have an email with all of this. ARBS-TN asked what ARBS should do about the DTS inspection. C stated C is not moving forward with anything yet. ARBS-TN understood. ARBS-TN stated ARBS will send an email and the case will remain open pending C's thoughts on proceeding. C understood. ARBS-TN thanked C for the time. Call was ended mutually.

12/15/2020 3:05:40 PM

ARBS-TN sent email to C stating ARBS is attempting to get a DTS and offer a settlement after.

12/16/2020 4:13:23 PM

ARBS-TN received email from C: I don't see an attachment: ********** ARBS-TN responded to C: Good Afternoon, I included the details from the conversation in the forwarded email among us sending a Specialist out to inspect your vehicle and then providing a settlement. I can draft up a letter with an offer to send to you to have, in order to do so I would need a picture or scanned copy of your registration. You can send me an email with that information and I will get the letter over to you as soon as you do. Thank you,

12/17/2020 11:25:35 AM

ARBS-TN received email from C: [redacted], I called [redacted] Brothers Nissan and asked if you had called to talk with them about a loaner vehicle, they said you haven't. Also they said they do not have a vehicle to lend me that will suit my needs. I NEED A VEHICLE to drive while Nissan figures out what to do with my truck. Please call me as soon as possible [redacted] to let me know what you're doing about this. We are almost at 3 weeks into this problem and not one ounce of help from Nissan has been offered. I am contacting th[redacted] this afternoon to request their help with this issue moving forward.

12/17/2020 11:44:08 AM

ARBS-TN placed outbound call to C at [redacted]. ARBS-TN verified all of the past concerns with the VEH. C stated C is trying to figure out what C needs to do to have this VEH bought back. ARBS-TN stated NNA is offering C assistance. ARBS-TN stated the offer will not change at this time. C stated C was thinking about going to the attorney general regarding this. ARBS-TN stated if C does so, NNA would be contacted and would proceed with the attorney general. C asked when C could get a formal offer in letter. ARBS-TN stated one can be made when a registration comes in. C asked if C got that to ARBS-TN tonight if ARBS could present C with an offer tomorrow. ARBS-TN stated yes. C stated C would do so before contacting the general. ARBS-TN understood. Call was ended mutually.

12/18/2020 1:04:27 PM

ARBS-TN sent email to C: Hello Mr. [redacted], Thanks for the response of the registration. I went to make the offer letter and I was informed by my department I would need a document with you name on it next to the VIN in order for everything to come through. Easiest docs I can use would be an insurance card or bill of sale. Thanks.

12/18/2020 2:32:54 PM

ARBS-TN reviewed with ARBS-P-[redacted] Case as the registration had no name on it. ARBS-P-ZC stated ARBS-TN could use the sales order that ARBS received from C as documentation for the offer.

12/18/2020 3:48:22 PM

ARBS-TN sent email to C containing settlement agreement.

12/28/2020 1:36:57 PM

ARBS-TN received email from C: please call me today [redacted]

12/28/2020 1:44:42 PM

ARBS-TN placed outbound call to C at [redacted]. ARBS-TN stated ARBS was returning C's call from the email. C thanked ARBS-TN for doing that. C stated the VEH has now been at the DLR for 30 days. C stated the offer was not acceptable to C and C wants to have this bumped up and escalated. ARBS-TN stated there would not be an escalation process in this department. ARBS-TN stated the review was based solely off of C's ownership and C's state guidelines. ARBS-TN stated the offer will not be changing at this time. C understood. C stated C is probably just going to get a lawyer to handle this now. ARBS-TN understood. C thanked ARBS for calling C back. ARBS-TN thanked C for the time. Call was ended mutually.

12/28/2020 3:31:26 PM

ARBS-TN received email from SFOM-[redacted]: [redacted], When possible, I need to talk with you regarding Case 42551301 as my dealer ([redacted]) is caught in the cross-hairs of a customer ([redacted]) telling their Service Manager ([redacted]) things based upon conversations he is having with CA that have placed [redacted] in an awkward position. Please call me at [redacted] when able. Thank you. [redacted]

12/28/2020 3:58:24 PM

ARBS-TN placed outbound call to SFOM-[redacted]. SFOM stated C left the VEH and asked for a rental VEH SFOM stated the SM passed away so any contact the SFOM made to the DLR did not go through. SFOM asked what was going on. ARBS-TN explained the situation and that ARBS reviewed with management before extending the offer. SFOM stated FOM agrees with the offer but the current DLR is not a diesel tech. ARBS-TN understood and stated C was not even wanting to do any repair or settlement currently. ARBS-TN stated ARBS is going to get a final answer on C's decision hopefully soon. SFOM understood and just advised ARBS to keep SFOM updated.

12/31/2020 2:49:44 PM

CRR-CB<VERIFIED> Account Info including: C's name, home & email address, phone# & best contact#. CRR-CB CHECKED for previous UNRELATED Case(s) and found:0. CRR-CB CHECKED previous RELATED Case(s) and found:0. CRR-CB NOTED concern is: Case 42551301. CRR-CB C called in to follow up on case. C stated C has been getting very frustrated. C stated C has been working with ARBS and trying to get a resolution. C stated the DLRSHP said they were told not to work on the VEH. C stated C is unable to get a loaner or rental. C stated C wanted to know what is going on with the case. CRR-CB advised C that the case is being worked on. CRR-CB informed C that ARBS-TN has Monday set up as a follow up. CRR-CB advised C that an email will be sent requesting a callback. C accepted. CRR-CB provided C with Case #, Name. CRR-CB offered further assistance. Best Contact #: [redacted]. Call ended mutually .

12/31/2020 2:50:05 PM

CASE SUMMARY C stated C is calling into follow up on case. CRR-CB leaving case open for ARBS review.

1/4/2021

1/4/2021 3:14:15 PM

ARBS-TN placed outbound call to C at [redacted]. ARBS-TN asked if C is wanting to proceed with the DTS inspection at this time. C stated C needs the VEH fixed. C stated C was not offered a loaner and this has been over a month. ARBS-TN understood and stated ARBS remembers C mentioned possibly getting an attorney involved. C stated C has let the AG know about this. C stated C is not going to sign a paper for a settlement. C stated C still needs it fixed. ARBS-TN stated ARBS will have to arrange a tow to get the VEH over to a diesel tech. C understood. ARBS-TN stated the DTS will come out then. ARBS-TN Stated ARBS will do so and give C an update once that is done. C understood. Call was ended mutually.

1/4/2021 3:16:47 PM

ARBS-TN received email from DTS-[redacted]: Good Afternoon, I was checking into this vehicle to see if I could find the DTCs that were current. It appears as though the vehicle has not been hooked up to a scan tool to retrieve DTCs since May of 2020. Since we do not know the current DTCs I cannot make any repair recommendations. Given the email that [redacted] had just sent out stating the [redacted]y is not Diesel Certified, it may be best to relocate to the vehicle to a dealer that is Diesel Certified so I can work directly with them to complete the repair. [redacted] Nissan in [redacted] is a dealer that is certified and is closer to my home location, which would allow me to assist them in repairing the vehicle remotely or make an in person visit to work with them. If relocating the vehicle is a possibility, I can then set up a VCC to speak/meet with the customer about the concerns they are having with their truck. Please let me know how you would like to proceed. Thank you very much for your time, have a great day and stay safe out there!

1/4/2021 3:17:22 PM

ARBS-TN received email from FOM - [redacted]: Thanks [redacted]. I was told by [redacted] (SM [redacted]) that the mechanic that was a Diesel Certified at [redacted] left shortly after [redacted]. This is this truck?s 3rd owner. It was originally a buy back from the 1st owner directing Galesburg to repair before we sent it to auction. The dealer that bought it and sold it to the 2nd customer revealed it was a buy back. We are not certain the 3rd (current) owner was ever told this if it was private party sale ? which we believe it was ? we have no control over that situation. This customer was given a small offer to move forward with and to repair and cover if it is a warranty failure. Customer is deciding whether or not to accept offer or litigate. In the meantime, the truck has been sitting at [redacted] with no open RO whatsoever for approximately 40 days and the customer muddying the communications between CA and the dealer. The truck has not been worked on at all ? just dropped after being towed to the dealership. We should let CA do the communication once they decide to have the truck moved based upon your recommendation below. At that time you can certainly give the dealer we are sending it to a heads up. But CA takes the lead. Thanks [redacted]. [redacted]

1/4/2021 3:17:54 PM

ARBS-TN sent email to DTS-[redacted] and FOM - [redacted]: Alright I just talked to the customer and he wants to continue with at least the DTS inspection. I have gone ahead and reached out to our roadside department to get the forms I need to have it towed. Let?s do [redacted] Nissan in [redacted] since that is easier for [redacted] to work with. Does that work with everyone?

1/6/2021 4:45:31 PM

ARBS-TN sent email to DTS and SM: Good Afternoon, I am about to submit the tow request and was confirming that this was the closest dealer with a diesel tech that I should tow it to. Thanks for the help!

1/7/2021 11:17:13 AM

ARBS-TN received email from SFOM-[redacted]: Are you referring to [redacted]? If yes, has the SM agreed to take the car?

1/7/2021 11:29:16 AM

ARBS-TN placed outbound call to [redacted] Nissan [redacted] ARBS-TN spoke to [redacted]. ARBS-TN asked if [redacted] was willing to work on the VEH if it is towed over. SM stated absolutely. ARBS-TN understood and thanked [redacted].

1/7/2021 11:39:00 AM

ARBS-TN placed outbound call to Green Nissan. ARBS-TN spoke to [redacted] ARBS-TN asked if SM would be ok with taking the VEH. SM stated SM would prefer not to get involved if it is already with ARBS. SM stated there are also VEHs that SM has before to do. ARBS-TN understood and thanked SM.

1/7/2021 11:40:16 AM

ARBS-TN placed outbound call to C at [redacted]. ARBS-TN asked if C was ok with having the VEH towed to Ufrtring Nissan. C stated C does not care where it goes but C is not travelling to get it. ARBS-TN understood. ARBS-TN Stated ARBS will be in touch as ARBS would need to get more details on this. C understood.

1/7/2021 1:47:23 PM

ARBS-TN sent email to DTS and FOM and advised the VEH will be towed to [redacted].

1/8/2021 4:26:59 PM

Roadside Assistance Coordinator-[redacted] provides the following (Two-Way) quote through email on 1/8/2021 @ 4:25 CST: Quotes: Network 1/8/2021 Two-Way Tow Request Tiger Towing - Cost $802.50 both ways can pick-up within 2 hours BJs Performance - Cost 535.00 each way - can pick-up tomorrow or Monday 1/11. ****Agero will need confirmation if the vehicle runs or not to insure the proper equipment is sent out**** Roadside Assistance Coordinator-[redacted] requests ARBS-TN notates that vehicle is repaired, gain authorization from TL/FOM, notate case with specific quote and name of authorizer, then notify Roadside Assistance Coordinator-[redacted] to proceed with dispatch.

1/8/2021 4:33:28 PM

ARBS-TN sent email to [redacted]: Good Afternoon [redacted], I was letting you know about the vehicle for [redacted]. There is going to be a tow coming to pick up the vehicle from your location to transport it to a different dealer. I was informed today that the tow can come on Monday to do so. If you have questions you can reach me here.

1/8/2021 4:38:04 PM

ARBS-TN noting ARBS reviewed case with [redacted] to confirm ARBS can approve two way tow.

1/11/2021 9:18:21 AM

RAC[redacted] notating the following update from Agero: Update: We have not been able to successfully secure this with [redacted]?s. If we are unable to get in contact with them today. We may need to get with the other provider or get an additional quote. We will reach out to BJ?s again today to confirm and provide an update.

1/11/2021 10:20:26 AM

RAC[redacted] notating the following update from Agero: Dispatched 1/11/2021- NBoyer TUC- Service has been secured with BJ's Performance who provided a 90min eta for pick-up. Cost of service has changed 706.20 for one way (enroute miles and 7% service fee) . We will follow up at 10:15am MST to confirm arrival.

1/11/2021 3:20:39 PM

RAC[redacted] notating the following update from Agero: 1:06pm MST - 1/11/2021- NBoyer TUC- Spoke with [redacted] with Eftring Nissan the vehicle has been delivered. Part 1 Service Complete.

1/11/2021 3:23:06 PM

ARBS-TN sent email to FOM and DTS: Good Morning Everyone, The vehicle is now at [redacted] as I received a notice stating it made it safely. [redacted], let me know what you are thinking for the inspection and everything. Thank you!

1/11/2021 3:24:47 PM

ARBS-TN sent email to C: Good Afternoon Mr. [redacted], I have received notice that your vehicle has been safely towed to Urfting Nissan where work will begin. I will keep you updated on what I hear from the dealer. Thank you.

1/12/2021 9:11:56 AM

ARBS-TN received email from DTS-[redacted]: Good Morning and happy Tuesday Tristan, I will reach out to the dealer today to see if I can obtain the DTCs stored in the truck and the current state of diagnosis. Once I can confirm that, I will reach back out to you and get the VCC set up with the customer. Thank you, ********** ARBS-TN replied and let DTS know all of that sounded good.

1/13/2021 11:48:45 AM

ARBS-TN received email from DTS-[redacted]: Good Evening Tristan, I have confirmed with the Service Manager at [redacted] that diagnosis should begin on the diesel tomorrow! Their diesel certified technician currently has his hands tied up in a big job, but in the mean time I would like to move forward with a Virtual Customer Consultation with the customer so I that I can meet with him to discuss the concerns that he is having with his truck. I will be working from home for the rest of the week and will be available whenever the customer has time to meet. If this week is no good and we are looking at moving this appointment into next week my schedule is currently open after 11pm on 01/19/2021. When you speak the customer, we can figure out what time/date would work best and from there I can send him/you a Zoom meeting invite so that we can meet face to face! Please let me know if you have any questions or concerns. Thank you for your time and have a great day!

1/14/2021 2:50:12 PM

ARBS-TN placed outbound call to C at [redacted]. ARBS-TN asked if C could take a zoom call and when. C stated anytime. ARBS-TN stated the DTS is going to call C to advise C what will occur. C understood. C asked if ARBS had heard anything from the AG. ARBS-TN stated no. C understood. ARBS-TN Stated ARBS will talk to the DTS and get back with C. Call was ended mutually.

1/14/2021 2:50:40 PM

ARBS-TN sent email to DTS-TL: Hey [redacted], Customer said he can take a call or zoom whenever regarding this as he is fairly available at the moment. I let him know I would get with you on what time works best with you and just email him the info to double check that it works but he said he should be good whenever. Just let me know what you are thinking.

1/15/2021 4:47:33 PM

ARBS-TN received call from DTS-[redacted]. DTS stated DTS needs to discuss the case. DTS stated the VEH needs an engine. DTS stated the lower end of the component. DTS asked if ARBS could look into a ECW or loaner coverage for C. DTS asked for trade assist. ARBS-TN stated ARBS would look into all assistance. Call was ended mutually.

1/21/2021 8:23:23 AM

ARBS-TN received email from C asking for update

1/21/2021 8:23:45 AM

ARBS-TN sent email to DTS-[redacted]: Hey [redacted], Have you heard anything about the status of his truck? I was going to try to update him today if possible. Let me know and thank you!

1/21/2021 8:34:41 AM

ARBS-TN received email from DTS-[redacted]: The dealer is currently in the process of obtaining some additional photos/information as requested by Powertrain Call Center in regards to the engine concern Please let me know if you need anything else Have a great day ans stay safe out there

1/21/2021 8:43:31 AM

ARBS-TN sent email to C: I just heard from [redacted]s on this one, the dealer was sending over photos last he heard to the warranty department to figure out every single part that will be part of the repair as they are attempting to make sure the concern does not come back. I?ll let you know when I receive any other updates on this. I will be unexpectedly out of the office next week so I will advise the dealer to call and update you when they?ve completed work. Thanks.

1/21/2021 8:44:01 AM

ARBS-TN sent email to DTS-[redacted] advising the DLR to contact C with updates as ARBS-TN will be OOO next week.

1/21/2021 11:21:31 AM

ARBS-TN sent email to C: Good Morning, I have just received word from the dealer that the part is still on its way. I understand completely where you are coming from with all of this. I am out of the office all next week, but when I return I will be re-reviewing the case after that repair to see if the current offer would stand or change. I cannot guarantee anything, but I can assure you that I am going to be looking into everything further. Thank you.

1/21/2021 11:32:14 AM

ARBS-TN noting mistake as last case comments were intended for case # 42752971.

2/2/2021 12:28:09 PM

ARBS-TN placed outbound call to DTS-[redacted]. ARBS-TN left VMX for DTS. ARBS-TN requested contact back.

2/2/2021 12:28:33 PM

[redacted]-TN received email from [redacted], My vehicle has been in Nissan's possession since November 28th 2020. You are well aware of how dissatisfied I have been with this process and the settlement offered by Nissan. Now that we are 100% sure what the issue is with this vehicle in that it has suffered another broken crankshaft on engine number 2. I would like to give Nissan the opportunity to entertain my offer before I pursue legal action. I originally wanted Nissan to buy this vehicle back from me but I will keep the vehicle if Nissan will issue a 3 year 36000 mile powertrain warranty from the date I receive it back from repairs. On top of that I request $9000 in compensation instead of the $2000 originally offered, this will cover my expenses on not having my vehicle for the last 10 weeks and trade value losses I will eventually incur from the repair history this has been subjected to. If Nissan will commit to these terms I will sign the document and withdraw my case with the Illinois [redacted] and seek no other legal recourse pertaining to this instance. Please let me know Nissan's position on my offer. Thank you [redacted]

2/2/2021 12:37:30 PM

[redacted]TN sent email to C: Thank you for the email [redacted], I have just returned to the office and will get on this. [redacted] is supposed to be giving me a call at some point today to give me a status update. In the meantime, I will re-review the case with your request and see if I can work out a better deal for you. I will call you to discuss those details when I get them. Thanks.

2/2/2021 12:39:21 PM

[redacted]TN sent email to DTS-[redacted]: Hey [redacted], Hope all is well and nothing blew up when I was gone. I just left you a voicemail but you can just email me if that?s easier. I was just going to see what the status of [redacted]y?s truck was, I am going to try to give him an offer that suits his interests more so I was going to see where everything was at. Thank you,

2/2/2021 12:56:48 PM

[redacted]-TN received call from DTS-[redacted]. DTS stated the engine is out and the DLR is putting a new one in. DTS stated the tech was on vacation for a little while so it has taken this long. DTS stated the VEH should hopefully be repaired by the end of the week. [redacted]TN understood and thanked DTS for the update. Call was ended mutually

2/4/2021 8:36:14 AM

[redacted]TN sent email to C: Good Morning [redacted], I spoke with [redacted] and he mentioned that the dealer was preparing to hopefully finish the repair by today or tomorrow. When I get word from the dealership that it is done, I will authorize the tow of the vehicle back to your home and then call you with a new offer. Thank you.

2/5/2021 3:23:43 PM

[redacted]-TN received email from [redacted], My vehicle has been in Nissan's possession since November 28th 2020. You are well aware of how dissatisfied I have been with this process and the settlement offered by Nissan. Now that we are 100% sure what the issue is with this vehicle in that it has suffered another broken crankshaft on engine number 2. I would like to give Nissan the opportunity to entertain my offer before I pursue legal action. I originally wanted Nissan to buy this vehicle back from me but I will keep the vehicle if Nissan will issue a 3 year 36000 mile powertrain warranty from the date I receive it back from repairs. On top of that I request $9000 in compensation instead of the $2000 originally offered, this will cover my expenses on not having my vehicle for the last 10 weeks and trade value losses I will eventually incur from the repair history this has been subjected to. If Nissan will commit to these terms I will sign the document and withdraw my case with the Illinois [redacted] and seek no other legal recourse pertaining to this instance. Please let me know Nissan's position on my offer. Thank you [redacted]

2/5/2021 3:26:09 PM

[redacted]TN placed outbound call to [redacted] Nissan. [redacted]TN spoke to SA-[redacted] asked for the status of the VEH. SA stated it was still being repaired. SA stated SA will try to get a timeframe and call [redacted]TN back. [redacted]TN understood. Call was ended mutually.

2/5/2021 3:27:32 PM

[redacted]TN sent email to C: Hey [redacted], And yes I have begun the re-review. I won?t be able to get a decision until my department is informed of the repair being finished but I have been checking with [redacted] every day to get a status update. It appears right now they are supposedly nearing completion and will call me when it is done. Thanks and have a good weekend.

2/9/2021 10:31:19 AM

[redacted]TN sent email to [redacted]: Good Morning [redacted], I was reaching out to check the status of this vehicle. I talked to someone late last week that stated the old engine was out and the new one was getting prepared to put back in. I appreciate any info you can give me! Regards.

2/10/2021 11:46:26 AM

[redacted]-TN received email from C: Is that going to be towed back today or tomorrow? Sent from my iPhone

2/10/2021 11:50:53 AM

[redacted]TN placed outbound call to [redacted] Nissan. [redacted]TN asked for the status of the VEH. SA-[redacted] stated the DLR has been test driving it all day. SA stated SA will get back to [redacted]TN when the test drive is done. [redacted]TN understood. Call was ended mutually.

2/10/2021 11:52:48 AM

[redacted]-TN sent email to C: Good Morning, I just spoke to [redacted] and [redacted] in service and they advised me that someone is currently test driving it now and into the afternoon. Looks like it is on schedule for me to have it towed back tomorrow. Just waiting on [redacted]?s word and I will. I will email you as soon as I do as well.

2/11/2021 8:44:34 AM

[redacted]-TN received inbound call from SM-[redacted] stated the VEH has passed all test drives and is ready to be released to C. [redacted]TN understood. [redacted]TN stated [redacted]S will authorize the tow back to C and take everything over. SM understood and thanked [redacted]-TN for the help.

2/11/2021 8:47:32 AM

[redacted]TN sent email to [redacted] Roadside: Good Morning, I talked to [redacted] the service manager at [redacted] Nissan who has confirmed the vehicle has passed road tests regarding the new engine repair. You can authorize the tow back to the customer?s home. Thank you.

2/11/2021 8:51:48 AM

[redacted] notating part 2 of tow has been dispatched. Updates will be provided accordingly.

2/11/2021 9:17:31 AM

[redacted]-TN received email from C asking if the VEH was on the way ********** [redacted]TN stated the tow was authorized this morning.

2/11/2021 3:57:33 PM

CRR-AD VERIFIED> Account information including: C's name, home & e-mail address, Phone number & best contact number CRR-AD VERIFIED VEH Information including: VIN #, Current Mileage, CRR-AD CHECKED for open recalls/campaigns and found: 0 CRR-AD CHECKED for previous UNRELATED Case(s) and found: 0 CRR-AD CHECKED previous RELATED Case(s) and found: 1 #42551301 CRR-AD NOTED concern is: Follow up on case. CRR-AD received inbound call from C: [redacted]. C provided case # and would like to know where C?s VEH is right now. C stated C have not heard from ARBS, and expecting VEH to get to C?s residence today at 1 pm. C was requesting to be transferred to ARBS to know in regards to concern. CRR-AD apologized for the concern and agreed to look into this for C. CRR-AD provided FUD 2/15/2021 with ARBS and informed C email will be ent to reiterate case.. C acknowledged and thanked CRR-AD for assistance. CRR-AD asked if there was anything else to assist with at this time. C declined. CRR-AD gave agent name and thanked C for calling NNA. C understood and thanked CRR-AD for assistance. Call ended mutually. Best contact # [redacted].

2/11/2021 3:59:06 PM

****** [CASE SUMMARY] ****** C called for follow up case#42551301 CRR-AD noted call leaving case open.

2/11/2021 4:30:44 PM

ARBS-TN received email from C stating the VEH was getting towed to [redacted] and requested call back.

2/11/2021 4:35:11 PM

ARBS-TN placed outbound call to C at [redacted] C stated the VEH is being towed to C's house. C stated everything updated. C asked when ARBS would call about an offer. ARBS-TN stated ARBS will attempt to call C soon. C understood. Call was ended mutually.

2/12/2021 11:29:45 AM

[redacted] notating the following update from Agero: 9:43am MST - 2/12/2021 -NBoyer TUC- As per BOB by time they got the address changed they ended up having to store the vehicle. the address has been updated and SP stated will have delivered to the member between 1-2pm CST today, the member has been notified. Job ID 13262267 Follow up set for 2pm CST to conform delivery.

2/12/2021 3:34:50 PM

[redacted] notating the following update from Agero: Service Completed.

2/15/2021 9:02:29 AM

ARBS-TN received email from C: [redacted] I just went on another drive this morning. Check engine light came on and the problem is definitely worse. I?m going to park this thing for the weekend and wait to hear on what you want to do. As you can probably imagine words aren?t going to be able to express how upset I am about this situation and once again being stranded without a vehicle. I don?t know what happened Friday or why you didn?t respond back, I?m assuming you were out of the office but I seriously need help here. Today marked week 11 of when this [redacted] started and I?m very anxious that it?s far from over. Please either you or someone from your office call me first thing Monday and let me know what to do. Thanks Sent from my iPhone

2/15/2021 9:22:35 AM

ARBS-TN placed outbound call to C at [redacted]. ARBS-TN stated ARBS received C's case email over the weekend/ ARBS-TN stated ARBS would need one day to review the case with ARBS-TN's department. C understood. C stated C was heartbroken when the VEH came back like this. ARBS-TN understood. ARBS-TN stated ARBS would be contacting C back with next steps. Call was ended mutually.

2/15/2021 9:25:31 AM

ARBS-TN sent email to ARBS-P-[redacted] and ARBS [redacted]: Good Morning, I know you are both out of the office, I am just sending this for when you return. I had some questions regarding this case and what to do next, I had been able to speak to [redacted] about getting the vehicle towed for this customer to have it repaired, but now there are more developments. Thank you so much

2/16/2021 11:49:21 AM

ARBS-TN received email from C asking for an update on the case. C stated if the VEH cannot be bought back C would like it towed today.

2/16/2021 11:59:00 AM

ARBS-TN sent email to C: Hey [redacted], Just giving you an update so you know what is going on. I could call you at the moment but I would not have a major update to share. I am still waiting on what Nissan wants to do. I will not leave you hanging on this as I want it resolved just like you. As soon as I hear anything I will let you know. Thanks.

2/16/2021 12:01:17 PM

ARBS-TN placed outbound call to DTS-[redacted]. ARBS-TN left VMX looking to discuss case with DTS with new developments. ARBS-TN requested a call back.

2/16/2021 12:52:32 PM

ARBS-TN placed outbound call to DTS-[redacted] ARBS-TN stated C has mentioned the turbo on the VEH has gone out and now the check engine light is on. ARBS-TN stated ARBS was going to ask DTS. DTS stated this may be something where NNA's hands are tied. DTS stated DTS certainly thinks there is something going on. DTS stated DTS would need to have it diagnosed. ARBS-TN understood. ARBS-TN stated the C at this point is very volatile. DTS understood. ARBS-TN stated ARBS would reach out to department for help. DTS understood. Call was ended mutually.

2/17/2021 10:33:29 AM

ARBS-TN placed outbound call to C. ARBS-TN sent email with letter of intent to C. ARBS-TN stated ARBS had just sent C over a letter of intent as NNA can offer C a buyback. C stated C is worried that NNA is not going to give C a good value with everything. C asked if NNA goes by the trade in value or what C bought it at. ARBS-TN stated what C bought it at. C understood. C stated C would want to work with getting the settlement higher. C stated C actually doesn't know. C asked if C could see how the buyback would look and go from there. ARBS-TN stated yes but ARBS would need all of the documents. C understood. C stated C would work on getting those for ARBS-TN. ARBS-TN understood. ARBS-TN thanked C for the time. Call was ended mutually.

2/19/2021 11:27:31 AM

ARBS-TN placed outbound call to C at [redacted]. C stated C can sell the VEH for more than the buyback is worth. C stated C wanted to know what the settlement can be. ARBS-TN stated ARBS can double it at this point from last to $4000. C stated C has not had the VEH for 12 weeks and would need more than that. ARBS-TN asked to place C on hold. ARBS-TN returned and stated $6000 can be what NNA can provide. C stated C would need more than that as well. ARBS-TN stated this is what NNA can offer. C stated C brought the VEH back to the DLR. C stated C is in a loaner VEH. C stated C is ok at the moment but would like ARBS to raise the settlement. ARBS-TN stated ARBS can look into it, but cannot guarantee anything. C understood. C stated C would be on the lookout for ARBS-TN's call. ARBS-TN understood. Call was ended mutually.

2/23/2021 10:13:57 AM

ARBS-TN received internal IM from DTS-[redacted] stating the VEH was repaired at the DLR. DTS-TL stated it was actually a concern with the workmanship from the DLR. DTS-TL stated a cap of a solenoid was attached to the engine. DTS-TL stated it is functioning as designed now.

2/23/2021 11:22:31 AM

ARBS-TN placed outbound call to C at [redacted]. ARBS-TN asked C if C had heard anything from the DLR. C stated C knows its done. C stated C thinks the DLR should bring the VEH to C as it was the DLRs fault. ARBS-TN stated receiving the VEH would be between C and the DLR. ARBS-TN stated the buyback is still on the table as well as a settlement of $7000. C asked for that to be sent over. C stated C still might speak to an attorney. ARBS-TN understood. ARBS-TN advised C to reach out with questions. C understood. Call was ended mutually.

2/23/2021 11:32:51 AM

ARBS-TN sent email to C with settlement agreement: Good Morning, [redacted] the offer letter. Reach out to me with any questions as I will hold tight for now on what you decide to do. Thank you.

2/24/2021 12:40:53 PM

C contacted NNA CA seeking repurchase/replacement of the VEH.

2/24/2021 12:40:54 PM

C contacted NNA CA seeking repurchase/replacement of the VEH.

2/24/2021 12:50:38 PM

ARBS-TN received email from C containing signed agreement.

2/24/2021 12:51:11 PM

ARBS-TN placed outbound call to C at [redacted]. ARBS-TN stated ARBS has just received the email with C's settlement agreement. ARBS-TN stated ARBS would process the check and let C know when that is complete. C understood. C thanked ARBS-TN for everything regarding this. ARBS-TN thanked C. Call was ended mutually.

2/24/2021 2:33:31 PM

ARBS-TN sent email to C: Hey [redacted], Check was approved through finance and is now going to be on the way to you. Thanks again for all of your cooperation, even in an incredibly frustrating situation. I appreciate it. Regards.

2/24/2021 2:48:00 PM

ARBS-TN closing case at this time. ***CASE SUMMARY*** C contacted NNA requesting assistance due to engine concern and entire engine repair. ***CASE DECISION*** ARBS-TN notes NNA provided C with Consumer Affairs Voluntary Settlement due to 3 repairs and 38 days out of service for check engine light illuminating on VEH, and 38 cumulative days down for all warranty repairs in the amount of $7000.

3/17/2021 2:08:55 PM

DRTS-KL received an attny general letter. I was advised by [redacted] case to reopen the case. I attached the letter and logged call to [redacted].

3/17/2021 2:42:50 PM

Good Afternoon Mr. [redacted], I know we had settled the case a few weeks back, but we did also receive a letter from the AG recently in regards to everything. It was dated back in early February, so I am reaching out to confirm there was just a delay in the AG reaching out to us, or to see if you are still pursuing assistance from the AG. Let me know and thank you.

3/18/2021 9:05:30 AM

ARBS-TN placed outbound call to C at [redacted]. ARBS-TN asked if C got ARBS email. C stated C did not. ARBS-TN asked about the AG case. C stated oh. C stated C needs to call to cancel that. ARBS-TN stated if C is still pursuing it, ARBS can direct the case to the right location. C stated C is not. C asked if ARBS would like C to call. ARBS-TN stated yes. C stated C would call the AG office to cancel it. ARBS-TN thanked C for the time. Call was ended mutually.

3/18/2021 9:08:34 AM

ARBS-TN closing case at this time. ***CASE SUMMARY*** C contacted NNA requesting assistance due to engine concern and entire engine repair. ***CASE DECISION*** ARBS-TN notes NNA provided C with Consumer Affairs Voluntary Settlement due to 3 repairs and 38 days out of service for check engine light illuminating on VEH, and 38 cumulative days down for all warranty repairs in the amount of $7000.

3/18/2021 9:08:38 AM

DRTS-KL Per [redacted] no tasks required at this time

Wednesday, March 6, 2024

CONSUMER ASSISTANCE REQUEST

[redacted]

NAME: [redacted], **CODY**
CITY: [redacted]
STATE: [redacted]
OPEN_DT: 12/22/2020
CLOSE_DT: 1/6/2021

VIN: [redacted]
MODEL: **A61** YR: **2017**
DT: 4/12/2017
SVC DT: 6/14/2017
MILEAGE: 80,510

TRIM: SV 4X4
OPTIONS: A95B12B93C03L92U01Z6
SERVICING DLR [redacted]
DLR STATE: [redacted]
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Engine Assembly
11	OA	Vehicle Concerns	337230	Engine Electric
	[redacted]	Mechanical	AX	Starter

CAR VERBATIM

12/22/2020

12/22/2020 3:17:02 PM

CRR-MA<VERIFIED> Account information including: C's name, home & e-mail address, Phone number & best contact number CRR-MA VERIFIED VEH Information including: VIN #, Current Mileage, CRR-MA CHECKED for open recalls/campaigns and found: 0. CRR-MA CHECKED for previous UNRELATED Case(s) and found: 0 CRR-MA CHECKED previous RELATED Case(s) and found: 0 CRR-MA NOTED concern is: Backordered Part. CRR-MA received inbound call from C: [redacted]. C stated C bought diesel VEH back in February for business purposes. C stated around the beginning of this month, the engine completely locked up. C stated during repair of VEH crank shaft, DLR had to cut a part between engine and transmission. C stated DLR did not specify what part it was. C stated [redacted] advised C that now Nissan is "not releasing part". C stated C is losing a lot of big business over the loss of a diesel truck. C stated C cannot use a regular combustion engine and DLR does not have any "loaner" VEH to assist C. C stated C needs a rental VEH that uses diesel so C can start working again. C stated C would like NNA to assist with parts and rental VEH if possible. CRR-MA apologized for concern and agreed to look into this for C. CRR-MA verified C's info name, address, phone, email, VIN and mileage. CRR-MA advised case can be forwarded to RCAS for review. CRR-MA advised C would be contacted by EOB 12/23/2020. CRR-MA provided case #. Part Name: Not provided to C Part Number: Not provided to C Order Number: Not provided to C Dealer Name and Code (where parts were ordered): [redacted] Nissan DLR code 2324 Region Code: 32 Location of the vehicle (business name, phone number, and contact person) [redacted] Nissan [redacted] [redacted] Can the vehicle be driven? If not, why? no, the engine is completely locked up and disassembled. The date the vehicle became inoperable (if applicable) DEC 1st ASK: "Is the part needed due to a warrantable failure?" DLR did not specify C acknowledged and thanked CRR-MA for assistance. CRR-MA asked if there was anything else to assist with at this time. C declined. CRR-MA gave agent name and thanked C for calling NNA. C understood and thanked CRR-MA for assistance. Call ended mutually. Best contact #[redacted]

12/22/2020 3:17:45 PM

****** [CASE SUMMARY] ****** C called for rental VEH assistance and parts backorder. CRR-MA sending case to RCAS for OOW assistance for rental VEH assistance and parts backorder.

12/22/2020 3:20:27 PM

CRR-MA noting email has been sent to RCAS regarding backordered/unavailable part.

12/22/2020 3:44:37 PM

RCAS-CF sent email to DLR SM [redacted] and [redacted]. (PREFERRED METHOD OF CONTACT) RCAS-CF provided case information. RCAS-CF asked for diagnosis and back order information. RCAS-CF requested return communication.

12/22/2020 3:46:00 PM

RCAS-CF reviewed case and noting J case: engine seized removal , DLR will attempt to save torque converter by cutting trans collar, Approving Long block replacement. Updated 12.3.2020

12/22/2020 4:01:14 PM

RCAS-CF VERIFIED servicing dealer/retailer: [redacted] RCAS-CF CHECKED for and ADVISED open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found:27075554 Previous RELATED Case(s) Found: 0 RCAS-CF made outbound call to C @ [redacted] RCAS-CF ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-CF VERIFIED C?s name, home & email address, concern, phone. RCAS-CF INQUIRED if C may have a few minutes to speak regarding case. C stated yes. RCAS-CF informed C case has been escalated to RCAS for further review and Nissan has empowered RCAS to investigate and review to determine if NNA can address C's concerns. RCAS-CF informed C RCAS has reviewed case for seeking assistance as VEH is down for repairs and stating the DLR is informing NNA is not releasing needed part. C stated yes. RCAS-CF apologized for any inconvenience in waiting on repair completion. RCAS-CF informed C RCAS has reviewed the case and see that the DLR confirmed engine seized removal , DLR will attempt to save torque converter by cutting trans collar and received approval for the long block engine repair. RCAS-CF informed C waiting upon the DLR to provide the order information as the DLR has not escalated a part order and will work with internal NNA resources to try and obtain an ETA for any parts the DLR is waiting upon and will provide weekly updates. RCAS-CF asked if there are questions or concerns. C stated main concern need loaner. C stated the loaner VEH is small truck and need diesel VEH. C stated cannot enter specific locations without a diesel VEH. RCAS-CF informed C NNA will not provide rental or loaner VEH and loaner VEH are discretionary upon the DL[redacted] availability. If wanting a specific loaner VEH it will be at the cost of C. RCAS-CF asked if there are any other questions or concerns. C stated not really paying on VEH that C does not have. RCAS-CF informed C will be working with DLR to gain all necessary information and review internally for ETA on parts and make sure the DLR escalates any part order as per procedure. C stated okay. RCAS-CF informed C email sent with case and contact # and follow up Wednesday 12.30.2020. C agreed. RCAS-CF thanked C for speaking with RCAS and to have a good holiday. C ended call.

CONSUMER ASSISTANCE REQUEST

[redacted]

12/22/2020 4:05:01 PM

RCAS-CF received email from [redacted]. [redacted]S stated: Able to work with Tiger Team and found DLR in [redacted] will to do a DTD in the part this afternoon. ETA could be as much as one week depending on shipping chose. Part name: Flywheel Housing Part number: 12320-Ez40a Order number: original order #15119107 CSC Order #15196757 Dealer name and code: [redacted] Nissan [redacted] Region code:32 Location of the VEH: at Dealer Can the VEH be driven? No engine had an internal failure The date the VEH became inoperable: RO created 11/30/20 Is the part needed due to a warrantable failure? Yes Email received Tuesday 12.22.2020 @ 3:59 PM CST. RCAS-CF replied asked if DLR has received the trans collar to replace that which was cut and the long block engine. Also asked for STP to be done as no DPIC was created.

12/22/2020 4:06:07 PM

RCAS-CF sent back order information to NNA CA Parts [redacted] [redacted] for review and potential ETA.

12/23/2020 8:00:36 AM

RCAS-CF received email from NNA CA Parts [redacted] [redacted]. PC JP stated: DLR may want to submit STP as there is no ETA. Email received Tuesday 12.22.2020 @ 4:44 PM CST.

12/28/2020 1:37:48 PM

RCAS-CF emailed DLR [redacted]n again asking for part order to be escalated to STP as soon as possible.

12/29/2020 7:58:46 AM

RCAS-CF received email from Parts [redacted] [redacted]. PM AZ stated: Part was ordered directly from DLR in [redacted] and it arrived today. Thanks for everyone trying to assist. Email received Monday 12.28.2020 @ 6:07 PM CST.

12/29/2020 10:17:40 AM

RCAS-CF emailed DLR asking what is the ETA for repair completion as part has now been received. [redacted]ed as high importance.

12/30/2020 8:04:06 AM

RCAS-CF emailed DLR asking what is the ETA for repair completion as part has now been received. [redacted]ed as high importance.

12/30/2020 8:11:17 AM

RCAS-CF made outbound call to C @ [redacted] RCAS-CF ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-CF informed C the part DLR was waiting upon DLR has received and asked if C has heard from the DLR. C stated called the DLRSHP. RCAS-CF asked if C was able to receive a status on C VEH. C stated yes that the VEH should be ready next week. RCAS-CF understands and will remain working with DLR and providing updates making next follow up 1.5.2021. C agreed. C asked if there is an extended warranty to provide due to engine repair. RCAS-CF informed C only warranty would be to 100,000 miles and C already has this. Any repair conducted at a NNA DLR like those under way now do have a 12/12,000 warranty. C stated okay. RCAS-CF thanked C for speaking with RCAS and to have a happy new year. Call ended mutually.

12/30/2020 10:00:23 AM

RCAS-CF received email from [redacted]. [redacted]S stated: Technician begun repairs yesterday Tuesday 12.29.20 and due to complexity of repairs ETA is around 1.5.2021 if there are no additional parts or concerns that arise. Email received Wednesday 12.30.2020 @ 8:44 AM CST.

1/4/2021

1/4/2021 4:03:22 PM

RCAS-CF emailed DLR asking if repairs are still on schedule for completion 1.5.2021.

1/5/2021 8:36:36 AM

RCAS-CF made outbound call to C @ [redacted] RCAS-CF received "VMX box is full and cannot accept any messages at this time"

1/5/2021 11:24:01 AM

RCAS-CF emailed DLR asking if repairs are still on schedule for completion 1.5.2021.

1/5/2021 12:19:05 PM

RCAS-CF received email from [redacted]. [redacted]MS stated: Will not be completed until tomorrow as engine is complete but the starter failed and part is to arrive tomorrow. Email received Tuesday 1.5.2021 @ 11:55 AM CST.

1/6/2021 3:17:01 PM

RCAS-CF emailed DLR asking if this is still on track for completion today.

1/6/2021 4:34:37 PM

RCAS-CF received email from [redacted]. [redacted]S stated: VEH is completed and C picking up today. Email received Wednesday 1.6.2021 @ 4:09 PM CST.

1/6/2021 4:37:56 PM

RCAS-CF made outbound call to C @ [redacted] RCAS-CF ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-CF informed C RCAS informed the VEH is completed and C is picking up and asked if there may be any questions or concerns. C stated the 12/12,000 warranty correct. RCAS-CF informed C any DLR repair will have a 12/12,000 warranty. C stated okay other than that is it. RCAS-CF thanked C for working with RCAS on case and to have a good day. Call ended mutually .

1/6/2021 4:39:10 PM

RCAS-CF is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with seeking assistance as VEH is down for repairs and stating the DLR is informing NNA is not releasing needed part. RCAS-CF reviewed case and worked with [redacted] [redacted]n and Parts [redacted] [redacted] confirming the part order and repair completion. RCAS-CF confirmed with C VEH completed and C picking up VEH and explained the 12/12,000 warranty. RCAS-CF closing case nothing further to review. ***STATEMENT OF DECISION*** RCAS-CF advised C Nissan has created a case to document C?s concern, and this case will remain in NNA?s system.

[redacted]

NAME: [redacted] **VIN:** [redacted] **TRIM:** PLATINUM 4X4

CITY: [redacted] SPRI **MODEL:** **A61** YR: **2017** **OPTIONS:** B10B11B13B92C03E10L1

STATE: [redacted] **DT:** 9/26/2016 **SERVICING DLR** [redacted]

SVC DT: 11/22/2016 **DLR STATE:** [redacted]

OPEN_DT: 12/28/2020 **MILEAGE:** 121,466 **ACCIDENT:** N **AIRBAG:** N

CLOSE_DT: 1/12/2021

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AA	Crankshaft/Camshaft

CAR VERBATIM

12/28/2020

12/28/2020 1:33:09 PM

[redacted]-SB VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number. [redacted]-SB VERIFIED VEH Information including: Year and Model, Current Mileage. [redacted] CHECKED for open recalls/campaigns and found:0 CHECKED for previous UNRELATED Case(s) and found: 0 [redacted]-SB CHECKED previous RELATED Case(s) and found: 0 [redacted]-SB NOTED concern is: VEH Repair [redacted]-SB received a call from [redacted] also known as [redacted] stated C owns 2017 Titan XD. C stated C had crankshaft break over the holidays and had VEH towed to nearest IRF. C stated C knows that C is over in mileage on VEH, but is still within time and was hoping NNA CA could assist. [redacted]-SB empathized with C and stated [redacted]-SB would be happy to assist. [redacted]-SB verified account and opened case for C?s concern. [redacted]-SB informed C that in order to determine next steps with C for any kind of assistance, C would have to have a diagnostic performed at a Nissan DLR. [redacted]-SB informed C that C could call back with request for assistance once diagnostic was completed. [redacted]-SB informed C that there would be no guarantee of outcome once C called back. C understood. [redacted]-SB asked if there was anything else [redacted]-SB could assist with at this time. C declined. [redacted]-SB provided C with name and case #42730362. Best Contact: [redacted] [redacted]-SB thanked C for calling NNA CA, and have a great day. Call ended mutually.

12/28/2020 1:34:21 PM

****** [CASE SUMMARY] ****** C called for VEH Repair/OOW FA. [redacted]-SB advised C that a diagnostic is required for OOOW FA and referred C to nearest DLR. [redacted]-SB closing case pending diagnosis.

12/30/2020 10:14:37 AM

[redacted]-OB verified acct info: C?s name, home address, email, phone #, best contact [redacted]. [redacted]-OB verified VEH Info:/titan . [redacted]-OB check for open recalls/campaigns and found: 0. [redacted]-OB checked for previous unrelated cases: 0. [redacted]-OB checked for previous related cases: 0. [redacted]-OB noted concerned: engine issues/42730362 [redacted]-OB received inbound call from: [redacted] 78620. [redacted]-OB sent the PO email. C stated that the service dept confirmed engine failure . C states that DLR states that the total is $20000.00 C stated that DLR advised will split the bill 70 per and 30 percent C states that C is working with Saul Vela, service dept, [redacted] Nissan C stated that the VEH is OOW C stated that that the VEH is diesel VEH and has not been used to haul heavy loads. C states that C is willing to pay 10 percent C states that the DIEsel should last 300000 miles. C is open to pay 10 percent of the $20000.00 C states that loves the VEH [redacted]-OB advise C that the case could be sent to a regional specialist. C is okay with this. [redacted]-OB advised C that the regional specialist will call C the next business day (Thurs Dec 31) with an area code of 615. C understood. [redacted]-OB asked C if there is anything else that Nissan can help C with. C denied. [redacted]-OB provided C with agent name and case #. Call ended mutually. [redacted]-OB branded the call. Best Contact: [redacted]

12/30/2020 10:15:19 AM

*****CASE SUMMARY***** Concern: engine issues/42730362/diagnosis. [redacted]-OB sending to RCAS.

12/31/2020 9:55:12 AM

Previous related cases found: 0 Previous unrelated cased found: 0 Open Recalls/Campaigns: 0 Number of Vehicles Owned: 1 VSC Contracts: EXPIRED: [redacted]9 - Limited Warranty Warranty Extensions: 0 Purchased New or Pre-owned: pre-owned Current Mileage: 121,466 Beyond Basic Warranty Miles: 85,466 Beyond Basic Warranty Months: 13 Beyond PT Warranty Miles: 21,466 Beyond PT Warranty Months: 0 Amount paid (in dollars) to dealer: $0.00 What is your customer seeking? OOW FA with engine repair.

12/31/2020 9:55:57 AM

CRT-WT unable to datanet case.

12/31/2020 9:56:08 AM

CRT-WT made outbound call to [redacted] at [redacted]. CRT-WT spoke with SA-[redacted] regarding C's recent diagnosis and request for FA assistance with repairs. Diagnosis: engine has broken crank shaft, metal debris in oil pan. Needs engine and turbo replacement. Primary Failed Part: Crank shaft What warranty does part fall under: power train Warranty Labor Cost: $2,264.60 Warranty Parts Cost: $16,333,78 Service History: not with DLR, but with another [redacted] OF NEW BRAUNFELS & [redacted] Nissan Related Repair History: no Location of Vehicle: at DLR How many days down at the DLR: 2 Do you recommend goodwill assistance, if so how much?: [redacted] stated based on C's history with Nissan [redacted]JO would offer as much GW as Nissan would allow. CRT-WT thanked SA-SV and [redacted]JO. Call ended mutually.

12/31/2020 10:04:17 AM

CRT-WT submitted GW request and tagged FOM-[redacted]. CRT-WT emailed FOM-[redacted] and FOM-[redacted] on 12/31/20 to evaluate CST.

12/31/2020 10:14:31 AM

CRT-WT made outbound call to C at [redacted]. CRT-WT VERIFIED C?s name, home & email address, concern, phone. CRT-WT CHECKED and ADVISED C of open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found: 0 CRT-WT ADVISED, ?This call may be recorded for quality and training purposes.? CRT-WT advised that case has been escalated to CRT-WT and CRT-WT will be agent reviewing case. CRT-WT verified C as seeking assistance with engine repair. C confirmed. CRT-WT apologized to C. CRT-WT stated once a VEH is OOW all repairs are C's responsibility. CRT-WT advised C NNA does have a review process to determine if Nissan is in a position to offer assistance. CRT-WT advised C that a review process is not a guarantee that assistance would be offered. CRT-WT stated CRT-WT reached out to DLR and spoke with C's [redacted] to get all the information needed and has started review for C. CRT-WT apologized for not having a direct answer for C today. CRT-WT stated CRT-WT would follow up with C no later than 3 business days, Wednesday 1/6. C stated DLR told C that NNA could offer to cover 70% of the repair. C stated C appreciate the offer but finds repair to be unusual with the amount of miles on VEH. C stated C hoped Nissan would cover the full repair, but willing to pay 10% as well. CRT-WT stated NNA currently does not have PO on file for C. CRT-WT stated CRT-WT would need to have this on file before CRT-WT can finalize the review for assistance. CRT-WT stated CRT-WT will send C an email requesting a PO document. CRT-WT stated C can just attach the file to the email and respond. CRT-WT stated the email will come straight back to the case and CRT-WT will be able to attach it C's account. C understood. CRT-WT asked C if C had any further questions. C declined. CRT-WT provided direct line and case number. CRT-WT thanked C. Call ended mutually.

12/31/2020 10:15:33 AM

CRT-WT send PO request email to C.

1/5/2021

1/5/2021 4:38:07 PM

CRT-WT emailed FOM-[redacted] and FOM-[redacted] on 1/5/21. CRT-WT requested update on CST approval/denial.

1/6/2021 2:11:59 PM

CRT-WT received email from C containing PO on case at 12/31/2020 12:05 PM CST. CRT-WT attached PO to case and updates C's account with ownership.

1/6/2021 2:15:28 PM

CRT-WT made outbound call to C at [redacted]. CRT-WT left VMX stating CRT-WT was calling in regards to C's open case and provided case number. CRT-WT stated CRT-WT would attempt to reach out again on 1/8. CRT-WT provided direct phone number for C.

1/7/2021 3:23:19 PM

CRT-WT emailed FOM-[redacted] on 1/7/21. CRT-WT requested FOM-GK review CST and approve/deny.

1/7/2021 3:25:29 PM

CRT-WT received VMX from C on 1/7/2021 1:04 PM CST. C request call back at [redacted].

1/7/2021 3:50:19 PM

CRT-WT made outbound call to C at [redacted]. CRT-WT ADVISED, ?This call may be recorded for quality and training purposes.? CRT-WT stated CRT-WT received C's VMX. CRT-WT thanked C for C's patience while NNA performs review for C. CRT-WT stated CRT-WT did receive C's PO and has attached to case and update account with ownership. CRT-WT stated CRT-WT was able to start the review for C but is still waiting for response. CRT-WT stated CRT-WT would follow up with C no later than 3 business days, Tuesday 1/12. C stated C's VEH is at DLR and wonders if VEH is in the way. CRT-WT stated C is always welcome to reach out to DLR and ask if there are any concerns with VEH at DLR. CRT-WT stated when CRT-WT spoke to [redacted] there was no mention of VEH being in the way. C stated is without a VEH at the moment. CRT-WT apologized and empathized and promised to follow up as soon as CRT-WT had more information. CRT-WT asked C if C had any further questions. C declined. CRT-WT offered direct line and case number. CRT-WT thanked C. Call ended mutually. C understood.

1/12/2021 9:53:33 AM

CRT-WT received inbound call from FOM-[redacted] at 1/7/21 3:26PM CST. FOM-GK stated FOM-GK had recently just got access to receive notifications for CST approvals and did not see any access to the CST for C. FOM-GK asked to discuss CST and would provide approval/denial verbally over phone. CRT-WT provided repair and GW information, customer pay, mileage, warranty information, and [redacted]'s input of supporting as much GW as Nissan will offer for consideration. FOM-GK stated FOM-GK wanted to check on something and would get back to CRT-WT with a decision. CRT-WT thanked FOM-GK. Call ended mutually.

1/12/2021 9:54:55 AM

CRT-WT received email from FOM-[redacted] on 1/7/2021 3:58 PM CST. FOM-GK stated this GW amount would be above FOM-GK's approval limit.

1/12/2021 9:55:30 AM

CRT-WT emailed FOM-[redacted] on 1/7/21. CRT-WT asked if FOM-GK would offer any GW at all.

1/12/2021 9:56:08 AM

CRT-WT received email from FOM-[redacted] on 1/7/2021 4:09 PM CST. FOM-GK stated FOM-GK would approve up to $8,000.

1/12/2021 10:02:03 AM

CRT-WT emailed [redacted] and [redacted] on 1/12/21. CRT-WT stated CRT-WT received verbal approval from FOM-GK to cover $8,000 towards repair. CRT-WT stated DLR would not receive any notifications other than this email of the approval, but is welcome to contact CRT-WT to get with FOM-GK if additional assistance is needed.

1/12/2021 10:10:06 AM

CRT-WT received email from [redacted] at 1/12/2021 10:06 AM CST. [redacted] stated [redacted] was confused and asked if Nissan was covering 100% of repair if C's portion of the 90/10 split was under $8,000.

1/12/2021 10:11:51 AM

CRT-WT emailed [redacted] and [redacted] on 1/12/21. CRT-WT apologized for confusion. CRT-WT stated original repair total [redacted]SV proved put repair total at approximately $18,500 which is above FOM[redacted]'s approval limit. CRT-WT stated FOM-GK approved $8,000 towards repairs, meaning C would still be responsible for the remaining $10,500 if C chooses to move forward with repair.

1/12/2021 10:28:04 AM

CRT-WT made outbound call to at . CRT-WT spoke with and regarding 's CRT-WT stated CRT-WT shows C on grid as 70/30 not 90/10 and asked for clarification to make sure CRT-WT was looking at the same thing as . JO confirmed grid puts C at 70/30, not 90/10. CRT-WT stated even at 70/30 the repair amount even at 70% is above 's approval limit and -GK has approved a maximum of $8,000 towards the repair. JO stated DLR has empowerment for some GW as will and asked CRT-WT what the empowerment level and guidelines are for the DLR. CRT-WT stated CRT-WT would not know what the DLR levels of empowerment for GW are. CRT-WT stated the way the GW process works is CRT-WT gathers information on the repair from DLR and gets a recommendation and then fills out a form for -GK with the information and recommendations from both DLR and CRT-WT and then makes a decision on how much GW to offer C. CRT-WT stated CA has no authority in the empowerment levels of the DLR or making the final decision on GW assistance. CRT-WT stated JO may contact -GK to see if -GK can provide info on the empowerment levels of DLR. JO understood. CRT-WT stated CRT-WT will contact C shortly to notify C of decision. JO requested CRT-WT respond to previous email from JO after CRT-WT speaks with C. CRT-WT confirmed. CRT-WT thanked . Call ended mutually.

1/12/2021 10:29:53 AM

CRT-WT notes this email was received before phone call below with and . CRT-WT received email from JO with SA-SV and - copied at 1/12/2021 10:11 AM CST. JO stated but C falls at 90/10 on grid.

1/12/2021 10:31:08 AM

CRT-WT received email from - with and copied at 1/12/2021 10:14 AM CST. -GK stated -GK has maxed approval limit for claim.

1/12/2021 10:50:50 AM

CRT-WT made outbound call to C at . CRT-WT ADVISED, ?This call may be recorded for quality and training purposes.? CRT-WT thanked C for C's patience while NNA performed review for C. CRT-WT stated during the review NNA looks at the entire history of the VEH including full service history and any past repairs. CRT-WT stated after a full review it has been determined NNA would be in a position to assist with $8,000 towards the needed engine repair. CRT-WT stated CRT-WT has already notified the DLR and C just needs to schedule appointment to have repairs completed within 90 days. C asked the grand total for the repair. CRT-WT stated C may reach out to DLR to provide grand total. C stated DLR told C that NNA would offer 70% of the repair at approximately $14,000. CRT-WT apologized for any confusion. CRT-WT stated DLR may have some sort of additional assistance that DLR is able to provide, but CA is only able to provide the $8,000. C asked if new parts being installed come with a warranty. CRT-WT stated typically new parts do have a warranty on them. CRT-WT stated CRT-WT was unsure of all the parts being installed and the warranties those parts. CRT-WT stated DLR would also be able to assist with any warranty questions on the parts needed for repair. C understood, appreciated, and accepted the $8,000 assistance. CRT-WT asked C if C had any further questions. C declined. CRT-WT offered direct line and case number. CRT-WT thanked C. Call ended mutually. C understood.

1/12/2021 10:53:38 AM

CRT-WT emailed and and copied - on 1/12/21. CRT-WT stated CRT-WT has spoken with C and offered the $8,000 GW FA. CRT-WT stated C stated DLR told C that NNA would offer 70% of repairs. CRT-WT stated CRT-WT told C the DLR may have additional assistance the DLR can offer directly but C would need to discuss that with DLR directly. CRT-WT stated C had questions regarding warranties on new installed parts and CRT-WT stated C may also ask DLR about the parts being installed. CRT-WT stated C sounded as if C will be reaching out to DLR soon. CRT-WT stated CRT-WT would not be making additional contact with C unless additional assistance was required.

1/12/2021 10:56:07 AM

CRT-WT is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA seeking OOW FA with engine repair. provided the following repair and GW information. Diagnosis: engine has broken crank shaft, metal debris in oil pan. Needs engine and turbo replacement. Primary Failed Part: Crank shaft What warranty does part fall under: power train Warranty Labor Cost: $2,264.60 Warranty Parts Cost: $16,333,78 Service History: not with DLR, but with another NISSAN OF NEW BRAUNFELS & Nissan Related Repair History: no Location of Vehicle: at DLR How many days down at the DLR: 2 Do you recommend goodwill assistance, if so how much (provided by)?: JO stated based on C's history with Nissan JO would offer as much GW as Nissan would allow. - approved $8,000 assistance towards repair. ***STATEMENT OF DECISION*** CRT-WT advised C the Case has been thoroughly reviewed and Nissan is in the position to assist with $8,000 of the repair. CRT-WT noting C accepted assistance and was pleased with outcome.

1/12/2021 11:58:16 AM

*** [Added after the case is closed.] *** ** Goodwill Request feedback from SF1** **Goodwill Request was partially approved by CA Field Staff ** Action: Partially Approved Approval Options: 70/30% Approver Detail: , in consult with AGM and RAM, agrees to cover 70% FGW. Last Action By: Date of Last Action: 2021-01-12 12:58:16 CA Agent Name/Phone extension / CA Case number: 42730362

1/13/2021 7:40:26 AM

*** [Added after the case is closed.] *** CRT-WT received email from - at 1/12/2021 12:00 PM CST. -GK stated -GK spoke with the regional after sales manager and was able to get 70/30 split approved for C's repair.

1/13/2021 7:41:10 AM

*** [Added after the case is closed.] *** CRT-WT received email from at 1/12/2021 12:41 PM CST. -SV asked if SA-SV could notify C or if SA-SV needed to wait for word from CRT-WT.

1/13/2021 7:41:22 AM

*** [Added after the case is closed.] *** CRT-WT emailed SA-SV and copied and - on 1/12/21. CRT-WT stated SA-SV may contact C if SA-SV wishes. CRT-WT stated CRT-WT is going to try and contact C today if time allows.

1/13/2021 7:41:39 AM

*** [Added after the case is closed.] *** CRT-WT received VMX from C on 1/12/2021 2:43 PM CST. C spoke with DLR and requested call back .

1/13/2021 7:46:30 AM

*** [Added after the case is closed.] *** CRT-WT made outbound call to C at . CRT-WT left VMX stating CRT-WT was calling in regards to C's open case and provided case number. CRT-WT stated CRT-WT has been in communication with DLR and is aware of the change in decision. CRT-WT stated DLR should have everything DLR needs to assist with repair. CRT-WT provided direct phone number for C.

CONSUMER ASSISTANCE REQUEST

[redacted]

1/14/2021 7:43:34 AM

*** [Added after the case is closed.] *** CRT-WT made outbound call to C at [redacted]. CRT-WT left VMX stating CRT-WT was calling in regards to C's open case and provided case number. CRT-WT left VMX stating CRT-WT was calling in regards to C's open case and provided case number. CRT-WT stated CRT-WT would attempt to reach out again next business day 1/15. CRT-WT provided direct phone number for C.

1/14/2021 7:44:44 AM

*** [Added after the case is closed.] *** CRT-WT sent unable to contact email to C.

1/20/2021 2:32:41 PM

*** [Added after the case is closed.] *** CRT-WT made outbound call to C at [redacted]. CRT-WT ADVISED, ?This call may be recorded for quality and training purposes.? CRT-WT stated CRT-WT received C's VMX and apologized for delay in getting back to C. CRT-WT stated CRT-WT has been in contact with the DLR and both the DLR and CRT-WT did receive news yesterday that the original $8,000 decision had been changed to the 70% decision. CRT-WT apologized and stated CRT-WT received the news of the changed decision after speaking with C. CRT-WT stated CRT-WT wanted to check with C again just to see if there was any additional assistance C needed from CRT-WT. C stated C needed no further assistance. C stated DLR has ordered parts and repair is underway. CRT-WT asked C if C had any further questions. C declined. CRT-WT offered direct line and case number. CRT-WT thanked C. Call ended mutually. C understood.

CONSUMER ASSISTANCE REQUEST

[redacted]

NAME: [redacted], **DUSTIN**
CITY: [redacted]
STATE: [redacted]

OPEN_DT: 3/17/2021
CLOSE_DT: 10/6/2021

VIN: [redacted]
MODEL: A61 YR: 2017
MFG DT: 9/21/2017
SVC DT: 10/30/2017
MILEAGE: 97,543

TRIM: PLATINUM 4X4
OPTIONS: B10B11B13B92C03L12M
SERVICING DLR [redacted] OF [redacted]
DLR STATE: [redacted]
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	7B	Turbocharger/Supercharger
NI	OI	Non Vehicle Concerns	337760	Service Department
	CK	Dealer/Retailer Issues	NP	Rental Vehicle
NI	OI	Non Vehicle Concerns	337560	Literature Request - Nissan
	CM	Literature Request	PT	Titan XD

CAR VERBATIM

3/17/2021

3/17/2021 7:12:47 PM

[redacted] VERIFIED> Account information including: C's name, home & e-mail address, phone number & best contact numbe[redacted] [redacted] VERIFIED VEH Information including: VIN #, Current Mileage, Warranty & Service History [redacted] CHECKED AND ADVISED C of open campaigns and found: None [redacted] CHECKED for previous UNRELATED Case(s) and found: None [redacted] CHECKED previous RELATED Case(s) and found: None [redacted] NOTED concern is: Rental reimbursement GW under warranty [redacted] received inbound call from C. C stated C was at the beach with the family and the VEH broke down. It was towed to the nearest DLRSHP. C stated C needed a rental but the DLRSHP there told C that no loaner would be given because C didn?t purchase the VEH at that dealer. C stated C made C?s way home and rented a VEH. C then went to C?s other DLRSHP that C normally goes to and asked for a rental and was told because the VEH wasn?t being serviced at that DLRSHP that no loaner can be given. [redacted] asked if C had a VSC with Nissan? C stated C has the factory warranty and this is under warranty. [redacted] advised that DLRSHPs are not obligated to provide a rental while under warranty. The DLRSHPs own the VEH?s that are loaned out and it would be done as a GW gesture at that point. C stated C became irate. C is not going to buy Nissan again. Nissan isn?t standing behind Nissan products. C just needs help to get to work, how is C going to get to work? [redacted] advised C that C would have to pay for rental. C stated C out of C?s pocket? C doesn?t feel C should have to pay out of C?s pocket when it was the Nissan VEH that failed. The engine blew, what engine blows under 100000 miles? [redacted] advised C that [redacted] doesn?t know. C stated C is very angry about this C can?t walk to work. [redacted] advised C that [redacted] because DLRSHP?s are independently owned and operated and own the VEH?s that the DLRSHP loans out, NNA cannot make the DLRSHP provide a VEH. [redacted] advised that if C would send in documents like the RO showing it was under warranty, the POP and the rental agreement, then [redacted] could possibly review for reimbursement. C stated C so C will get back all C?s money? [redacted] advised that [redacted] cannot give C that kind of guarantee. C?s with a VSC only get $35 a day up to 5 days to a total of $175. So if it can be handled in house then [redacted] will review and if not then it will go to RCAS. C stated C understood and apologized for yelling. [redacted] asked C if there was anything else [redacted] could assist with. C declined. [redacted] provided C with agent name and case number 43355369. Call ended mutually.

3/17/2021 7:13:18 PM

CASE SUMMARY [redacted] closing case pending documents.

3/24/2021 11:37:26 AM

[redacted]-AS VERIFIED Account Info including: C's name, home & email address, phone# & best contact# [redacted]-AS VERIFIED VEH Info including: VIN#, Current Mileage, Warranty [redacted]-AS CHECKED for open recalls/campaigns and found: 0 [redacted]-AS CHECKED for previous UNRELATED Case(s) and found: 0 [redacted]-AS CHECKED previous RELATED Case(s) and found: 0 [redacted]-AS NOTED concern is: rental reimbursement request C stated the VEH is at the DLRSHP to get the engine to be replaced. C is paying for a rental and was told that the VEH will be available until 4/17. C was told that the engine was ordered and waiting for the part. [redacted]-AS documented the C?s concern. [redacted]-AS apologized to C for the inconvenience. [redacted]-AS asked if the DLRSHP was unable to provide C with a loaner. C stated that the VEH broke down over a weekend and had to bring it to a DLRSHP about 2 hours away. C was told that since this is not C?s selling DLR that a loaner would not be provided. C stated that nobody is willing to help. [redacted]-AS stated that [redacted] can look into a reimbursement request. [redacted]-AS stated that C would have to provide the RO and receipts of the rentals. C stated that C has one receipt of the first rental. C is now renting another VEH and will ask to extend it until 4/17/2021. [redacted]-AS will email C to provide the receipt. C understood. [redacted]-AS emailed C with Case #43355369. C understood and appreciated the assistance. [redacted]-AS asked if C needed further assistance. C denied. Call ended mutually.

3/24/2021 11:37:57 AM

*** CASE SUMMARY*** C called for rental reimbursement request. [redacted]-AS pending documentation and closed case.

3/26/2021 11:45:28 AM

SE[redacted]-MH assisting with case. SE[redacted]MH logged reply email from C. ---------- Here is the receipt for first rental car. I will have another one.Sent via the Samsung Galaxy S20 5G, an AT&T 5G smartphone ---------- SE[redacted]-MH attached document to case. SE[redacted]MH exited & closed case.

5/1/2021

5/1/2021 8:15:11 AM

*[redacted]-EF confirming RO [redacted]at least partial POP for rental costs - totaling $496.11, requires authorization. Notifying TL.

5/14/2021 2:33:21 PM

E[redacted]-SJ assisting with the case. E[redacted]-SJ noting POP was not attached to the documents. E[redacted]-SJ sending an e-mail requesting POP. E[redacted]-SJ closing case pending documents.

6/4/2021 12:41:45 PM

[redacted]-AS VERIFIED Account Info including: C's name, phone #, home & email address, [redacted]-AS VERIFIED VEH Info including: n/a [redacted]-AS CHECKED for open recalls/campaigns and found:0 [redacted]-AS CHECKED for previous UNRELATED Case(s) and found:0 [redacted]-AS CHECKED previous RELATED Case(s) and found: 0 [redacted]-AS received call from C. C stated that C is calling in regard to rental reimbursement. [redacted]-AS acknowledged C's concern. [redacted]-AS advised C that C would need to sent in by e-mail POP which could be a bank statement or CC statement showing payment for rental VEH. [redacted]-AS asked if there is anything [redacted]-AS can assist with. [redacted]-AS provided C with name and Case #. Call ended mutually. Best Contact #: [redacted]

6/4/2021 12:42:45 PM

Case Summary C stated that C is calling in regard to rental reimbursement. [redacted]-AS is closing case pending POP /bank or CC statement.

6/15/2021 12:48:34 PM

[redacted]-KA VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number. [redacted]-KA VERIFIED VEH Information including: VIN #, Current Mileage, Warranty & [redacted] History/NA. [redacted]-KA CHECKED for open recalls/campaigns and found: 0 [redacted]-KA CHECKED for previous UNRELATED Case(s) and found: 0 [redacted]-KA CHECKED previous RELATED Case(s) and found: 0 [redacted]-KA NOTED concern is: update on case for VEH rental reimbursement. [redacted]-KA received inbound call from C. C called NNA and provided case # 43355369. C would like an update on case regarding a VEH rental reimbursement. [redacted]-KA acknowledged C's concern and agreed to look into it. [redacted]-KA informed C that POP has been received and the case will be reviewed for VEH rental reimbursement. [redacted]-KA reiterated to C that it's $35 a day up to 5 days to a total of $175 as C was advise the first time. C stated that C didn't get that information and stated that VEH was at the dealership the first time for 48 days. C stated that VEH was taken back to [redacted] OF NEW BRAUNFELS on 6/12/2021 for a high pitch noise. C stated that [redacted] informed C that they couldn't find out where the noise was coming from and they will probably have to tear the turbo again like the last dealership did the first time to fix it. [redacted]-KA asked C if there was anything else [redacted]-KA could assist with. C declined. [redacted]-KA informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 6/16/2021 regarding C?s concern. [redacted]-KA informed C the call will be coming from a [redacted] area code. C understood. [redacted]-KA provided C with agent name and advised C to keep same case # 43355369. [redacted]-KA noting C?s best contact number is [redacted]. Call ended mutually.

6/15/2021 12:49:49 PM

**********CASE SUMMARY********** C called NNA for assistance on taking VEH back to dealership for a repair that dealership cannot fix. [redacted]-KA sending case to RCAS for review, leaving case open.

6/16/2021 9:30:04 AM

Previous related cases found: 0 Previous unrelated cased found: 0 Open Recalls/Campaigns: 0 Number of Vehicles Owned: 1 VSC Contracts: 0 Warranty Extensions: 0 Purchased New or Pre-owned: New Current Mileage: 97,543 Beyond Basic Warranty Miles: 61,543 Beyond Basic Warranty Months: 8 Beyond PT Warranty Miles: 0 Beyond PT Warranty Months: 0 Amount paid (in dollars) to dealer: $4,199.04 What is your customer seeking? rental reimbursement during repairs.

6/16/2021 9:31:05 AM

RCAS-WT unable to datanet case.

6/16/2021 9:36:25 AM

RCAS-WT made outbound call to [redacted] OF [redacted]. RCAS-WT notes call kept being routed to general VMX box. RCAS-WT will email SM a follow up.

6/16/2021 9:41:19 AM

RCAS-WT emailed [redacted] on 6/16/21. RCAS-WT stated C has reached out for assistance after DLR was unable to resolve a hight pitched sound and would need to tear down turbo to fix. RCAS-WT asked if the VEH is still at DLR being inspected or if C declined further diagnosis.

6/16/2021 11:44:51 AM

RCAS-WT made outbound call to [redacted] OF [redacted]. RCAS-WT spoke with [redacted] & Parts Director-[redacted] regarding C's concerns with a high pitched noise. SPD-GK advised it sounds like VEH has some turbo whistling but is still being diagnosed. SPD-GK advised VEH will likely will need a new turbo which should be covered under warranty. SPD-GK confirmed DLR has no loaner VEH's available at this time. RCAS-WT thanked SPD-GK. Call ended mutually.

6/16/2021 4:39:46 PM

RCAS-WT made outbound call to C at [redacted]. RCAS-WT VERIFIED C?s name, home & email address, concern, phone. RCAS-WT CHECKED and ADVISED C of open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found: 0 RCAS-WT ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-WT advised that case has been escalated to RCAS-WT and RCAS-WT will be agent reviewing case. RCAS-WT verified C as seeking rental reimbursement while VEH was being repaired in March. C confirmed. RCAS-WT apologized to C. RCAS-WT stated RCAS-WT can review for potential reimbursement once all repairs have been completed on VEH. C stated C has purchased new VEH and will not need rental on current repair. RCAS-WT stated RCAS-WT must wait for all repairs on VEH to be completed to start review. RCAS-WT advised speaking with SM at DLR who confirmed VEH was at DLR but is still being diagnosed. RCAS-WT stated RCAS-WT would follow up with C no later than 3 business days, Monday 6/21. C stated C spoke with DLR who advised NNA engineer recommended turbo replacement and DLR will need to order. RCAS-WT understood and advised RCAS-WT would follow up with DLR on those repairs as well. RCAS-WT stated RCAS-WT would send C email to request registration which may be needed for review process. C understood. RCAS-WT asked C if C had any further questions. C declined. RCAS-WT provided direct line and case number. RCAS-WT thanked C. Call ended mutually.

6/16/2021 4:41:21 PM

RCAS-WT sent document request email to C.

6/21/2021 1:06:35 PM

RCAS-WT emailed [redacted] & Parts Director-[redacted] and [redacted] on 6/21/21. RCAS-WT requested update on C's repairs.

6/21/2021 3:31:57 PM

RCAS-WT made outbound call to [redacted] OF [redacted]. RCAS-WT spoke with [redacted] for update on C's diagnosis and repairs. [redacted]-AM stated C's concerns are very brief and only under load, which makes it hard to test. [redacted]-AM stated SM-AM would go speak with shop foreman for further details and email RCAS-WT update in just a few minutes. RCAS-WT thanked SM-AM. Call ended mutually.

6/21/2021 4:37:40 PM

RCAS-EM made outbound call to C at [redacted]. RCAS-EM ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-EM advised RCAS-EM is assisting RCAS-WT today. RCAS-EM advised DLR is still attempting to duplicate, and there is not an update at this time. RCAS-EM asked if C had any questions. C stated no. C stated as soon as C gets VEH back, C is trading in VEH. C stated C will never buy Nissan again. C stated C will trade in wife's Nissan as well. C stated C can?t stand how DLR has treated C. RCAS-EM apologized for DLR upsetting C. RCAS-EM set follow up for 6/24. RCAS-EM thanked C for time. Call ended mutually.

6/23/2021 10:02:51 AM

CRR-SB VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number. CRR-SB VERIFIED VEH Information including: NA CRR-SB CHECKED for open recalls/campaigns and found:0 CHECKED for previous UNRELATED Case(s) and found: 0 CRR-SB CHECKED previous RELATED Case(s) and found: 0 CRR-SB NOTING best contact #: [redacted] CRR-SB NOTED concern is: RCAS Call Back. CRR-SB received a call from [redacted] also known as [redacted] stated C has been speaking to RCAS in regards to C's 2017 Titan. C stated C was terribly rude when C spoke to RCAS on Monday, and wanted to apologize. C stated that C originally called for reimbursement for car rental in March. C stated that now C has been contacted by DLR and told the lower turbo part that is needed is on back order. C stated that DLR has told C can drive VEH and to pick it up as DLR has no idea when part will be in. C stated that DLR has told C that DLR will call C when part is in. C stated that C is calling to see if RCAS can assist with back ordered part and wants to know what now happens with reimbursement. CRR-SB empathized with C and stated CRR-SB would be happy to assist. CRR-SB informed C that upon reviewing case notes, C did have a follow up scheduled 6/24/21. CRR-SB informed C that CRR-SB would document C's concern for case manager. CRR-SB informed C that C can discuss next steps upon RCAS call back. C understood. CRR-SB asked if there was anything else CRR-SB could assist with at this time. C declined. CRR-SB provided C with name and case # 43355369. CRR-SB thanked C for calling [redacted], and have a great day. Call ended mutually.

6/23/2021 10:03:49 AM

rental reimbursement during repairs.

6/23/2021 10:03:50 AM

rental reimbursement during repairs.

6/23/2021 10:04:50 AM

**********CASE SUMMARY********** C called for RCAS call back. C stated C is now having concern with backordered part. CRR-SB noting case is with RCAS for follow up 6/24.21.

6/24/2021 8:07:42 AM

RCAS-WT emailed Service & Parts Director-[redacted] and [redacted] on 6/24/21. RCAS-WT advised understanding there is now a backordered part concern and requested the following part information: Part name: Part number: Order number: Dealer name and code: Region code: Location of the VEH: Can the VEH be driven? If not, why? The date the VEH became inoperable: (if applicable) Is the part needed due to a warrantable failure?

6/24/2021 4:26:05 PM

RCAS-WT emailed Service & Parts Director-[redacted] and [redacted] on 6/24/21. RCAS-WT requested back ordered part info.

6/24/2021 4:30:20 PM

RCAS-WT made outbound call to C at [redacted]. RCAS-WT ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-WT thanked C for C's patience. RCAS-WT advised seeing C's update that there is now a back ordered part for C's repairs. RCAS-WT advised reaching out to DLR for some additional information on part and will work with DLR and NNA PC to start processes to attempt to expedite. RCAS-WT stated RCAS-WT will continue to follow up with C at least once a week moving forward. C understood. RCAS-WT asked C if C had any further questions. C declined. RCAS-WT offered direct line and case number. RCAS-WT thanked [redacted]all ended mutually.

6/29/2021 4:02:55 PM

RCAS-WT recieved email from [redacted] at 6/28/2021 4:51 PM CST. [redacted]-AM advised C picked up VEH and SM-AM explained backordered turbos which C understood and seemed fine when C left DLR. [redacted]-AM stated C may be trading VEH in within the next month and is unsure if C and requested C update SM-AM on the trade in.

6/29/2021 4:04:55 PM

RCAS-WT emailed Service & Parts Director-[redacted] and [redacted] on 6/29/21. RCAS-WT asked if C was still planning to have VEH repaired. RCAS-WT requested part and order information to check with NNA PC.

6/29/2021 5:27:51 PM

RCAS-PF made outbound call to C at [redacted]. RCAS-PF asked if now is a good time to speak. C stated yes. RCAS-PF ADVISED, ?This call may be recorded for quality and training purposes.? C acknowledged. RCAS-PF stated that RCAS-PF was assisting RCAS-WT today. RCAS-PF stated that C's BO turbo does not currently have an ETA, but RCAS-WT is working with the DLR and the PC to try and have one established
C acknowledged and stated that was fine. RCAS-PF stated that C's follow up will be set for 7/6/21 with any updates. C acknowledged. C stated that C will be out of town from 7/2/until 7/6 so this works for C. RCAS-PF acknowledged and thanked C for their time. C thanked RCAS-PF. Call ended.

7/6/2021

7/6/2021 3:12:43 PM

RCAS-WT made outbound call to [redacted] OF [redacted] [redacted]. RCAS-WT spoke with [redacted] for update on C's backordered part. [redacted]-AM stated C has mentioned potentially trading VEH in. [redacted]-AM stated due to nationwide backorder on turbo parts DLR has no update on ETA at this time. RCAS-WT stated NNA PC has recommended on other cases that DLR's need to CSC and STP in order to get the part. RCAS-WT requested part and order information to check with NNA PC. [redacted]-AM confirmed and advised SM-AM would get it and send it right over. RCAS-WT thanked SM-AM. Call ended mutually.

7/6/2021 3:17:25 PM

RCAS-WT made outbound call to C at [redacted]. RCAS-WT ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-WT thanked C for C's patience. RCAS-WT advised working with DLR on C's back ordered part. RCAS-WT stated part is on nationwide back order due to missed shipments directly from [redacted]. RCAS-WT stated RCAS-WT is working with DLR and NNA PC to work through some additional processes to attempt to expedite, but can sometimes take several days to yield results. RCAS-WT stated RCAS-WT will continue to follow up with C at least once a week moving forward. C understood. RCAS-WT asked C if C had any further questions. C declined. RCAS-WT offered direct line and case number. RCAS-WT thanked [redacted]all ended mutually.

7/10/2021 11:48:48 AM

CRR-TD VERIFIED Account Info including: C's name, home & email address, phone# & best contact number. CRR-TD VERIFIED VEH Info including: VIN# & Current mileage. CRR-TD CHECKED and ADVISED for open recalls/campaigns and found: 0 CRR-TD CHECKED previous RELATED Case(s) and found: 0 CRR-TD CHECKED previous UNRELATED Case(s) and found: 0 CRR-TD Noted concern is: Follow up / Buy back request / Request for Loaner VEH assistance. C Requested RCAS contact the DLRSHP and follow up with C ASAP as VEH is having same the issues C Requested NNA to buy VEH back as concerns have been ongoing since march 13th. CRR-TD Apologized for the inconvenience and offered to assist. CRR-TD Asked C is concerns continued after the B/O part was installed? C Stated the B/O still hasn?t arrived. C Stated C drove VEH and experienced reduced engine power light. C Requested RCAS reach out to [redacted] for information. C Stated DLRSHP advised C the DLRSHP can provide a loaner. C Stated if DLRSHP is not able to provide a loaner when C arrives, C will call back. C expressed concern with costs of rental. CRR-TD Advised C of scheduled follow up date. CRR-TD Advised C that the agent handling the case will be notified of C's call and request to follow up ASAP. CRR-TD Apologized for the inconvenience and advised C to ask the DLRSHP about rental availability. CRR-TD Advised C that CA does not have access to loaner VEHs however can call back with case # if DLRSHP is unable to provide a loaner so that RCAS can be notified. C Understood and appreciated the assistance. CRR-TD Provided C with case # and offered further assistance. C Declined and call ended mutually. Best Contact #: [redacted]

7/10/2021 11:49:38 AM

[redacted]********* CASE SUMMARY ********** C Requested RCAS agent follow up / C requested buy back and loaner VEH assistance. CRR-TD Referred C to DLR for loaner asstiance. CRR-TD Advised C of follow up date and that RCAS would be notified.

7/12/2021 5:52:56 PM

CRR-CB<VERIFIED> Account Info including: C's name, home & email address, phone# & best contact#. CRR-CB VERIFIED VEH Info including: VIN#, Current Mil. CRR-CB CHECKED for open recalls/campaigns and found:0. CRR-CB CHECKED for previous UNRELATED Case(s) and found:0. CRR-CB CHECKED previous RELATED Case(s) and found:0. CRR-CB NOTED concern is:Case 43355369. CRR-CB C called in to follow up on case. C stated this VEH has been nothing but a headache for the C. C stated the VEH went back into the DLRSHP last Saturday. [redacted] got a call and found that there is another issue with the VEH. C stated it has to do with the emissions and is not covered. [redacted] has a vacation planned for Disneyworld in August. C stated it looks like that will have to be cancelled due to the truck being unreliable. [redacted] is at a point where C is fed up with the issues in the truck. [redacted] was to get a callback from RCAS-WT but didn't receive a callback. C stated and is requesting that the truck be bought back by Nissan. CRR-CB apologized to C for the concerns the C is having. CRR-CB informed C that the C's concerns will be documented. CRR-CB informed C that RCAS will get back to C by EOB day Tuesday 7/13/21. C accepted. CRR-CB provided C with Case #, Name. CRR-CB offered further assistance. Best Contact #: [redacted]. Call ended mutually .

7/12/2021 5:53:18 PM

CASE SUMMARY[redacted] is calling into follow up on case. CRR-CB leaving case open for RCAS review.

7/12/2021 6:16:31 PM

RCAS-NM placed outbound call to C at [redacted]. RCAS- NM ADVISED, ?This call may be recorded for quality and training purposes.? RCAS verified it was a good time to speak. [redacted] RCAS will be handling case moving forward. [redacted] C called in asking for RHR and loaner assistance. RCAS asked if that is correct. C stated DLR gave C a loaner but may want it back soon as C got upset with DLR today for lack of ETA. RCAS apologized for inconvenience this has caused. [redacted] case will be reviewed for RHR but it is not guaranteed. [redacted] RCAS-[redacted] was attempting to expedite part so RCAS will pick up where RCAS-WT left off. RCAS-NM asked RHR questions: -Where is the VEH currently? at DLR. -Is C currently in a rental vehicle? yes. -Where was the VEH purchased? [redacted] OF [redacted] -Was it purchased new or used New. -Where is the veh serviced? C stated [redacted] OF [redacted]. RCAS-NM informed C review process could take up to 10 business days, but buyback is not guaranteed. [redacted] RCAS will be reviewing RO and speaking with DLR staff regarding repairs in order to make decision. [redacted] RCAS will follow up with C every three business days until decision is reached. RCAS-NM informed C of follow up date of 07/15/21 with any updates on case. RCAS asked if C had questions. C asked how does repurchase work. RCAS stated if an offer is made, C will be contacted by ARBS who will explain process in detail. C understood. RCAS offered case number and contact information. C asked RCAS to email it. RCAS agreed. C Thanked RCAS-NM. RCAS-NM thanked C for speaking. Call ended mutually.

7/12/2021 6:17:21 PM

RCAS-NM sent email to C with case number and contact information included.

7/12/2021 6:27:17 PM

RCAS-NM submitted RHR filter.

7/13/2021 9:27:43 AM

FILTER RHR Based upon the RHR provided and a good faith review of C?s concerns, NNA is not in a position to offer a repurchase of this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties. OPEN RO ATTACHED ARBS - PL Recommends RCAS follow up with PC - [redacted] for Assistance with B/O Part ARBS - PL Recommends reimb. 1 vehicle payment ---------- [redacted] 2017 TITAN XD [redacted] 10.30.2017 CAYENNE RED Retail Sale [redacted] OF [redacted]S - [redacted] selling dealer - [redacted] OF [redacted] - [redacted] NO Approved Checks NO Open Campaigns 2 Tech Line cases NO prev. cases NO VSC NO DTS 1 Closed VCS case 1 Closed DPIC case TABLEAU - OPEN RO: 507328 (6.11.21) @ 97,543 [redacted] OF [redacted] / [redacted]) Had long block and turbos replaced at [redacted] Nissan Picked up truck end of April Now has a high pitch sound can hear inside cabin usually occurs wh DBS - LAST closed RO: 163191 (3.15.21 - 4.27.21) (DD: 44) @ 94,606 [redacted] OF [redacted] / LARRY, [redacted] (WP) 1) ENGINE WONT START MAKES A LOUD NOISE APPROVAL #N0326214460722 ---- INSPECTED AND FOUND ENGINE MAKEING A LOUD KNOCKING SOUND FROM WITHIN ENGINE BLOCK GOT HOLD OF TECH LINE MADE CASE #43354027 WAS AKED TO TAKE DOWN OIL PAN AND CHECK FOR DEBRIS AND FOUND A PIECE OF METAL STUCK TO PICK UP TUBE SENT VIDEO AND PICS ---- WAS RECOMENDING TO REPLACE LONG BLOCK,HIGH AND LOW TURBO CHARGERS AND OIL SUPPLY LINES PLUS ALL RELATED PARTS REQUSTED BY POWER TRAIN #CASE WHILE TEST DRIVING CHECK ENGINE LIGHT CAME ON DTC P00AF-00TC/SC BOOST CONTROL A REPLACED TURBO BOOST ACTUATOR ASSY FW REPAIRS: PT-MAIN BEARINGS (94,606 [redacted]) (4.26.21) CONNECTOR ASSY (93,271 [redacted]) (3.9.21) BATTERY (30,901 [redacted]) (11.8.18) BATTERY (30,901 [redacted]) (11.8.18)

7/15/2021 6:11:32 PM

RCAS-NM placed outbound call to C at [redacted]. RCAS- NM ADVISED, ?This call may be recorded for quality and training purposes.? RCAS verified it was a good time to speak. RCAS advised C that RHR has been denied but once VEH is repaired, NNA will reimburse for one month VEH payment. C stated DLR told C that part is not covered and is an emission covered part. [redacted] RCAS will confirm with SM and if so, case will be reviewed for goodwill for the repair. C stated ok. [redacted] is going to turn case over to Veterans legal aid. RCAS asked if C currently has retained an attorney. C stated no but C is working on it. RCAS stated email will be sent requesting attorney letter of representation. [redacted] RACS is still working to obtain ETA. C asked for what part. [redacted] turbo. C stated there is two different turbo parts on order for VEH. RACS stated RACS will confirm with PM. RCAS advised of 7/20 follow up for more updates. C thanked RCAS. RCAS advised C to have a good day. Call ended mutually.

7/15/2021 6:12:15 PM

RCAS-NM sent email to C requesting attorney letter of representation.

7/20/2021 5:43:18 PM

RCAS-NM placed outbound call to [redacted] OF [redacted] with PM-[redacted]. RCAS asked if parts are on order. PM stated yes a turbo and an actuator. RCAS asked for part and order number actuator order: 15615611 part: 14480-ez40c turbo-10007ez41a order: 15761116 RCAS asked if there is an ETA. PM stated no. RCAS thanked OM. Call ended mutually.

7/20/2021 5:47:26 PM

RCAS-NM placed outbound call to C at [redacted]. RCAS- NM ADVISED, ?This call may be recorded for quality and training purposes.? RCAS verified it was a good time to speak. RCAS stated there is currently no ETA and NNA working to expedite part. C stated C knows, C spoke with [redacted] today who explained everything. C stated C is just waiting. RCAS apologized for delay. RCAS stated RCAS will follow up once a week until part comes. RCAS advised of 7/27 follow up. RCAS asked if C had questions. C declined. C stated first week of August C will be out of town and advised RCAS to just leave message. RCAS agreed. C thanked RCAS. RCAS advised C to have a good day, Call ended mutually.

7/27/2021 2:02:28 PM

RCAS-NM sent email to NNA Parts Coordinator Shared Mailbox requesting ETA.

7/27/2021 3:22:24 PM

RCAS-NM received email from NNA Parts Coordinator-[redacted] stating 10007ez41a should arrive at the dealer around 8/5. The dealer needs to submit an STP for 14480-ez40c.

7/27/2021 3:26:29 PM

RCAS-NM placed outbound call to C at [redacted]. RCAS- NM ADVISED, ?This call may be recorded for quality and training purposes.? RCAS verified it was a good time to speak. RCAS advised C of 8/5 ETA for turbo and lack of ETA for actuator. RCAS stated RCAS will be advising PM to escalate actuator order to highest level. C understood. RCAS asked if C had questions. C delcined. C stated C is patiently waiting. RCAS informed of 8/3 follow up. C thanked RCAS. RCAS advised C to have a good day. Call ended mutually.

7/27/2021 3:28:35 PM

RCAS-NM sent email to Parts Manager requesting STP is submitted for part number 14480-ez40c.

7/27/2021 3:34:13 PM

RCAS-NseM nt email to SM-[redacted] requesting goodwill information.

8/3/2021 1:30:31 PM

RCAS-NM sent email to NNA Parts Coordinator Shared Mailbox requesting ETA.

8/3/2021 3:04:31 PM

RCAS-NM received email from Parts Coordinator-[redacted] stating part 14480EZ40C arrived at the dealer on 7/30 via FedEx [redacted] and part 10007EZ41A arrived at the dealer on 7/29 via FedEx [redacted].

8/3/2021 3:06:20 PM

RCAS-NM received the following email form [redacted]: 1. What is the diagnosis? Swing Valve Actuator 2. What is the primary failed part and part number? 14480-EZ40C 3. Would this component have been covered under PT, Basic, or other warranty? List warranty parameters. This part is EC coverage Expired at 50K Miles 4. What is needed to repaired/replaced to resolve this concern? Swing Valve Actuator 5. Is concern due to internal failure? Outside influence/damage? Internal failure 6. Would the repair have been warrantable if C was in warranty? Would have been covered under 5/50 emissions if not expired by double mileage. 99K 7. What is the current mileage? 99K 8. What are the warranty rates for the repair? (Parts & labor separate) 997.84 Parts Labor 278.58 9. Does service manager recommend any goodwill? No goodwill recommended as customer is selling vehicle as soon as his Dodge comes in on order. SM stated C has made it very clear that C does not want the truck. SM stated SM already discussed with FOM and we fell since he will not be keeping the vehicle it is not a good will case.

8/3/2021 3:08:27 PM

RCAS-NM placed outbound call to C at [redacted] and left VMX requesting call back to confirm VEH repaired as parts were delivered at DLR.

8/3/2021 3:09:57 PM

RCAS-NM sent unable to contact email to C.

8/5/2021 4:54:11 PM

RCAS-NM placed outbound call to C at [redacted]. RCAS asked if it was a good time to speak. C asked RCAS to call back on 10 minutes. RCAS agreed. Call ended mutually.

8/5/2021 5:10:55 PM

RCAS-NM placed outbound call to C at [redacted]. RCAS- NM ADVISED, ?This call may be recorded for quality and training purposes.? RCAS verified it was a good time to speak. RCAS confirmed both parts arrived. RCAS asked was C informed. C stated C knew one part arrived but not the other. RCAS confirmed bit are at DLR. RCAS informed of goodwill denial. C asked will C still be reimbursed for rental form March repair. RCAS stated case can be reviewed. RCAS stated RCAS only has a POP for [redacted]. RCAS asked of total is correct. C stated is was two charge equaling to $1100. RCAS advised C to send in other POP for charge. C stated C will do so next week as C is at [redacted]. C thanked RCAS. RCAS advised C to have a nice day. Call ended mutually.

8/10/2021 1:58:05 PM

RCAS-NM confirmed POP received. RCAS attached POP to case.

8/10/2021 1:58:54 PM

RCAS-NM reviewed case with SRCAS-[redacted] who approved 90% reimbursement in the amount of $965.592

8/10/2021 2:09:21 PM

RCAS-NM placed outbound call to C at [redacted]. RCAS- NM ADVISED, ?This call may be recorded for quality and training purposes.? RCAS verified it was a good time to speak. RCAS informed of 90% reimbursement. C stated [redacted]R said parts still have not arrived. RCAS stated parts coordinator confirm part have arrived on 7/29 and 7/20. C stated no parts have not. C stated C doesn't know who is lying to C C stated SA and SM don?t even know who RCAS is. RCAS stated any ifnromation RCAS provides [redacted] confirmed information. RCAS stated RCAS has a Parts Coordinator in corporate office who can pull orders information from [redacted] and RCAS has been speaking with PM at [redacted] as well. RCAS stated RCAS will call [redacted] and get clarification. C expressed dissatisfaction as C states this has been going on for too long and NNA Is not trying to help. RCAS advised of 08/13 follow up where RCAS ill provide any updates. RCAS asked if C had questions. C declined. RCAS advised C to have a good day. Call ended mutually.

8/10/2021 2:12:05 PM

RCAS-NM forwarded confirmation email received form Parts Coordinator-[redacted] to PM-[redacted] and [redacted] requesting confirmation that parts have arrived at [redacted].

8/11/2021 12:10:01 PM

RCAS-NM received email from [redacted] and [redacted] who confirmed part arrived at [redacted] that day but part was accidently allocated to another customer with an older order so part was repurchased for C and should arrive at [redacted] within few days.

8/11/2021 12:13:18 PM

RCAS-NM placed outbound call to C at [redacted]. RCAS- NM ADVISED, ?This call may be recorded for quality and training purposes.? RCAS verified it was a good time to speak. RCAS-NM advised that part arrived at [redacted] on the date RCAS stated and [redacted]R gave part to another customer. RCAS stated if C ahs any issues with that, C will need to address it with [redacted]. C stated C spoke with [redacted] yesterday for a long time who stated parts never arrived at [redacted]. RCAS stated email was just received from SM and PM confirming parts arrived and had to be re-ordered as [redacted] have part to another customer. RCAS advised C to address any issues C may have with that, with [redacted]. C understood. RCAS asked if C had questions. C declined. RCAS advised C to have a good day. Call ended mutually.

8/16/2021 6:14:39 PM

RCAS-NM placed outbound call to C at [redacted]. RCAS- NM ADVISED, ?This call may be recorded for quality and training purposes.? RCAS asked if [redacted] received updates from [redacted] on ETA. C stated no and C was up there this weekend to get items out f VEH RCAS understood. RCAS advised of one week follow up on 8/23 to update on ETA. RCAS asked if C had questions. C declined. RCAS advised C to have a good day. Call ended mutually.

8/26/2021 4:32:17 PM

RCAS-NM placed outbound call to Nissan of [redacted] and requested to speak with SM or SA on update of turbo repairs. RCAS-NM spoke with [redacted] Morkovsky who stated tiger team said part should be released in 2-3 days. RCAS asked for order and part number. SM stated SM will email it. RCAS thanked [redacted]. Call ended mutually.

8/26/2021 4:35:28 PM

RCAS-NM placed outbound call to C at [redacted]. RCAS- NM ADVISED, ?This call may be recorded for quality and training purposes.? RCAS advised of update from SM. C understood. RCAS asked if C had questions. C declined. RACS advised of 9/2 follow up. C thanked RCAS. RCAS advised C to have a good day. Call ended mutually.

9/2/2021 6:18:59 PM

RCAS-NM placed outbound call to C at [redacted] and left VMX stating there isn't an ETA, advising of 9/9/21 follow up, and advising C to call RCAS if C has any questions or concerns.

9/9/2021 5:25:45 PM

RCAS-Nm received email from [redacted] on 8/21/21 stating ETA is Mid October and [redacted] aware.

9/9/2021 5:26:30 PM

RCAS-NM placed outbound call to C at [redacted]6 and informing of ETA and advising C to call RCAS if C has any questions or concerns.

9/9/2021 5:28:52 PM

RCAS-NM is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA seeking assistance with back ordered turbo actuator. RCAS spoke with OM who provided part and order number. RCAS reviewed case with PC-[redacted] who stated part was delivered at [redacted] on 7/30. RCAS informed C of RHR denial and that part arrived at [redacted]. C called in stating part had not arrived. RCAS spoke with SM and PM who stated part came in but was given to another customer. RCAS-Nm received email from [redacted] on 8/21/21 stating ETA is Mid October and [redacted] aware. ***STATEMENT OF DECISION*** RCAS-NM attempted to contact c twice to discuss case updates. RCAS-NM is closing Case as no further assistance can be offered at this time.

10/1/2021

10/1/2021 6:17:49 PM

CRR-RB<VERIFIED> Account Info including: C's name, home address, phone# & best contact# CRR-RB VERIFIED VEH Info including: N/A CRR-RB CHECKED for open recalls/campaigns and found: 0 CRR-RB CHECKED for previous UNRELATED Case(s) and found: 0 CRR-RB CHECKED previous RELATED Case(s) and found: 0 CRR-RB NOTED concern is: looking for a follow up on the rental reimbursement and the one time payment offered by RCAS C stated that C has a case going on and just wanted to know the status of the case. CRR-RB understood. C stated that C has not heard anything from. CRR-RB understood. C stated that the case # was 43355369. CRR-RB understood. C stated that Nissan ended up replacing the engine and it ended up back in the shop for less than 60 days in between. C stated that C was told by RCAS-NM that they would reimburse C for the rental and one VEH payment. CRR-RB understood. CRR-RB stated when did RCAS-NM offer those reimbursement and one payment to C? C stated that it was about 3 weeks ago. CRR-RB understood. CRR-RB will reach out to RCAS-NM and let the agent know that C had called in and go from there. C understood. CRR-RB provided case # and agent name. CRR-RB stated that the call will come from a [redacted] # from TN and if C misses the call that they will leave a VMX for C. C understood. CRR-RB stated if there was anything else that CRR-RB can assist with. C declined. CRR-RB branded call. Call ended mutually. Best Contact # [redacted].

10/1/2021 6:17:57 PM

CASE SUMMARY C contacted Nissan CA requesting assistance with new information on case CRR-RB updating case notes

10/4/2021 3:44:48 PM

SRCAS-S[redacted] changing follow up due to case volume and lack of agent support.

10/5/2021 1:38:14 PM

RCAS contacted [redacted] OF NEW BRAUNFELS. RCAS spoke to PM-[redacted]. RCAS asked about C having turbo actuator on back order. RCAS asked if that part ever came in? PM stated VEH repaired and picked up a week and a half ago. PM stated C sold the VEH. RCAS thanked PM. Call ended mutually.

10/5/2021 1:41:37 PM

RCAS notes C sold VEH and RCAS reviewed with TL-[redacted] advised for RCAS to not offer VEH payment as C is not the registered owner.

10/5/2021 1:47:13 PM

RCAS-SB made outbound call to C at [redacted]. RCAS-SB ADVISED ?This call may be recorded for quality and training purposes.? RCAS-SB made outbound call to C at [redacted]. RCAS-SB left VMX stating RCAS name, contact #, and C's case #. Requested a call back.

10/5/2021 1:48:12 PM

RCAS-SB made outbound call to C at [redacted]. RCAS-SB notes VMX not set up yet.

10/5/2021 1:48:14 PM

RCAS sent unable to contact email to C.

10/6/2021 12:21:27 PM

RCAS-SB made outbound call to C at [redacted] RCAS was advised C is at work. RCAS asked for a call back. RCAS stated would email RCAS #.

10/6/2021 12:23:00 PM

RCAS-SB made outbound call to C at [redacted]. RCAS-SB left VMX stating RCAS name, contact #, and C's case #. Requested a call back.

10/6/2021 12:23:46 PM

RCAS received a VMX from C on 10/5 at 3:12 PM stating C's name, C stated contact #, C stated C missed RCAS call, C stated contact #. C stated thanks.

10/6/2021 12:24:26 PM

RCAS sent unable to contact email to C.

10/6/2021 12:30:42 PM

RCAS-SB made outbound call to C at [redacted]. RCAS-SB ADVISED ?This call may be recorded for quality and training purposes.? RCAS advised RCAS knows C was promised one monthly payment and rental VEH reimbursement. RCAS advised RCAS contacted the DLR and was advised VEH had been sold. RCAS advised RCAS can offer rental reimbursement but not a monthly payment as C is not the registered owner. C stated what no. C stated C was the owner when this was going on. RCAS advised RCAS cannot reimburse C if C is not the owner any longer. C stated that is ridiculous. C stated C will see about that. C stated to go ahead and reimburse for rental, C will see about monthly. RCAS advised RCAS can reimburse C for 90% of the rental in the amount of $965.59 RCAS advised would come in a form of a check and take 24 weeks. RCAS asked for C to verify mailing address. C verified. RCAS thanked C for the time. Call ended mutually.

10/6/2021 12:33:07 PM

****GOODWILL REIMBURSEMENT**** THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT: Approved by: [redacted] Name of rental facility: Enterprise Dates rental provided: 3/14-3/20 Invoice number: [redacted] Rental charge: $496.11 and another rental at $576.77 Insurance charge: $0.00 Discount: -$0 Subtotal: $0 Tax: $43.14 Total: $965.59 POP verified: yes RCAS-SB verified mailing address: [redacted] RCAS-SB SUBMITTING CHECK REQUEST.

10/6/2021 12:37:24 PM

RCAS-NM is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA seeking assistance with back ordered turbo actuator. RCAS spoke with OM who provided part and order number. RCAS reviewed case with PC-[redacted] who stated part was delivered at DLR on 7/30. RCAS informed C of RHR denial and that part arrived at DLR. C called in stating part had not arrived. RCAS spoke with SM and PM who stated part came in but was given to another customer. RCAS-Nm received email from SM-[redacted] on 8/21/21 stating ETA is Mid October and C is aware. RCAS spoke to PM-[redacted] and was advised VEH is repaired and C sold the VEH. ***STATEMENT OF DECISION*** RCAS-NM attempted to contact c twice to discuss case updates. RCAS-NM is closing Case as no further assistance can be offered at this time. C reopened for monthly and rental reimbursement. RCAS reviewed with TL-AH and was advised no monthly as C is not owner of the VEH. RCAS advised would reimburse C in the amount of $965.59 for the rental VEH. C thanked RCAS.

[redacted]

NAME: [redacted] **VIN:** [redacted] **TRIM:** SV 4X4

CITY: [redacted] **MODEL:** **A61** YR: **2019** **OPTIONS:** A95A96B93C03K05K14L9

[redacted]: [redacted] **DT:** 11/16/2018 **SERVICING DLR** [redacted] OF [redacted]

SVC DT: 9/30/2019 [redacted]: [redacted]

OPEN_DT: 4/16/2021

CLOSE_DT: 9/13/2021 **MILEAGE:** 23,559 **ACCIDENT:** N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Engine Assembly
06	OA	Vehicle Concerns	5W	Engine Cooling System
	[redacted]	Mechanical	4Y	Radiator Reservoir

CAR VERBATIM

4/16/2021

4/16/2021 8:54:55 AM

[redacted] VERIFIED Account information including: C's name, home & e-mail address, Best contact# [redacted] VERIFIED VEH Information including: VIN, Current Mileage, Warranty & Service History [redacted] CHECKED for open recalls/campaigns and found: 0. [redacted] INFORMED C of the following open campaigns: N/A [redacted] CHECKED for previous UNRELATED Case(s) and found: 0. [redacted] CHECKED for previous RELATED Case(s) and found: 2. [redacted] NOTED C's concern is: RCAS-DLR Complaint [redacted] received inbound call from [redacted] [redacted] Noted Best Contact#: [redacted] C stated C has two 2019 Titan XD VEHs but the one that [redacted] considered about is the VEH ending with VIN [redacted]. C stated that C was told the issue was a cracked cam shaft housing told by a diesel mechanic. C stated C had brought the issue to C's closest DLR and is waiting to hear from [redacted] at the DLR, who keeps telling [redacted] look into the issue, but puts it off instead with excuses. C stated [redacted] seems to be just putting things off and not getting in contact with C and it has been 7 weeks since C has heard from the DLR. C stated the DLR initially diagnosed the issue as a bad fuel issue in November of 2020, which C paid for the damages after agreeing and accepting the issue was not under warranty, but then 4 months later the same issue happened again on March 1st. C stated C had taken the VEH back and forth into the DLR numerous times and was told the whole system had gone bad and warranty would not cover it and C stated that C had to get a diesel mechanic who found the actual issue so [redacted] not happy with the bad diagnoses by C's NNA DLR. C stated C brought the diesel mechanic with C to the DLR showing photos of the actual issue and this was Tuesday of this week and [redacted] still continuing to say that DLR needs to speak to warranty rep, DLR mechanic, and so on, yet C knows it is a parts issue and not a fuel issue. [redacted] advised C the case will be sent to RCAS, who will contact C by the EOB 04/19/2021 from a [redacted] area code to speak with C further regarding C?s concern. C understood. [redacted] provided C Case# and Agent Name. C thanked [redacted] for the assistance. [redacted] asked C if there was anything else [redacted] could assist with. C declined. Call ended mutually.

4/16/2021 8:55:41 AM

****** CASE SUMMARY ****** [redacted] received inbound call from C. [redacted] NOTED C's concern is: DLR Complaint. [redacted] sending case to RCAS for DLR Complaint against the DLR [redacted].

4/16/2021 8:56:04 AM

****** CORRECTION ****** [redacted] received inbound call from C.

4/16/2021 12:54:58 PM

[redacted] logged email received under case 43648317. ---------- Comments: I have been waiting on Nissan of [redacted] to honor my [redacted]rd waranty for 7 weeks. The initial problem was misdiagnosed as a bad fuel issue by Nissan of [redacted]. Subsequently my personal mechanic discovered the plastic cover over the cam shaft chain had been destroyed by the cam shaft chain. ---------- [redacted] exited case.

4/19/2021 10:18:53 AM

Previous related cases found: 43648317 Previous unrelated cased found: 0 Open Recalls/Campaigns: 0 Number of Vehicles Owned: 2 VSC Contracts: 0 Warranty Extensions: 0 Purchased New or Pre-owned: new Current Mileage: 23,559 Beyond Basic Warranty Miles: 0 Beyond Basic Warranty Months: 0 Beyond PT Warranty Miles: 0 Beyond PT Warranty Months: 0 Amount paid (in dollars) to dealer: $3,542.62 What is your customer seeking? DLR service complaint that DLR is slow in diagnosing VEH.

4/19/2021 10:20:09 AM

RCAS-WT able to datanet case successfully.

4/19/2021 10:31:58 AM

RCAS-WT made outbound call to [redacted] OF [redacted] D at [redacted]. RCAS-WT spoke with [redacted] regarding C's concerns that DLR is taking a long time to diagnose VEH for repairs. [redacted]Cl stated C just dropped VEH at DLR and DLR is waiting for C's insurance for assistance with coverage. [redacted]CL stated previously the VEH was diagnosed and DLR replaced fuel filters and battery. [redacted]CL stated repairs are not covered under warranty due to contamination in fuel. RCAS-WT thanked [redacted]CL. Call ended mutually.

4/19/2021 10:48:43 AM

RCAS-WT made outbound call to [redacted] OF [redacted] D at [redacted]. RCAS-WT spoke with [redacted] ask if repairs have been submitted to warranty. [redacted]-CL stated the cracked camshaft is also due to fuel contamination. [redacted]CL stated past repairs were submitted to C's insurance and this new repair was also going to be submitted to C's insurance. [redacted]CL stated there were no current intentions to submit to warranty because it would likely be denied. RCAS-WT stated RCAS-WT would need to speak with FOM and make sure FOM does not want to have this submitted to warranty as well. [redacted]CL understood and provided FOM-[redacted] phone number as [redacted]. RCAS-WT thanked [redacted]CL. Call ended mutually.

4/19/2021 10:56:16 AM

RCAS-WT made outbound call to FOM-[redacted] at 3312088784. RCAS-WT advised speaking with [redacted] who advised repairs have not been submitted to warranty and asked if FOM-DH would like to have DLR submit to warranty at this point. FOM-DH stated FOM-DH would reach out to SM-CL to discuss before making a decision. RCAS-WT offered to email FOM-DH contact information and requested FOM-DH follow up with C after speaking with SM-CL. RCAS-WT thanked FOM-DH. Call ended mutually.

4/19/2021 10:56:59 AM

RCAS-WT emailed FOM-[redacted] and copied [redacted] on 4/19/21. RCAS-WT requested to be updated after FOM-DH speaks with DLR.

4/19/2021 4:01:44 PM

RCAS-WT made outbound call to FOM-[redacted] at 3312088784. RCAS-WT left VMX requesting update on how best to proceed with C's repairs and warranty. RCAS-WT advised sending follow up email.

4/19/2021 4:02:12 PM

RCAS-WT emailed FOM-[redacted] and copied [redacted] on 4/19/21. RCAS-WT l requested update on how best to proceed with C's repairs and warranty.

4/19/2021 4:02:52 PM

RCAS-WT notes having reviewed previous case 43648317.

4/19/2021 4:24:40 PM

RCAS-WT made outbound call to C at [redacted]. RCAS-WT VERIFIED C?s name, home & email address, concern, phone. RCAS-WT CHECKED and ADVISED C of open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found: 43648317 RCAS-WT ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-WT advised that case has been escalated to RCAS-WT and RCAS-WT will be agent reviewing case. RCAS-WT verified C as wishing to file an official DLR complaint regarding C being slow to diagnose and repair VEH. C confirmed. C stated [redacted] has provided updates and understands SM-CL is waiting for NNA warranty to give SM-CL an answer. C stated C is taking VEH back to the DLR in the morning. RCAS-WT apologized to C. RCAS-WT stated CA does not handle any type of warranty decisions. C stated C knows SM-CL is waiting for warranty and C feels NNA is not going to assist with repairs. C stated C has already been approved by insurance for repairs. C stated C had a bad fuel problem at no fault of NNA and repairs back in November 2020. C stated C paid for repairs at this point. C stated C took VEH to IRF who found a cracked crankshaft case which DLR never did discover. C stated DLR is now saying the fuel issue caused the cracked crankshaft. C stated C and IRF feel the current repairs are different from the original repairs from November 2020. C stated SM-CL just has not provided timely updates or responses to C's requests. C stated C does not care at this point who has to pay, even if C has to pay for it, for the VEH C just needs VEH repaired. RCAS-WT apologized. RCAS-WT will be working with DLR to try and see what type of assistance NNA can offer. RCAS-WT stated RCAS-WT would follow up with C no later than 3 business days, Thursday 4/22. RCAS-WT asked C if C had any further questions. C declined. RCAS-WT offered direct line and case number. RCAS-WT thanked C. Call ended mutually.

4/20/2021 8:09:11 AM

RCAS-WT received VMX from FOM-[redacted] at 4/19/2021 5:28 PM CST. FOM-DH requested call back at 3312088784.

4/20/2021 4:47:39 PM

RCAS-WT made outbound call to FOM-[redacted] at 3312088784. RCAS-WT left VMX for FOM-DH returning call and requested FOM-DH email or call RCAS-WT back.

4/21/2021 1:16:09 PM

RCAS-WT made outbound call to FOM-[redacted] at 3312088784. RCAS-WT left VMX for FOM-DH returning call and requested FOM-DH email or call RCAS-WT back.

4/21/2021 1:18:07 PM

RCAS-WT emailed FOM-[redacted] and copied [redacted] on 4/21/21. RCAS-WT requested update on how FOM-DH would like to move forwar with assisting C.

4/21/2021 3:39:59 PM

RCAS-WT made outbound call to FOM-[redacted] at 3312088784. FOM-DH advised still being new and learning the ropes and being fully trained. FOM-DH asked if the request to send case to warranty is asking for FOM-DH to approve the warranty coverage or approving it to be sent to warranty to have warranty review and make a decision. FOM-DH advised speaking with [redacted] who advised C was notified of these repairs previously and declined to have them addressed. RCAS-WT stated the request is currently to have DLR submit the case to warranty for warranty to make a decision on coverage. RCAS-WT stated CA does not handle anything related to warranty. RCAS-WT stated since C has reached out for assistance and C is in warranty but there is no warranty case it is the responsibility of RCAS-WT to consult the FOM to ask if FOM wants the case to be submitted to warranty, if FOM wants to just review for GW without submitting to warranty, or if FOM wants to decline coverage all the way around. FOM-DH advised to first have the case submitted to warranty for a decision and then FOM-DH will reevaluate once warranty has made a decision. RCAS-WT understood. RCAS-WT thanked FOM-DH. Call ended mutually.

4/22/2021 9:02:55 AM

RCAS-WT made outbound call to C at [redacted]. RCAS-WT left VMX stating RCAS-WT was calling in regards to C's open case and provided case number. RCAS-WT stated RCAS-WT would attempt to reach out again 4/27. RCAS-WT provided direct phone number for C.

4/26/2021 2:29:07 PM

RCAS-WT emailed [redacted] on 4/22/21. RCAS-WT requested to be updated on any warranty decisions received.

4/26/2021 2:30:26 PM

RCAS-WT made outbound call to [redacted] OF [redacted] D at [redacted]. RCAS-WT spoke with [redacted] requesting update on warranty status since there is no warranty case yet. [redacted]-CL advised being unsure but would look into it. RCAS-WT stated if C wishes to move forward with repairing VEH under insurance C is welcome to do so, but RCAS-WT has to go through these steps since CA is now involved. RCAS-WT thanked SM-CL. Call ended mutually.

4/26/2021 2:33:48 PM

RCAS-WT made outbound call to C at [redacted]. RCAS-WT left VMX stating RCAS-WT was calling in regards to C's open case and provided case number. RCAS-WT stated RCAS-WT would attempt to reach out again 4/28. RCAS-WT provided direct phone number for C.

4/27/2021 8:04:45 AM

RCAS-WT received VMX from C at 4/26/2021 2:46 PM CST. C requested call back at [redacted]. C stated C has not received any updates from anyone.

4/28/2021 4:29:04 PM

RCAS-WT emailed [redacted] on 4/28/21. RCAS-WT asked if there were any updates on the warranty coverage for C's VEH.

4/28/2021 4:29:14 PM

RCAS-WT received email from [redacted] at 4/28/2021 12:12 PM CST. [redacted]-Cl advised calling warranty again and waiting on hold now.

4/28/2021 4:30:04 PM

RCAS-WT made outbound call to C at [redacted]. RCAS-WT left VMX stating RCAS-WT was calling in regards to C's open case and provided case number. RCAS-WT advised being in touch with [redacted] who is working with warranty to determine coverage and apologized for not having answer today. RCAS-WT stated RCAS-WT would attempt to reach out again Monday 5/3. RCAS-WT provided direct phone number for C.

5/3/2021 3:34:21 PM

RCAS-WT made outbound call to [redacted] OF [redacted] D at [redacted]. RCAS-WT requested to speak with [redacted] for any updates on warranty of C's repairs. RCAS-WT asked SA for an update and was told I should speak with SM-Cl directly who should be back in about 20 minutes.

5/3/2021 3:35:04 PM

RCAS-WT emailed [redacted] and copied SRCAS-[redacted] on 5/3/21. RCAS-WT requested an update on C's warranty status or repairs.

5/3/2021 4:23:56 PM

RCAS-WT made outbound call to C at [redacted]. RCAS-WT ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-WT thanked C for C's patience. RCAS-WT advised working through options with [redacted] of how NNA can best assist. RCAS-WT stated CA is unable to assist with any warranty decisions. RCAS-WT stated C is always welcome to move forward with insurance if C wishes to do that instead. RCAS-WT stated RCAS-WT would follow up with C no later than 3 business days, Thursday 5/6. C stated C wants Nissan to assist. C stated C feels like Nissan is waiting C out until C makes a decision to C stated C just wants a decision on the repairs. C stated VEH has been out of service for 2 months. C stated C feels repair should be completed under warranty. C continued to vent frustration for the delay. RCAS-WT apologized. RCAS-WT stated DLR has submitted fluid samples for testing for warranty. C continued to vent frustration for the delay. RCAS-WT asked C if C had any further questions. C declined. RCAS-WT offered direct line and case number. RCAS-WT thanked C. Call ended mutually.

5/3/2021 4:51:44 PM

RCAS-WT received email from [redacted] at 5/3/2021 4:42 PM CST. [redacted]-CL stated long block was approved and still trying to get fuel system covered.

5/3/2021 4:52:23 PM

RCAS-WT emailed [redacted] on 5/3/21. RCAS-WT asked if the fuel sample has been sent yet as requested on the Jcase.

5/4/2021 4:28:06 PM

RCAS-WT received email from [redacted] at 5/3/2021 6:48 PM CST. [redacted]-CL advised not receiving the kit to send in a fuel sample for testing.

5/4/2021 4:28:19 PM

RCAS-WT emailed [redacted] on 5/4/21. RCAS-WT asked if this kit is coming directly from warranty.

5/5/2021 1:48:58 PM

RCAS-WT emailed DTS-[redacted] on 5/5/21. RCAS-WT asked if DTS-MS had any recommendations how to assist with moving warranty decision forward. RCAS-WT advised warranty is waiting for a sample of fuel to be tested with Blackstone to make a final decision and DLR is waiting for kit to arrive to provide the sample. RCAS-WT stated the last update on Jcase was 4/30/21.

5/5/2021 1:50:16 PM

RCAS-WT notes moving follow up with C to 5/6 as previously discussed.

5/6/2021 8:09:55 AM

RCAS-WT received email from DTS-[redacted] at 5/5/2021 11:26 PM CST. DTS-MS stated techline case has poor information and recommended DLR follow up with techline. DTS-MS asked if DLR contacted Blackstone laboratories directly to get the sample kit.

5/6/2021 8:11:20 AM

RCAS-WT emailed DTS-[redacted] on 5/6/21. RCAS-WT stated best RCAS-WT DLR is waiting on warranty to provide the sample kit and provided a recap of the case to this point. RCAS-WT asked if RCAS-WT should recommend DLR still follow up on techline case.

5/6/2021 11:35:52 AM

RCAS-WT received email from DTS-[redacted] at 5/6/2021 8:37 AM CST. DTS-MS stated DTS-MS will contact DLR for update.

5/6/2021 11:55:06 AM

RCAS-WT emailed [redacted] on 5/6/21. RCAS-WT asked if there were any updates on warranty case.

5/6/2021 12:57:21 PM

RCAS-WT received VMX from C at 5/5/2021 4:20 PM CST. C stated C's insurance, Traveler's Insurance, would like to know why no one has contacted insurance in 2 months, and why repairs have taken so long to repair. C stated Traveler's Insurance is concerned the process is taking so long. C stated Traveler's Insurance claim number is IQW1016 and can speak with [redacted] at [redacted]. C stated [redacted] has contacted DLR but DLR has not responded.

5/6/2021 2:15:12 PM

RCAS-WT received email from [redacted] at 5/6/2021 2:08 PM CST. SD-CL advised leaving message for C that DLR was ordering long block for repair.

5/6/2021 2:17:22 PM

RCAS-WT emailed [redacted] on 5/6/21. RCAS-WT asked if there was any update on the rest of the repairs as well. RCAS-WT advised requesting assistance from DTS-[redacted] to try and move things along since RCAS-WT cannot directly assist in any way. RCAS-WT stated C left VMX for RCAS-WT with insurance agent's information and that agent has attempted to speak with DLR multiple times and has received no response. RCAS-WT provided C's insurance agent's name, claim number, and contact information for SM-CL to contact.

5/6/2021 4:18:44 PM

RCAS-WT made outbound call to [redacted]D at [redacted]. RCAS-WT left message with reception for [redacted] any updates on fuel sample test and C's insurance information that was emailed over.

5/6/2021 4:32:33 PM

RCAS-WT made outbound call to C at [redacted]. RCAS-WT ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-WT advised receiving C's VMX and apologized for delay in getting back to C. RCAS-WT advised sharing C's insurance information with [redacted] directly. C stated SM-[redacted] contacted C that DLR is working on getting started on warranty repairs and that SM-CL is going to reach out to C's insurance agent. C stated C was at DLR and overheard employee in service department, did not know name, mention that C's insurance agent had left messages 2 or 3 days ago. C advised sharing this with [redacted]. C stated C does not want to get anyone in trouble but feels this was a phone call that should have been returned a little sooner. RCAS-WT stated SM-[redacted] advised DLR was working on the engine long block repair portion that was approved by warranty. RCAS-WT stated RCAS-WT will continue to follow up with C and DLR until there is a resolution. C thanked RCAS-WT for continuing to follow up and listening to C complain. RCAS-WT apologized and empathized with C and advised no apology needed. RCAS-WT stated RCAS-WT would follow up with C no later than 3 business days, Tuesday 5/11. RCAS-WT asked C if C had any further questions. C declined. RCAS-WT offered direct line and case number. RCAS-WT thanked C. Call ended mutually.

5/11/2021 9:06:51 AM

RCAS-WT emailed [redacted] and copied SRCAS-[redacted] on 5/11/21. RCAS-WT requested update on fuel sample and engine repair.

5/11/2021 3:49:19 PM

RCAS-WT made outbound call to [redacted]D at [redacted]. RCAS-WT spoke with [redacted] any updates on warranty of C's repairs and engine repair. [redacted]-CL stated engine has been ordered, but did not know the exact arrive time yet. [redacted]-CL stated DLR is no longer going to pursue warranty coverage of fuel system contamination. RCAS-WT advised since there is no official denial on file RCAS-WT to follow steps to see case through and will check with FOM once again. RCAS-WT thanked SM-[redacted]. Call ended mutually.

5/11/2021 3:53:07 PM

RCAS-WT made outbound call to C at [redacted]. RCAS-WT left VMX stating RCAS-WT was calling in regards to C's open case and provided case number. RCAS-WT stated RCAS-WT would attempt to reach out again Friday 5/14. RCAS-WT provided direct phone number for C.

5/12/2021 5:02:29 PM

RCAS-WT emailed FOM-[redacted] twice on 5/12/21. RCAS-WT advised [redacted] unwilling to submit fuel sample to warranty for official denial at FOM-DH's request. RCAS-WT asked how FOM-DH would like RCAS-WT to proceed.

5/14/2021 8:41:00 AM

RCAS-WT emailed FOM-[redacted] twice on 5/13/21 and 5/14/21. RCAS-WT asked how FOM-DH would like RCAS-WT to proceed.

5/14/2021 10:22:49 AM

RCAS-WT emailed [redacted] on 5/14/21. RCAS-WT requested update on engine order and if engine was BO or in transit.

5/14/2021 11:56:29 AM

RCAS-WT received inbound call FOM-[redacted] at [redacted]. FOM-DH advised not being able to authorize repair because DLR does not have a diesel tech and if the repair is completed warranty will just kick it back to the DLR to pay. FOM-DH stated since the fuel sample issue is not likely to be covered under warranty GW is also not likely an option. FOM-DH stated DLR should not be working on diesel VEH regardless since DLR does not have a certified diesel tech. FOM-DH stated FOM-DH will speak with [redacted] and look into the possibility of towing VEH to another DLR with a certified diesel tech. RCAS-WT understood and is on board with any decision the FOM makes, but RCAS-WT's operating procedure is since there DLR is denying warranty coverage and there is no official warranty denial RCAS-WT has to refer to FOM for the recommendation. RCAS-WT thanked FOM-DH. Call ended mutually.

5/14/2021 3:54:11 PM

RCAS-WT made outbound call to FOM-[redacted] at [redacted]. RCAS-WT asked for confirmation if VEH was being moved and if repairs were being covered under warranty. FOM-DH confirmed both. RCAS-WT thanked FOM-DH. Call ended mutually.

5/14/2021 3:59:43 PM

RCAS-WT made outbound call to [redacted]D at [redacted]. RCAS-WT requested to speak with [redacted] update on moving C's VEH and was advised no SA or SM-CL was available to speak.

5/14/2021 4:01:52 PM

RCAS-WT made outbound call to C at [redacted]. RCAS-WT left VMX stating RCAS-WT was calling in regards to C's open case and provided case number. RCAS-WT stated RCAS-WT would attempt to reach out again Wednesday 5/19. RCAS-WT provided direct phone number for C.

5/18/2021 9:29:08 AM

RCAS-WT emailed [redacted] and copied SRCAS-[redacted] on 5/18/21. RCAS-WT requested update on C's VEH and repairs.

5/18/2021 11:49:05 AM

RCAS-WT emailed FOM-[redacted] on 5/18/21. RCAS-WT advised checking with [redacted] twice for update on C's VEH being moved to another DLR for repair work but has not heard back. RCAS-WT asked FOM-DH if there had been any updates or changes yet.

5/18/2021 2:05:00 PM

RCAS-WT emailed [redacted] and copied SRCAS-[redacted] on 5/18/21. RCAS-WT requested update on C's VEH and repairs.

5/18/2021 2:05:26 PM

RCAS-WT emailed FOM-[redacted] on 5/18/21. RCAS-WT requested any updates on C's situation.

5/18/2021 3:56:02 PM

RCAS-WT received email from FOM-[redacted] at 5/18/2021 2:22 PM CST. FOM-DH stated FOM-DH would try to verify what is going on today and provide update. FOM-DH stated FOM-DH will have face to face with [redacted] tomorrow for a planned visit to DLR.

5/19/2021 10:15:08 AM

-WT received email from at 5/18/2021 5:35 PM CST. -CL advised DLR has lost ability to do warranty work due to loss of diesel tech and certification. -CL advised trying to reach C and will try again.

5/19/2021 10:16:19 AM

-WT emailed on 5/19/21. WT advised speaking with FOM- who advised VEH was being sent to a new DLR to complete repairs. -WT asked if VEH has been moved yet and if so which DLR.

5/19/2021 10:17:15 AM

-WT received email from at 5/19/2021 9:41 AM CST. -CL stated SM-CL was waiting to speak with C to see which DLR C would like the VEH moved to.

5/19/2021 5:12:28 PM

WT made outbound call to C at . WT ADVISED, ?This call may be recorded for quality and training purposes.? WT thanked C for continued patience. WT apologized for the drawn-out process. WT advised -WT has started speaking with people above the DLR since WT has not been able to get any proper answers from the DLR directly. WT stated -WT has discovered that somewhere along the way the DLR has lost its certification to work on diesel VEH's. -WT stated the ultimate goal is to get C's VEH repaired. WT stated -WT is working with management above the DLR directly to try and get the VEH taken to another nearby DLR that can repair diesel VEH's and to continue the original concern of working with warranty. C stated C has not been mean with DLR whatsoever but DLR has not provided C any updates in over 2 weeks. C stated C did not know of any of this because SM- has not provided any updates at all. C stated C received call from DLR and offered to buy C's VEH without even knowing that C's VEH has been at DLR since early March. C stated C feels like someone within Nissan should be able to have the mindset and authority to look at this WT apologized and empathized with C. -WT thanked C for being so patient. -WT stated SM-CL has not provided much information for -WT either which is why -WT is now working with management above the DLR level to try and get this resolved. WT stated WT would continue to follow up with C every 3 business days, Monday 5/24. C appreciated the updates from -WT because no one else has provided any for C. -WT asked C if C had any further questions. C declined. -WT offered direct line and case number. WT thanked C. Call ended mutually.

5/19/2021 5:18:29 PM

-WT received email from FOM at 5/19/2021 5:15 PM CST. FOM-DH advised speaking with who advised not being able to get in touch with C to ask C where C would like to move VEH to.

5/19/2021 5:19:26 PM

-WT emailed FOM- on 5/19/21. -WT advised literally just hanging up phone with C and C advised that C has not heard anything from anyone other than WT in over 2 weeks. WT asked if FOM-DH can ask try and call C right now.

5/24/2021 1:06:53 PM

-WT emailed FOM- and separately on 5/24/21. -WT asked if there had been any updates on C's situation or any news to provide to C.

5/24/2021 4:47:01 PM

WT made outbound call to FOM- at . WT left VMX advised -WT has not received any updates whatsoever and requested an update on current situation of moving C's VEH.

5/24/2021 4:53:15 PM

WT made outbound call to C at . WT ADVISED, ?This call may be recorded for quality and training purposes.? WT thanked C for C's continued patience. -WT stated -WT received word the process was starting but no one has provided update that it has started. C stated C went to DLR and spoke with and both agreed to move VEH to Nissan in , but as of today VEH is still sitting at DLR. WT stated -WT is going to start making additional contacts to try and get that process started ASAP and get things moving for C. WT thanked C for being so patient and -WT would continue to follow up with C along the way. C thanked -WT for following up. -WT asked C if C had any further questions. C declined. -WT offered direct line and case number. -WT thanked C. Call ended mutually.

5/27/2021 10:31:35 AM

-WT received email from at 5/24/2021 6:55 PM CST. -CL stated wrecker finally came to pick up C's VEH. -CL stated C wanted VEH to go to Nissan.

5/27/2021 10:31:44 AM

-WT received email from at 5/25/2021 1:27 PM CST. -CL stated C was left a message when VEH was picked up and taken to Nissan as requested.

5/27/2021 10:34:22 AM

-WT notes updating DLR on case from NISSAN OF D (5086) where the case started to NISSAN LLLP (3904) where the VEH has been moved for further repairs. WT notes all DLR references before this comment are in reference to NISSAN OF D and references to DLR moving forward will be in reference to NISSAN LLLP.

5/27/2021 10:44:09 AM

WT made outbound call to NISSAN LLLP at . WT spoke with SA- regarding C's VEH being delivered and current status of repairs. SA-SF advised DLR has ordered high pressure fuel pump which should arrive on Tuesday or Wednesday to start repairs. SA-SF stated repair is currently approved under warranty. SA-SF stated tech thinks this is the only thing that needs to be repaired, but won't know 100% until this part is installed and tested. -WT thanked SA-SF. Call ended mutually.

5/27/2021 10:54:02 AM

RCAS-WT made outbound call to C at . RCAS-WT ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-WT thanked C for C's continued patience. RCAS-WT advised speaking with C's new now that VEH has been moved for repairs. RCAS-WT stated SF advised diesel tech has inspected VEH and ordered a high pressure fuel pump which should arrive around Wednesday of next week and will take approximately a day to install once arrived. RCAS-WT stated currently tech feels this will resolve the concerns but will know more once part is installed and tested. RCAS-WT stated RCAS-WT would follow up with C one week from today and will continue to check in with DLR for updates on the part and repair. RCAS-WT advised requesting SF to follow up with C along the way if there were any updates to provide. C thanked RCAS-WT for the update and looked forward to hearing back from RCAS-WT and SF. RCAS-WT asked C if C had any further questions. C declined. RCAS-WT offered direct line and case number. RCAS-WT thanked C. Call ended mutually.

6/2/2021 1:03:17 PM

RCAS-WT emailed on 6/2/21. RCAS-WT asked if parts for C's repair arrived and current status of repairs.

6/2/2021 3:35:11 PM

RCAS-WT made outbound call to LLLP at . RCAS-WT spoke with who confirmed part arrived and hope to start repairs tomorrow and be completed Friday at the latest. RCAS-WT thanked SF. Call ended mutually.

6/3/2021 4:15:21 PM

RCAS-EM left a VMX for C at . RCAS-EM stated case number, direct line, and working hours. RCAS-EM set follow up date for 6/4.

6/4/2021 2:57:39 PM

SRCAS-DL made outbound call to Nissan. SRCAS-DL spoke to C's as SM was unavailable. SRCAS-DL requested update on repairs. SF stated technician found that VEH also needs a valve cover replaced. SF stated repairs will be done Monday at the latest in which the DLRSHP will then test drive to ensure repairs have taken. SRCAS-DL confirmed that the DLRSHP has the valve cover in stock. SF stated yes. SRCAS-DL thanked SF. Call ended mutually.

6/4/2021 3:08:51 PM

SRCAS-DL made outbound call to C at . SRCAS-DL left VMX with case number, RCAS-WT direct line, and follow up 6/8. SRCAS-DL advised that SRCAS is calling on behalf of RCAS-WT as RCAS is OOO. SRCAS-DL advised that s advised the parts have arrived and the technician is working diligently to get VEH repaired. SRCAS-DL advised that ETA on repairs is no later than Monday, June 7th and the DLRSHP will test drive the VEH to ensure that repairs have taken.

6/8/2021 8:17:08 AM

RCAS-WT emailed on 6/8/21. RCAS-WT requested any updates on C's repairs.

6/8/2021 12:59:45 PM

RCAS-WT received email from 6/8/2021 9:02 AM CST. SF advised repairs are in progress and tech states repairs will be completed by 6PM as long as no other repairs are needed.

6/8/2021 4:23:35 PM

RCAS-WT made outbound call to LLLP at . RCAS-WT spoke with who confirmed tech determined C is in need of a whole new engine. SF advised waiting to hear from parts on ETA but will follow up if there is a back order situation that needs to be addressed. SF stated C has been updated that C needs engine but has not provided any kind of ETA yet. RCAS-WT thanked SF. Call ended mutually.

6/8/2021 5:07:58 PM

RCAS-WT made outbound call to C at . RCAS-WT ADVISED, ?This call may be recorded for quality and training purposes.? C asked RCAS-WT to hold because DLR was calling C. C disconnected call.

6/8/2021 5:08:38 PM

RCAS-WT consulted SRCAS- who approved RCAS-WT moving this case to 6/9 to follow up with C due to time and previous phone call with C.

6/9/2021 8:15:44 AM

RCAS-WT consulted SRCAS- may be acceptable to submit RHR. SRCAS-DL advised RCAS-WT may submit RHR if RCAS-WT feels necessary.

6/9/2021 8:17:28 AM

RCAS-WT submitted RHR filter.

6/9/2021 9:45:20 AM

FILTER RHR ARBS Recommends an RHR OPEN RO ATTACHED ---------- 2019 XD 1N6BA1F4XKN513572 9.30.2019 MAGNETIC BLACK Retail Sale LLLP - Sam s selling Dealer - OF NO Approved Checks NO Open Campaigns NO VSC NO DTS 2 Pending Warranty cases 1 Tech Line case (3.4.21) (43269065) RE: VEHICLE WONT START (6.8.21)---- Recommendation: Thank you for the case information . We have this vehicle at a new dealer with new tech working on vehicle. Current TECH had found trauma to HP pump, gear and pump drive chain. With current incident replace long engine assy. and HP pump and pump drive. Remove PH pump actuator on removed/incident pump inspect for debris. If further assistance is needed contact TECH LINE anytime TABLEAU - OPEN RO: 103088 (5.25.21) @ 23,558 Miles @ , LLLP / 1) TOW IN - CUSTOMER STATES VEHICLE WILL CRANK BUT NOT START DBS - LAST Closed RO: 107977 (4.5.21 - 4.9.21) @ 23,560 Miles OF D / 1) NO WORK PERFORMED FW REPAIRS: RESERVOIR TANK (17,271 Miles) TAILGATE & TRUNK LID LOCK (15,611 Miles) LICENSE PLATE BRACKET (1 Mile) PREV. CASE (43648317) (4.16.21) ECRR-JT logged email to case 43648585 for review. ECRR-JT closed case.

6/9/2021 10:30:46 AM

RCAS-WT received email from 6/8/2021 4:26 PM CST. SF advised once PCC approved engine parts show to be in and should arrive 6/10 with repairs expected to be completed around 6/16.

6/9/2021 10:36:40 AM

RCAS-WT emailed SM- at OF D on 6/9/21. RCAS-WT requested time stamped RO's 107360, 103577, 88145, & 82773 and the following RHR questions: How many times has the customer?s vehicle been to the dealer/retailer for repairs? What repairs were performed? Are there currently any OPEN ROs? Is the vehicle currently at the dealership? How many days has the vehicle been kept out of service at your dealer for repairs? Has the on-site CA Technical Specialist (CATS) been involved? Has TECH LINE been involved? Has a Dealer Technical Specialist (DTS) been involved?

6/9/2021 10:37:25 AM

-WT emaile SA- on 6/9/21. WT requested the following RHR information: How many times has the customer?s vehicle been to the dealer/retailer for repairs? What repairs were performed? Are there currently any OPEN ROs? Is the vehicle currently at the dealership? How many days has the vehicle been kept out of service at your dealer for repairs? Has the on-site CA Technical Specialist (CATS) been involved? Has TECH LINE been involved? Has a Dealer Technical Specialist (DTS) been involved?

6/9/2021 10:52:41 AM

-WT ADVISED, ?This call may be recorded for quality and training purposes.? WT made outbound call to C at . -WT thanked C for C's continued patience. -WT advised speaking with C's new SA- who has confirmed C is in need of an engine. -WT advised -SF is expecting to have repairs completed sometime around 6/16. -WT advised starting RHR for C due to the extended downtime of C's VEH. -WT stated review is not a guarantee NNA will be able to buy the VEH back, and C is under no obligation to accept any offers made. C stated C has lost confidence of the VEH at this point anyway. C stated C loves the VEH but there is clearly something wrong that is making C uncomfortable. -WT asked the following RHR questions: Why do you want to return the VEH to Nissan/INFINITI? multiple repairs and extended downtime for current warranty repair C has lost confidence in VEH. Where is the VEH currently? LLLP Are you currently in a rental VEH? no Where was the VEH purchased? NISSAN OF Was the VEH purchased new or used? new Where is the VEH serviced? NISSAN OF D Has the VEH been taken to multiple Nissan dealers or INFINITI retailers? NISSAN OF and LLLP WT stated review process can take up to 10 business days to complete. -WT stated -WT will continue to follow up with C every 3 business days if C wishes. C stated -WT can follow up with C if there is any news on the RHR or the repairs. -WT stated WT will make sure to follow up with DLR along the way and will follow up with C no later than 6/17 after repairs with an update. WT stated repairs will not affect the RHR in any way and if repairs are completed before the RHR C is welcome to pick up VEH at any time. C understood. -WT asked C if C had any further questions. C declined. -WT offered direct line and case number. WT thanked C. Call ended mutually.

6/9/2021 11:08:52 AM

S DL noting RO 107360 DLRSHP lost Diesel tech certification and no work was performed, but DLR said nothing.

6/9/2021 11:10:55 AM

S DL completed and attached RHR submission pending RO 107360 and 103577 from Nissan Midland.

6/11/2021 8:05:05 AM

-WT emailed - and EM- and copied and - on 6/11/21. WT requested time stamped RO's 107360, 103577, 88145, & 82773 and RHR responses.

6/11/2021 10:25:30 AM

-WT received email from 6/11/2021 10:11 AM CST. provided the following RHR information: How many times has the customer? s vehicle been to the dealer/retailer for repairs? First visit What repairs were performed? None Are there currently any OPEN ROs? Yes Is the vehicle currently at the dealership? Yes How many days has the vehicle been kept out of service at your dealer for repairs? 17 Days Has the on-site CA Technical Specialist (CATS) been involved? No Has TECH LINE been involved? Yes Case#43269065 Has a Dealer Technical Specialist (DTS) been involved? No

6/11/2021 10:28:40 AM

-WT received email from - at 6/11/2021 9:51 AM CST. -TW advised speaking with who advised the VEH is no longer at DLR.

6/11/2021 10:29:37 AM

-WT emailed - and copied and - on 6/11/21. -WT stated the review looks at past service and repairs and the information is needed from any DLR's the VEH may have been at in the past. -WT requested the time stamped RO's and RHR information to proceed with review.

6/14/2021 8:05:04 AM

WT emailed - and copied EM- , - , and and on 6/14/21.

6/14/2021 3:05:05 PM

CORRECTION TO PREVIOUS NOTE WT emailed twice - and copied EM- , - , and on 6/14/21. -WT requested further assistance getting RHR info and time stamped RO's to submit with C's RHR.

6/15/2021 10:57:51 AM

-WT emailed 3rd attempt to - and copied EM- , - , and on 6/15/21. WT requested assistance getting RHR information.

6/15/2021 11:09:58 AM

-WT emailed WA- and copied - , - , - , , and TL- on 6/15/21. -WT requested RHR information and time stamped RO's after not having luck with being able to get it from anyone else at DLR.

6/16/2021 8:40:36 AM

-WT received email from - to at 6/15/2021 11:21 AM CST. I-DH requested CL provide requested RHR info and RO's.

6/16/2021 8:41:24 AM

-WT received email from at 6/15/2021 7:07 PM CST. I-DH provided email from who advised the needed documentation

6/16/2021 8:42:08 AM

CORRECTION TO PREVIOUS NOTE -WT received email from at 6/15/2021 7:07 PM CST. I-DH provided email from who advised the needed documentation had moved to a storage facility and CL would try to have it by end of day 6/16.

6/16/2021 8:43:11 AM

-WT emailed SA- on 6/16/21. WT requested update on C's repairs.

6/17/2021 9:57:09 AM

-WT received email from 6/16/2021 5:01 PM CST. advised repairs are expected to be completed by Friday barring any setbacks.

6/17/2021 4:38:29 PM

RCAS-WT made outbound call to C at [redacted]. RCAS-WT ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-WT thanked C for C's continued patience. RCAS-WT stated DLR advised repairs should be completed by Friday barring no new concerns. RCAS-WT stated RHR is still being reviewed. C asked to confirm that the buy back was still on the table. RCAS-WT confirmed it was, and apologized for not knowing a final answer on it yet. RCAS-WT stated RCAS-WT would follow up with C just as soon as RCAS-WT had any updates on it. C understood. RCAS-WT asked C if C had any further questions. C declined. RCAS-WT offered direct line and case number. RCAS-WT thanked C. Call ended mutually.

6/22/2021 1:08:41 PM

RCAS-WT received email from WA-[redacted] at 6/16/2021 3:22 PM CST. [redacted]-ED provided requested RO's and the following responses to the datanet email service questions: Service Questions: Is there an open RO for the VIN? NO If not, when was the customer?s last visit and what was the nature of the visit? 04-05-2021 If there is an open RO, what is the current mileage of the vehicle? NO How many times has the customer been to the dealer for this concern? 1 Is the concern warrantable? If not, what is the cause of failure? NO, FUEL CONTAMINATION INSURANCE WAS INVOLVED What would the repair fall under, Basic, Powertrain, VSC, Warranty extension, or recall? NONE AT THAT TIME What are the warranty rates for repairs? Parts and labor broken down. Do you recommend goodwill for this customer? NO What contact number(s) do you have for the customer? [redacted] Has Techline or DTS been involved with diagnosing the vehicle? YES Is the FOM involved? If so, what is the decision? YES RCAS-WT attached PO file to case.

6/22/2021 1:10:31 PM

RCAS-WT submitted RHR.

6/22/2021 1:10:42 PM

RCAS-WT emailed SM-[redacted] and copies SA-[redacted] on 6/22/21. RCAS-WT requested update on C's repairs.

6/22/2021 3:18:05 PM

DRTS received the RHR. The RHR was assigned to ARBS-[redacted] for review.

6/22/2021 3:45:42 PM

RCAS-WT made outbound call to [redacted]S NISSAN LLLP at [redacted]. RCAS-WT spoke with SA-[redacted] who confirmed C has picked up repaired VEH. RCAS-WT thanked SA-SF. Call ended mutually.

6/22/2021 3:58:05 PM

RCAS-WT made outbound call to C at [redacted]. RCAS-WT left VMX stating RCAS-WT was calling in regards to C's open case and provided case number. RCAS-WT advised speaking with DLR who confirmed C had picked up VEH and RCAS-WT wanted to check in on the repairs. RCAS-WT stated RHR is still being reviewed. RCAS-WT stated RCAS-WT would attempt to reach out again no later than Friday 6/25. RCAS-WT provided direct phone number for C.

6/24/2021 8:03:03 AM

RCAS-WT received VMX from C at 6/22/2021 4:22 PM CST. C stated C did received VEH back but is still not repaired. C stated C took VEH back to DLR and DLR is now saying there is an injector issue that the DLR is working with engineers on.

6/24/2021 1:30:03 PM

ARBS-JJ notes the following RHR: 3/2/20 [redacted] 97147 @ 7,243 miles, Days Down: 4 Complaint: 1. C/s that check engine is on and has massage low fuel pressure comes on and then the reduce power massage comes on and is hard to start 2. Nis av cont unit multi tsb Action: 1. Found pasted codes p2269-00 for low fuel pressure found pasted codes p2269-00 for low fuel pressure- REPLACE DIESEL FUEL FILTERS 2 2. Perform as per bulletin 19087 reprogram audio av control unit 8/24/20 [redacted] 102063 @ 15,611 miles, Days Down: 1 Complaint: 1. customer states when you open the tail gate, and try to close it does not the latch on the river side is not opening Action: 1. Latch inop found latch inop, removed and replaced. Customer concern is resolved at this time 10/13/20 [redacted] 103577 @ 17,271 miles, Days Down: 10 Complaint: 1. Customer states eng light is on. Check and advise Action: 1. Engine light is on. Low coolant. Low coolant, noticed it was leaking from the coolant reservoir hose. Replaced coolant reservoir tank for the leaking hose. Test drove vehicle and no more leaks at this time and no more issues. 11/9/20 [redacted] 104333 @ 18,197 miles, Days Down: 3 Complaint: 1. customer states check engine light is on, and reduced engine power message is on Action: 1. Verified customer concern, needed to replace fuel filter first, found contamination in fuel system, recommended whole fuel system, customer wanted to replace fuel level sender and cleaned out fuel tanks and lines, replaced lift pump and upper filler housing. Test drove and no dtcs came on and no issues driving at this time 3/15/21 [redacted] 107360 @ 23,559 miles, Days Down: 71 days Complaint: 1. customer states vehicle was towing and truck shut off. Towed into the dealer Action: 1. No work performed, no diesel tech available, VEH getting towed to different DLR 5/25/21 [redacted] 103088 @ 23,558 miles, Days Down: 31 days Complaint: 1. customer states vehicle will crank but not start Action: 1. Engine long block replacement, valve cover replacement, high pressure fuel pump replacement 6/22/21 [redacted] 103776 @ 23,817 miles, Days Down: Open Complaint: 1. CUSTOMER STATES CHECK ENGINE LIGHT IS ON - ADVISE Action: 1. Open/Pending

6/24/2021 1:37:47 PM

ARBS-JJ notes 120 days down confirmed with FW repairs being performed. ARBS taking over case.

6/25/2021 4:11:38 PM

ARBS-JJ placed outbound call to C at [redacted]. ARBS left VMX with name and number. ARBS stated that ARBS is new POC. ARBS requested a call back.

6/30/2021 2:46:10 PM

ARBS-JJ placed outbound call to [redacted] NISSAN, LLLP ARBS spoke with SA-[redacted] ARBS inquired about RO 103776 SA stated that fuel pressure release valve. SA stated that C has VEH. SA stated that DLR will have C in for repairs once part has been received. ARBS understood. ARBS thanked SA for time. Call ended mutually.

6/30/2021 2:59:17 PM

ARBS-JJ notes the following summary: In Service Date: 9/30/2019 VEH purchased: [redacted]: TX Days Down: 121*CONFIRMED Last Reported Miles: 23,817 miles Warranty cases: [redacted], [redacted] Campaigns found: None Additional cases found: 43648317 Tech Line Cases found: 43269065 DTS found: None VSC found: None ******* [redacted] ********** 6 repairs for CEL on ---1. REPLACE DIESEL FUEL FILTERS @ 7,243 miles ---2. Replaced coolant reservoir tank for the leaking hose @ 17,271 miles ---3. replaced lift pump and upper filler housing @ 18,197 miles (CP) ---4. Dealer lost diesel certification @ 23,559 miles ---5. Engine long block replacement, valve cover replacement, high pressure fuel pump replacement @ 23,558 miles ---6. Pending fuel pressure release valve @ 23,817 miles 1 repair for tail gate concerns ---1. Replaced Latch @ 15,611 miles

6/30/2021 3:02:58 PM

ARBS-JJ to review case with NNA DRT Management before making decision.

7/6/2021

7/6/2021 10:47:29 AM

ARBS-JJ reviewed case with Planner-[redacted] Case. ARBS to offer repurchase, replacement, settlement.

7/6/2021 11:00:35 AM

ARBS-JJ notes estimated loss: MSRP: $57,165 Est Collateral: $5,716.5 Less est usage: $7,041.41 Auction Value: $36,000 _____ Est Loss: $19,840.09 ARBS notes only 1 2019 Titan XD repurchased in state of TX for FY21. ARBS used amounts listed for vehicle above. ** ARBS-JJ notes MSRP $57,165

7/6/2021 11:01:24 AM

ARBS-JJ to offer R-R-S ARBS to begin settlement amount at $4000.

7/6/2021 11:32:16 AM

ARBS-JJ placed outbound call to C at [redacted]. ARBS informed C that ARBS is new POC. C understood. C stated that C is driving cross country right now but C can talk. C stated that call might drop. C confirmed email of [redacted]. C stated that C's new address is [redacted]. ARBS understood. ARBS informed C that NNA is in a position to offer repurchase, replacement or $4000 settlement. C understood. C stated that C would like letter to review offers. ARBS agreed. ARBS stated that LOI will be sent. C understood. ARBS informed C that first offer is settlement. ARBS stated that settlement option means C keeps VEH, signs release and receives $4000. C understood. ARBS informed C that repurchase is reimbursement of all payment that C has payed on VEH C stated that C payed cash for VEH. ARBS stated that deduction would include usage on VEH. ARBS statd that C would be offered VPP. ARBS notes call dropped.

7/13/2021 2:40:30 PM

ARBS-JJ sent email to C with LOI attached. "Good afternoon Mr. [redacted] Here is the letter outlining how the process is going to go. Please let me know if you have any questions. Thank you. "

7/21/2021 2:15:50 PM

ARBS-JJ received email from C with attachments included "[redacted], See attached. Sending you 6 additional separate emails containing the front, back and sides of the vehicle (4). Also the front and back of the title (2). As I discussed with you there is no lien on the vehicle so I did not complete the form regarding lien holder information. Let me know what else you need."

7/21/2021 2:58:02 PM

ARBS-JJ notes attaching the following documents -- Photos of VEH -- Bill of Sale -- Title

7/23/2021 9:48:30 AM

ARBS-JJ received email from C "[redacted], Let me know where we are at in the process. Let me know if you need anything else. [redacted]"

7/23/2021 1:22:48 PM

ARBS-JJ placed outbound call to C at [redacted]. ARBS left VMX with name and number. ARBS stated that ARBS has received documents sent in. ARBS stated that ARBS would like to discuss VEH photos. ARBS stated that registration is still missing. ARBS requested a call back.

7/23/2021 3:33:20 PM

ARBS-JJ received email from C "Out of town but will go to MVD next Tuesday for current registration. Call back if you wish and we can discuss further details. Left you a voice mail. Enjoy your weekend."

7/23/2021 3:37:40 PM

ARBS-JJ sent email to C "Good afternoon Mr. [redacted], I received the voicemail. Thank you for the follow up email as well. Thank you for the update. I will await the registration. Our phone call can wait until Tuesday. Enjoy your trip and stay safe. Thank you! "

7/28/2021 3:16:43 PM

ARBS-JJ received email from C with registration attached. ARBS attaching registration to case.

7/28/2021 3:17:45 PM

ARBS-JJ notes the following repurchase calculations Repurchase Base Price $56,590.42 Dealer Doc Fees $150.00 Sales Tax $740.03 License Fee $152.50 State and Title Fee $40.00 Dealer Inv Tax $77.05 Total Purchase Price $57,750.00 Less Usage((7,243 miles/ 120,000)*$48,840.42)+((16,574 miles/120,000)*$24,420.21) $6,320.76 Less Rebates $7,750.00 Total Deductions $14,070.76 Refund Amount $43,679.24

7/28/2021 3:33:52 PM

ARBS-JJ sent email to C with repurchase offer attached "Good afternoon Mr. [redacted], Here is the official repurchase offer from Nissan. Thank you. "

7/28/2021 3:50:13 PM

ARBS-JJ placed outbound call to C at [redacted]. ARBS informed C that ARBS has sent over repurchase agreement. C agreed. ARBS stated that C that ARBS has received photos of VEH. ARBS stated that VEH was a bit dirty. C agreed. C stated that C will definitely wash the vehicle before surrender. ARBS agreed. ARBS stated that VEH will need to be brought back to OEM specifications before surrender. C agreed. C stated that C will take off grill guard and other accessories. ARBS agreed. C stated that C is looking at figures and C agrees with offer. ARBS informed C that if C accepts offer, C will need to sign last page and send all pages back to ARBS. C agreed. C stated that C will get on that ASAP. ARBS agreed. ARBS stated that ARBS will await signed agreement. ARBS thanked C for time. Call ended mutually.

7/30/2021 10:55:41 AM

ARBS-JJ received email from C with signed agreement attached. ARBS attaching agreement to case.

8/4/2021 1:29:30 PM

DLR service complaint that DLR is slow in diagnosing VEH.

8/4/2021 1:29:31 PM

DLR service complaint that DLR is slow in diagnosing VEH.

8/4/2021 1:44:42 PM

Consumer affairs voluntary repurchase due to 6 visits and 121 days out of service for check engine light on with 121 cumulative days out of service. CST00389695- Consumer Affairs Voluntary Repurchase [redacted]. CR0529452 - made payable to [redacted] in the amount of $43,679.24 for the remainder of the inclusive refund. CST00389696- VPP

8/4/2021 1:51:56 PM

[redacted] notes submitting check request for repurchase approval.

8/5/2021 1:21:36 PM

[redacted] notes the following: The case is successfully created with [redacted] with Case Number as:530788

8/5/2021 1:26:33 PM

[redacted] sent email to [redacted]Good afternoon Mr. [redacted], I am wanting to inform that the repurchase has passed the approval process. The case will now be forwarded to [redacted] VSPC to begin scheduling the surrender. Please expect a call or email from them sometime next week. If there are any additional questions, please feel free to reach out. Thank you. "

8/10/2021 10:22:24 AM

DRTS forwarding check to [redacted] via FedEx:774486386468 . Check #: [redacted]. Customer: [redacted]. Check Type: Customer. Amount: $43679.24.

8/11/2021 8:53:57 AM

[redacted] notes case has been accepted by [redacted]. ARBS notes checks have been approved and via FedEx Tracking below. ARBS to allow [redacted] to handle surrender process. ARBS closing case.

8/31/2021 2:51:15 PM

[redacted] notes email received from [redacted] "Good Afternoon! The dealership reached out to us today and reported the damage. I spoke with [redacted] regarding the bumper damage and she stated the customer needs to get that repaired. The dealership wants to know what the customer should do regarding the tape on the tailgate. Attached is a photo. Thank You! [redacted] | Disposition Coordinator T [redacted] | F [redacted] [redacted]"

8/31/2021 2:52:05 PM

[redacted] reviewed case with [redacted]-ZC. ARBS to comply with Manager[redacted] not waive damage on VEH.

8/31/2021 2:52:27 PM

[redacted] notes email received from [redacted], I am unhappy with the nit picking over normal wear and tear is described and acceptable in the signed agreement. After months of this headache I am told I now need to replace the front bumper. A certified auto repair shop is telling me the bumper is not even worthy of repainting and is in seller condition. I am declining the repurchase option and requesting you proceed with the cash payment of $4,000.00. I am done with this process which was not as promised to me. I am dissatisfied with Nissan and [redacted]. Please proceed as requested in this email."

8/31/2021 2:52:52 PM

[redacted] received email from [redacted] "Good Afternoon! I spoke with [redacted] today and he informed me that he is now rejecting the offer and has already written to you and Nissan North America regarding this. Would you like to speak with the customer regarding this before we request the dealership to send the documents back including the check which we would then send back to you? Regards, [redacted] | Disposition Coordinator T [redacted] | F [redacted] [redacted]"

8/31/2021 3:14:54 PM

[redacted] placed outbound call to C at [redacted]. ARBS stated that ARBS is aware of situation with surrender. C agreed. C stated that C does not want to argue the details. C stated that C is formally rejecting the repurchase. C stated that C wants to proceed with $4000 compensation offer. ARBS understood. ARBS explained to C that offer is agreement offer and that C would need to sign and notarize offer. C understood. ARBS asked C to confirm mailing address. C stated mailing address: [redacted]. ARBS understood. ARBS stated that ARBS will send agreement to C shortly. C agreed. C stated that C will accept offer and return is ASAP. ARBS understood. ARBS thanked C for time. Call ended mutually.

8/31/2021 3:16:25 PM

[redacted] sent email to [redacted] "Good afternoo[redacted], I spoke with the customer he does not want to proceed with the repurchase. He wants to settle the case with Nissan instead. That being said, may you please begin the process for having the check returned back to Nissan? Thank you so much for your help in the matter. "

8/31/2021 3:27:20 PM

[redacted] sent email to C with settlement agreement attached "Good afternoon Mr. [redacted], Attached is a copy of the agreement that Nissan is offering at this time. Please take all the time needed to review all the information presented. If you choose to accept Nissan?s offer the document will need to be signed and notarized as well. If you have any questions please let me know so we may schedule a call to discuss any concerns. Thank you."

9/1/2021 11:44:58 AM

[redacted] received email from C with signed settlement agreement attached. ARBS attaching signed agreement to case.

9/1/2021 11:48:26 AM

[redacted] reviewed case with [redacted]-[redacted]. ARBS unable to submit settlement check until previous repurchase check has been received by NNA and voided. ARBS to inform C.

9/1/2021 11:51:28 AM

[redacted] sent email to [redacted] [redacted] "Good morning [redacted], Please keep me updated on the status of the check in regards to it being returned to Nissan. Thank you. "

9/1/2021 11:59:45 AM

[redacted] placed outbound call to C at [redacted]. ARBS informed C that ARBS has received signed agreement. C understood. ARBS explained to C that NNA cannot approve settlement check until repurchase check has been received back from [redacted]. C understood. C stated that it has been a long process but that C is ready to get it over with. C thanked ARBS for calling C back with update. ARBS agreed with C. ARBS stated that ARBS will let C know once check has been approved. ARB stated that check will be sent to C via US MAIL. C understood. C thanked ARBS for call. ARBS thanked C for time. Call ended mutually.

9/3/2021 8:29:08 AM

ARBS-JJ received email from [redacted] RC-AS "Good Morning! Currently, I am reaching out to the dealership to get them to send the check back. However the service manager, [redacted] Out of the Office this week. I am currently working with the parts manager, [redacted]. He is going to look into it and reach back out to us. I will keep you updated! Once it is back, I will get sent to NNA ASAP and provide you the tracking number! Thank You! [redacted] | Disposition Coordinator T [redacted] | F [redacted] [redacted]"

9/3/2021 8:31:18 AM

ARBS-JJ sent email to [redacted]-RC - AS "[redacted], Thank you for the update! I will await the FedEx Tracking number. Thank you ! "

9/7/2021 8:54:57 AM

ARBS-JJ received email from [redacted] RC-AS on 9/3/21 "Good Afternoon! We received the check back today along with the other documents. At this time, it is too late to get it mailed out today. We will mail it out on Tuesday, September 9 (hopefully). Again I will get you the tracking number ASAP."

9/7/2021 8:56:00 AM

ARBS-JJ sent email to RC-AS "Good morning [redacted], Thank you for the update. No worries, we have made progress and at least have the check back. Please keep me updated on everything. Thank you. "

9/9/2021 4:14:13 PM

ARBS-JJ received email from [redacted]-AD "[redacted], We received this check back to the CRC today. Please void at this time. [redacted] # Case # CST VIN Check # Payable to: Check Type Check Amt. 530788 43648585 [redacted] [redacted] Customer $ 43,679.24 Thank you,"

9/9/2021 4:15:38 PM

ARBS-JJ notes voiding check 530788 - CR0529452. "Stop Check Payment INFO Your request is being processed with Nissan accounting. Please review SOP 3.4 for further processing. Requested Action Void Reason Customer changed mind"

9/9/2021 4:21:45 PM

Consumer affairs voluntary repurchase due to 6 visits and 121 days out of service for check engine light on with 121 cumulative days out of service. CST00389695- Consumer Affairs Voluntary Settlement CR0531120- made payable to [redacted] in the amount of $4000 for the agreed upon settlement

9/9/2021 4:22:05 PM

ARBS-JJ notes submitting check request for settlement approval.

9/10/2021 8:15:19 AM

ARBS-JJ notes applying action codes to case. ARBS-JJ resubmitting check.

9/10/2021 8:34:11 AM

Consumer affairs voluntary repurchase due to 6 visits and 121 days out of service for check engine light on with 121 cumulative days out of service.

9/10/2021 8:34:12 AM

Consumer affairs voluntary repurchase due to 6 visits and 121 days out of service for check engine light on with 121 cumulative days out of service.

9/10/2021 8:34:29 AM

Consumer affairs voluntary settlement due to 6 visits and 121 days out of service for check engine light on with 121 cumulative days out of service. CST00389695- Consumer Affairs Voluntary Settlement CR0531120- made payable to [redacted] in the amount of $4000 for the agreed upon settlement

9/13/2021 8:25:38 AM

ARBS-JJ sent email to C "Good morning Mr. [redacted], I am wanting to inform that Nissan has received the return check we were waiting on. Subsequently, I have begun processing the check for the settlement for approval. Once the approval process is complete, we will be sending the check via [redacted] mail. Please allow 2-3 business days for check approval and an additional 2-3 weeks for delivery. If you have not received the check after 4 weeks, please reach out so Nissan may investigate. Lastly, if you ever need any additional assistance in the future, please feel free to reach back out to me or dial [redacted]. Thank you."

9/13/2021 8:30:06 AM

ARBS-JJ notes check has been approved. ARBS notes no further assistance is needed at this time. ARBS to allow NNA DRTS to handle check delivery process. ARBS closing case.

9/17/2021 9:58:04 AM

*** [Added after the case is closed.] *** ROC-AP notes: Check related to case has been sent to NNA Accounting to void. Nissan accounting confirmed Stop Payment complete - the original check has been Void/Reversed back into the account. Agent may request a new check at this time if needed.

[redacted]

NAME: [redacted] **:** [redacted]

[redacted]**:** [redacted] **MODEL: A61** YR: **2017**

[redacted]**:** [redacted] **DT:** 12/10/2016

SVC DT: 2/17/2019

OPEN_DT: 5/18/2021

CLOSE_DT: 8/27/2021

MILEAGE: 27,000

TRIM: [redacted]

OPTIONS: B97C03L92Z66

SERVICING DLR [redacted]

DLR [redacted]**:** [redacted]

ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AA	Crankshaft/Camshaft

CAR VERBATIM

5/18/2021

5/18/2021 5:13:33 PM

******** {CHAT SUMMARY} ******** C contacted NNA CA requesting assistance with the VEH crankshaft. C stated that the VEH is still at the DLRSHP and they are yet to follow-up on C. C is upset why the VEH has not been repaired up till now. C stated that now the DLRSHP reached out to C that it will be repaired at the end of the week. C stated that C would like to wait for the DLRSHP to resolve the concern for now. [redacted]-KI created case and closed as per C's request. [redacted]-KI noting chat transcript as 01371981

5/18/2021 5:15:34 PM

Chat Started: Tuesday, May 18, 2021, 16:57:05 (-0500) Chat Origin: MyCurrentNissan Agent [redacted] I (2s) [redacted] I: Hello. Thank you for contacting Nissan Consumer Affairs. How may I assist you today? (35s) Visitor: Hi, I have a problem with a Nissan service center in [redacted] they have had my 2017 Titan for almost 4 months (1m 26s) Visitor: The crankshaft broke in the engine and they haven't begun the repairs yet - I dropped it off the 2nd week of Feb 2021 (2m 3s) Visitor: What should I do? I call every week to get an update but haven't had an update in a week - keep getting voicemail (2m 39s) [redacted] I: I apologize you are experiencing this concern, and would be happy to look into it for you. (2m 56s) [redacted] I: In order to best assist you, can you please provide the following information to me? Full Name, home mailing address, best contact #, email Address, VIN, the Nissan dealer and current mileage of the vehicle? (4m 16s) Visitor: [redacted], [redacted] [redacted] VIN [redacted], [redacted] of [redacted], 27,000 miles (5m 6s) Visitor: [redacted] is the email address (5m 18s) [redacted] I: Thank you (6m 24s) [redacted] I: Do you happen to know the name of the service advisor that you work with? (6m 54s) Visitor: Yes, his name is [redacted] (7m 15s) [redacted]: Thank you (9m 18s) [redacted] I: I have to let you know also that there is an open campaign on the vehicle for the ECM reprogramming. (10m 3s) Visitor: OK, but my engine is completely broken - Ed says they have all the parts but nothing has been done to repair it. (11m 3s) [redacted] I: I have created a case for you, case #43900234. I will transfer your case to a Regional Consumer Affairs Specialist, who will contact you before the close of next business day regarding this concern. The call will be from a 615 #. You will need to disable any spam blockers that you may have on your phone, because it may flag the call as spam. What would be your best contact number? (11m 31s) Visitor: [redacted] thank you (11m 44s) [redacted] I: You are welcome. (11m 46s) [redacted]: Is there any other thing I can be able to assist you with today? (12m 40s) Visitor: I just got a text message from [redacted]... they are telling me that they have authorization to work on it and it will be done by the end of the week... (13m 40s) Visitor: I guess you can let them know I did contact you guys - it was a last resort for me (14m 13s) [redacted]: Alright so would you like me to go forward with the case or close it as per your request? (14m 35s) Visitor: I give them to the end of the week - you can close it for now (15m 1s [redacted] I: Alright i will. Thank you for choosing Nissan and have a good day! (15m 12s) Visitor: You too, thank you (16m 17s) [redacted]: You are welcome. 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. If you would like to do so, please click on the End Chat button on the right hand side. You did chat with [redacted] today. Thank you again for chatting with Nissan

6/7/2021 2:03:39 PM

Taken from Case 44012312: Hi, This is my last resort. I have had a 2017 Titan SV sitting at a Nissan dealership in [redacted] since the second week of February of this year. [redacted], [redacted] The service manager, [redacted]s (not sure of spelling ph: [redacted]) has assured me that work would be completed (or at least started) a few times. As of this date, 6/7, nothing has been done. I was told the engine needs to be completely overhauled - the vehicle has less than 28,000 miles on it. Can you please tell me what I need to do to get my truck fixed? Thank you, [redacted] [redacted] VIN [redacted] PS The truck needs to be smog checked - paid registration but has not been smog checked

6/7/2021 2:06:14 PM

Chat Started: Monday, June 07, 2021, 14:54:57 (-0400) Chat Origin: MyCurrentNissan Agen[redacted] (2s) [redacted]: Hello. Thank you for contacting Nissan Consumer Affairs. How may I assist you today? (45s) Visitor: Hi, I have been trying to get my Nissan Titan SV 2017 fixed at a dealership in [redacted] since Feb of this year - nothing has been done... (1m 14s) Visitor: I sent an email today explaining the situation because your chat was not available (1m 32s) Phillip K: I am very sorry to hear that your Titan has not been repaired. (1m 43s) [redacted]: I can definitely look into that concern for you. I just need to get a bit more information from you first. May I have your name, phone number, email address and mailing address, please? (2m 21s) Visitor: [redacted], [redacted], [redacted], [redacted] (2m 39s) Visitor: Contacting consumer affairs is my last resort (2m 52s) [redacted]: Thank you very much. One moment, please. (4m 49s [redacted]: I am very sorry to hear that you have been having these concerns. I see that you also chatted with [redacted] on 5/18/2021. (5m 19s) Visitor: Yes, while I was chatting, [redacted] contacted me and said they were going to work on the truck (5m 28s) Visitor: But, they have not (6m 19s) [redacted]: I see, he had suggested escalating the case to Regional Consumer Affairs. We can definitely do that at this point. A Regional Consumer Affairs Specialist would be contacting the dealership the following business day and calling you from a 615 area code phone number in order to try and assist you in finding a resolution to your concern. (6m 52s) Visitor: Yes, please escalate - I need my truck back - it has a smog check due (7m 12s) [redacted]: Okay, will do. Please keep #43900234 for your reference. (7m 15s) Visitor: And I'm making payments on it (7m 20s) Visitor: Thank you! (7m 44s) [redacted]: You are very welcome. I do apologize, that sounds like a very frustrating position to be in. (8m 1s) [redacted]: Is there anything else that you would like me to add to the case before I escalate it? (8m 22s) Visitor: Did you find the email I sent? (8m 58s [redacted]: I did, I attached it to the current case. (9m 26s) Visitor: OK, nothing else to add - thank you (9m 55s) [redacted]: You are very welcome. I hope that this is resolved for you as soon as possible. (10m 5s) Visitor: Me too... (10m 29s [redacted]: Take care, good bye for now! (10m 34s) Visitor: Good bye

6/7/2021 2:07:30 PM

*** CASE SUMMARY *** C contacted NNA CA regarding DLR Complaint / DLR has not been able to repair VEH and will not communicate with the C. CRR-PK advised the C that the case would be escalated to RCAS for additional review. Best Contact: [redacted]

6/8/2021 11:29:44 AM

Previous related cases found: 0 Previous unrelated cased found: 0 Open Recalls/Campaigns: PC731 - ECM Reprogram Number of Vehicles Owned: 1 VSC Contracts: 0 Warranty Extensions: 0 Purchased New or Pre-owned: new Current Mileage: 27,000 Beyond Basic Warranty Miles: 0 Beyond Basic Warranty Months: 0 Beyond PT Warranty Miles: 0 Beyond PT Warranty Months: 0 Amount paid (in dollars) to dealer: $66.94 What is your customer seeking? DLR service complaint that DLR has had VEH since Feb with no repairs and will not provide C with updates.

6/8/2021 11:31:26 AM

RCAS-WT able to datanet case successfully.

6/8/2021 11:39:33 AM

RCAS-WT made outbound call to [redacted]. RCAS-WT spoke with [redacted]bower regarding C's repairs and requested update. [redacted]DJ advised DLR was waiting on a final part that has arrived and repairs are underway now. [redacted]DJ stated repairs would hopefully be completed by end of week. [redacted]DJ stated DLR lost their diesel certification and took a little time getting a new certification and tech in place. [redacted]DJ stated C was patient enough to wait for DLR to work through the process. [redacted]DJ stated C has been in a loaner VEH. RCAS-WT thanked [redacted]DJ for the updates. Call ended mutually.

6/8/2021 11:57:11 AM

RCAS-WT made outbound call to C at [redacted]. RCAS-WT VERIFIED C?s name, home & email address, concern, phone. RCAS-WT CHECKED and ADVISED C of open recalls/campaigns and found: PC731 - ECM Reprogram Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found: 0 RCAS-WT ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-WT advised that case has been escalated to RCAS-WT and RCAS-WT will be agent reviewing case. RCAS-WT stated C has an open campaign for ECM reprogram. RCAS-WT stated C can visit any Nissan DLR to assist with campaign. RCAS-WT verified C as seeking assistance with getting VEH repaired after it has been at DLR for a long time with no updates. C stated C calls weekly and DLR always says nothing has been done. C stated DLR advised of the diesel tech certification situation, but nothing has been done since that was resolved. C stated C has tracking in VEH and can see that VEH has not moved at all. RCAS-WT apologized to C. RCAS-WT advised speaking with [redacted]bower who filled RCAS-WT in on the situation that DLR lost diesel certification and it took longer than anticipated to regain certification. RCAS-WT stated [redacted]DJ advised DLR did get certification back and was waiting on a final part to complete C's repair which has arrived and repairs are underway as we speak. RCAS-WT stated [redacted]DJ advised repairs would hopefully be done by the end of the week. RCAS-WT stated RCAS-WT will continue to follow up with the DLR and with C until the VEH is fully repaired. RCAS-WT stated RCAS-WT would follow up with C no later than 3 business days, Friday 6/11. C stated DLR has told C the repairs were going to be completed by end of week before but still has not delivered. C stated DLR offered C an Altima even though C requested a truck loaner, but DLR could not offer a truck. C asked if the repairs are not completed on Friday what are the next steps. C stated C doesn't want to get a lawyer, but C is losing patience with DLR. RCAS-WT apologized and empathized. RCAS-WT stated RCAS-WT is not a trained technician and cannot offer any direct repair recommendations, but will offer the DLR and C any type of resources RCAS-WT has available to keep things moving and get VEH repaired. RCAS-WT stated any type of assistance RCAS-WT can offer is dependent on the situation and if there is some specific assistance C has in mind RCAS-WT would be glad to see if that is an option. RCAS-WT stated if C wishes to pursue a lawyer RCAS-WT can send an email of where C's lawyer can send representation to if C wishes. C stated C is not ready to contact a lawyer yet. RCAS-WT understood and promised to continue to follow up with DLR for updates until C's VEH is repaired. RCAS-WT asked C if C had any further questions. C declined. RCAS-WT offered direct line and case number. C requested it be emailed. RCAS-WT confirmed. RCAS-WT thanked C. Call ended mutually.

6/8/2021 11:57:56 AM

RCAS-WT sent case & contact email to C.

6/11/2021 2:12:21 PM

RCAS-WT made outbound call to [redacted]. RCAS-WT spoke with [redacted]bower regarding C's repairs and requested update. [redacted]DJ stated DLR has run into a few additional issues with repair and should be completed mid next week. [redacted]DJ advised speaking with C this week multiple times and C is aware of current situation. RCAS-WT thanked [redacted]DJ for the updates. Call ended mutually.

6/11/2021 4:46:11 PM

RCAS-WT made outbound call to C at [redacted] & [redacted]. RCAS-WT left VMX stating RCAS-WT was calling in regards to C's open case and provided case number. RCAS-WT advised speaking with SM who advised the repair has been slower than expected and hopes to have it completed early or middle of next week. RCAS-WT stated RCAS-WT would attempt to reach out no later than Wednesday 6/16. RCAS-WT provided direct phone number for C.

6/16/2021 3:45:21 PM

RCAS-EM made outbound call to Anderson Nissan. RCAS-EM asked for SM. [redacted] advised SM took over that case and SM is not available. [redacted]-SL told RCAS-EM to call back in 30 minutes. RCAS-EM asked if repairs are done. [redacted]-SL advised RCAS-EM would need to call back in 30 minutes for an update.

6/16/2021 4:42:34 PM

RCAS-EM made outbound call to Anderson Nissan. RCAS-EM asked for SM. RCAS-EM was directed to VMX. RCAS-EM asked for a call back.

6/16/2021 4:49:20 PM

RCAS-EM made outbound call to C at [redacted]. RCAS-EM ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-EM advised RCAS-EM is assisting RCAS-WT today. RCAS-EM explained DLR has not provided update on repair status. RCAS-EM apologized on delays. RCAS-EM asked if C had any questions. C stated VEH has down for months. C stated C either wants NNA to buy VEH back or C gets a lawyer. RCAS-EM advised RCAS-EM will perform RHR and advocate for C. RCAS-EM asked: Why do you want to return the vehicle to Nissan/INFINITI? C stated VEH has down for months. C stated VEH blew up with less than 20k miles. C stated this is a known concern for NNA. Where is the vehicle currently? Anderson Nissan Are you currently in a rental vehicle? Yes Where was the vehicle purchased? Riverside Nissan Was the vehicle purchased new or used? New Where is the vehicle serviced? Riverside Nissan Has the vehicle been taken to multiple Nissan dealers or INFINITI retailers? If so, document names of dealers/retailers No RCAS-EM thanked C for information. RCAS-EM advised RHR can take 7-10 business days. RCAS-EM set follow up for 6/21. RCAS-EM asked if C had any questions. C stated no. RCAS-EM thanked C for time. Call ended mutually.

6/16/2021 4:50:06 PM

RCAS-EM submitted RHR filter on 6/16.

6/16/2021 4:52:17 PM

RCAS-EM emailed [redacted] on Wed 6/16/2021 4:52 PM asking for RHR VEH info. RCAS-EM Cc'd RCAS-WT in email.

6/17/2021 11:07:42 AM

ARBS-PL-CM notes the following: In-Service Date: 2/17/19 Retail Sale: [redacted] VSCs: none DTS Involvement: none Open Campaigns: ECM REPROGRAM Techline Cases: none Warranty Cases: [redacted] ? engine replacement Previous CA Cases: 44012312 ? email ***** DBS: 2/5/21 ? RO 6089914 ? 27,455 miles ? Days Down: 133 currently Engine making noise/stalled out ? replacing engine per warranty case ***** Total Days Down: 133 currently Case is being submitted for further ARBS review

6/21/2021 1:09:14 PM

RCAS-WT emailed [redacted] 6/21/21. RCAS-WT requested RHR information and update on C's repairs.

6/21/2021 3:35:58 PM

RCAS-WT received email from [redacted] 6/21/2021 1:49 PM CST. [redacted] DJ stated the VEH is still being repaired because the crank shaft broke which has been difficult to repair. [redacted] DJ stated DLR had an issue with technicians and loss of diesel certification which has been the main cause of delay. [redacted] DJ stated C is in a rental VEH and hoping to have repairs completed by end of week. [redacted] DJ provided the following RHR information: How many times has the customer?s vehicle been to the dealer/retailer for repairs? the customers vehicle has never been to our shop before What repairs were performed? the long block is being replaced due to failure of crank shaft Are there currently any OPEN ROs? 1 open ro Is the vehicle currently at the dealership? the vehicle is down located at dealership How many days has the vehicle been kept out of service at your dealer for repairs? the vehicle has been down since February, approved thru powertrain Has a Dealer Technical Specialist (DTS) been involved? dts is aware of vehicle as well as area fom

6/21/2021 5:32:21 PM

RCAS-WT made outbound call to C at [redacted]. RCAS-WT ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-WT thanked C for C's patience. RCAS-WT advised speaking with SM who advised the repair has been slower than expected and hopes to have it completed by end of week. RCAS-WT stated RHR is still being reviewed and RCAS-WT does not have final answer yet. RCAS-WT stated RCAS-WT would follow up with C no later than 3 business days, Thursday 6/24. C asked if this information is being taken into consideration during review. RCAS-WT confirmed everything is being appropriately documented for the review. C asked what is taking so long with the repairs. RCAS-WT stated SM advised the DLR had lost a diesel technician which has severely slowed the DLR down. C asked if it was ever considered to just tow the VEH to [redacted] to another Nissan DLR. RCAS-WT stated if DLR feels that would be necessary RCAS-WT would assist DLR however possible in the process but this would be something the DLR would have to determine. C understood and appreciated the update. RCAS-WT apologized for long delay and C's continued patience. RCAS-WT asked C if C had any further questions. C declined. RCAS-WT offered direct line and case number. RCAS-WT thanked C. Call ended mutually.

6/22/2021 10:14:00 AM

DRTS received the RHR. The RHR was assigned to ARBS-[redacted]n for review.

6/22/2021 3:29:00 PM

ARBS-LL notes the following RHR: 11/22/19 @ 7,315 miles ? RO# 341938? 1 day down Concern: 1. C/s tail gate cap came off, part on passenger se at, check and advise Action: 1. Part on order 11/26/19 @ 7,454 miles ? RO# 343004? 1 day down Concern: 1. C/s tailgate lid cap came off, sop in stock Action: 1. Replaced tailgate lid/cover 2/5/21 @ 27,455 miles ? RO# 6089914? OPEN Concern: 1. Towed in customer states engine starting making noise and vehicle stalled out, acted like it was locked up Action: 1. Open, pending engine replacement per warranty case Total days down: 140 and counting

6/22/2021 3:31:02 PM

ARBS-LL notes the following RHR summary: In-Service Date: 2/17/19 Retail Sale: [redacted] VSCs: none DTS Involvement: none Open Campaigns: ECM REPROGRAM Techline Cases: none Warranty Cases: [redacted] ? engine replacement Previous CA Cases: 44012312 ? email -------- 2 repairs related to tail gate cap came off --1 @ 7,315 miles ? SOP --2 @ 7,454 miles ? Replaced tailgate lid/cover 1 repair related to engine making noise/vehicle stalled/acted like it was locked up --1 @ 27,455 miles ? Engine replacement in progress Total days down: 140 and counting

6/22/2021 3:32:09 PM

ARBS-LL sending case to Morley: Description: Consumer Affairs Voluntary Repurchase due to 1 repair and 140 days out of service for engine making noise/vehicle stalled/acted like it was locked up and 140+ cumulative days out of service for all warranty repairs. REASON: engine making noise/vehicle stalled/acted like it was locked up [redacted] LAW: Yes, [redacted] USAGE: 27,455 miles, (27,455 miles/120,000)*(Base price-rebates) RETENTION GOODWILL: If the customer opts for a replacement, will waive up to 20% of the usage as incentive to retain (if applicable) OPTIONS: If C does not want a repurchase or replacement, NNA is willing to offer $4,500 as a cash settlement in lieu of the buyback ARBS-LL notes please review with ARBS for any additional retention GW

6/22/2021 3:35:03 PM

ARBS-LL notes estimated loss: MSRP: $43,220 Est Collateral: $4,322.00 Less est usage: $9,888.38 Auction Value: $28,166.67 Est Loss: $9,486.95

6/23/2021 9:00:45 AM

Case transferred to RC-CG for handling.

6/23/2021 9:14:17 AM

[redacted]-CG requested factory invoice

6/23/2021 1:46:17 PM

[redacted]-CG made initial contact with [redacted] verified contact information: mailing address, email, and phone. RC explained to C that the concerns with their vehicle have been reviewed and the authorization has been received to offer the customer a repurchase or replacement offer concerning their vehicle based on the state lemon law guidelines. If C chooses to keep the vehicle, the cash settlement is being offered. RC explained the repurchase and how it is calculated: We purchase C?s vehicle. The down payment, plus payments made, less usage, less negative equity, if any determines the calculations. NNA pays off lien. RC also informed Customer, in choosing the repurchase offer, a VPP Code would be provided where another Nissan/Infiniti vehicle can be purchased at an employee discounted rate. RC clarified for the customer that if they chose a replacement vehicle their responsibility would start with what they currently owe, plus usage/depreciation for miles they put on the vehicle (if applicable under state guidelines), plus any extra options that they do not have on their current vehicle. RC stated if the customer chooses a vehicle that is a different model or more than one model year different than their current vehicle they would be charged the difference in the MSRP?s. RC clarified that if original vehicle was purchased used, the original purchase price is used in the upgrade comparison, and the difference between that and the new vehicle's MSRP will be the upgrade charge to [redacted] stated that once the requested documentation has been received, an offer would be assembled and sent. We would then go over the figures to see how C would like to proceed. [redacted]-CG requested that C provide the current registration and copy of driver?s license, Title if held by C, Payoff, Payment history, Sales Contract/Bill of Sale, as well as 6 photos of vehicle (4 ext 2 int).

6/23/2021 1:48:28 PM

[redacted]- CG Noting no aftermarkets - financed with schools first and vehicle is still at dealer in AZ where it broke down - C lives in CA and purchased at Riverside Nissan

6/23/2021 1:49:00 PM

[redacted] sent email summary of options and letter of intent with sample photos

6/28/2021 1:36:34 PM

C - sent dl reg, and payoff screenshot and payment history in excel [redacted] replied thanking him - but need a payoff quote from lender with a good thru date, listing the per diem and need a payment history from the bank not excel spreadsheet, as it is not on letter head or bank official doc

6/29/2021 8:53:19 AM

C-emailed stating that Schools first will be sending the bank docs directly to RC in "7-10 days" [redacted] replied sounds good - thanking him for the update

7/1/2021

7/1/2021 9:53:21 AM

[redacted] received email from ARBS-LL that came from S mgr at [redacted] about their loaner and payment etc. [redacted]cg called [redacted] - went to VM - left a MSG with phone number for a return call to get clarity on loaner and condition of C's veh

7/7/2021 8:36:15 AM

[redacted] received email from C about work stopping on veh - and if they stop work on veh the settlement is no longer an option [redacted] replied that it sounds like a cross in communication - RC was given the impression that C stopped the work - but told C if he wants to keep the veh then he should communicate that to the dealer [redacted] also stated that it sounded like dealer wanted their rental back based on previous conversation

7/7/2021 9:21:34 AM

C - emailed stating he would wait until the buyback figures are in to make a decision and asked to confirm that Schools first numbers are not in [redacted] replied confirming still need payoff quote an complete payment history

7/12/2021 3:36:07 PM

[redacted] received reg from C via email and replied thanking him - will reach out to confirm what else is needed when thorough review of docs [redacted]Cg thanked C for his patience

7/15/2021 11:26:45 AM

[redacted] spoke with C on email and reviewed where we were at with the calculations C-made aware that SM-[redacted] was made aware by NNA that he needs to continue his repairs as per warranty - our porcess in LL is separate [redacted]uggested C reach to [redacted] to confirm so we're all on the same page C-was glad about that and will wait to see what repurchase figures look like before deciding between that and Settlement Call ended well

7/20/2021 1:51:28 PM

[redacted] emailed [redacted] at the dealer to see about obtaining photos, the best he could, under the circumstances and send directly to RC's email

7/20/2021 2:45:35 PM

[redacted] from [redacted] sent photos - also confirmed that there is no current reg in the vehicle [redacted] replied thanking him and asked if veh repairs were complete

7/20/2021 2:47:01 PM

[redacted] sent Repurchase Figures to QC-GM for review CUSTOMER REPURCHASE LETTER: (Retail; short method- CA-LL) Down Payment: $00.00 Payments Made: $15,085.28 Total Amounts Paid: $15,085.28 ---------- Less Usage [(27455-37)/120000*28995]: $6,624.87 Less clear shelf: $995.00 Less AMS Automotive: $995.00 ---------- Total Refund Payable to Mr. [redacted]: $6,470.41 Loan Balance Payable to School?s First: $21,752.33 ---------- Total Repurchase Offer: $28,222.74

7/21/2021 11:16:33 AM

Customer Repurchase offer letter - CA / Retail / New / Short Method. Down Payment: $00.00 Payments Made: $15,085.28 Total Amounts Paid: $15,085.28 Less Usage [(27455-37)/120000*28995]: $6,624.87 Less clear shelf: $995.00 Less AMS Automotive: $995.00 Total Refund Payable to Mr. [redacted]: $6,470.41 Loan Balance Payable to School?s First: $21,752.33 Total Repurchase Offer: $28,222.74 Worksheet notes: Usage: $6,624.87 Formula: (27455-37)/120000*28995 [redacted] 1st Report: 27455 [redacted] at purchase: 37 original payoff 7/22 21,731.89 Per Diem: $2.04 DAYS : 19 Original Accrued: $38.84 extend 10 days 8/1 $20.44

7/21/2021 3:53:14 PM

ARBS-LL notes approved figures below.

7/22/2021 10:59:04 AM

[redacted] called C but went to VM - let C know offer coming via email as well as reiterated in email and VM that repairs are at a stand still with regard to having the possibility of taking the settlement - as it seems [redacted]'s certifications are expired in order to do the repairs - as per [redacted] Senior Fixed Operations [redacted]. [redacted] stated in the meantime we do have the repurchase offer available and emailed to C

7/27/2021 3:16:33 PM

C-emailed RC to see if it was possible for C to obtain the parts necessary to haul the veh back to riverside (as a certified dealer) to finish the repairs [redacted] replied that she would reach out to the dealer to inquire

7/28/2021 3:18:37 PM

C-Emailed RC about possibly taking the repurchase but asked if we could apply 250,000 when calculating the usage formula [redacted] replied that we cannot alter the usage formula and only apply his states usage calculations when determining that amount [redacted]G also stated that we cannot authorize C to transport the veh and parts to another dealer for repairs.

7/30/2021 8:45:08 AM

C-emailed asking C to have [redacted] contact Riverside Nissan, transport his veh with the parts to [redacted] - once C has repaired veh and the settlement [redacted] can come pick up the altima they loaned him [redacted]-CG replied that a phone call might best clear this up but RC wanted to reply to C's email (as it is very early in CA) [redacted]-CG explained that NNA does not have the authoirty to "tell" [redacted] - an individual and privately owned business what to do [redacted]-CG further explained that they will not "come and pick up" his loaner RC-CG also stated taht no one in this scenario is liable to or willing ot pay the additional costs of towing C's veh to a dealer in [redacted] or have the loaner towed back to AZ RC-CG advised C to consider the repurchase offer of over 28 thousand dollars to have NNA buy back the veh - C brings the loaner back to [redacted] the time of surrender appt they get their veh - C gets refund and everyone wins. [redacted]-CG awaiting C's reply

8/3/2021 1:50:43 PM

[redacted]-CG sent email to C stating that case is very important to RC RC-CG stated - have been experiencing technical difficulties with our remote systems. [redacted]- stated office was closed yesterday and we are running with limited capabilities today. Our phones are affected as well, with limited capabilities to complete certain processes. [redacted]stated - In the meantime, have email capabilities - hopeful will up and running in no time at all. [redacted]-CG stated Thanking C for C's understanding. - hope to have an update soon.

8/6/2021 8:37:59 AM

[redacted]-CG sent email to thank C for C's patience during this time. [redacted]-CG stated still running with about 50% remote capabilities - phones are still down. [redacted]-CG mentioned IT is hopeful of a resolution very soon - will be back up to full capacity in no time. [redacted]-CG thanked C for C's understanding - it's a minor set-back but good report should be coming very soon. [redacted]-CG stated if any questions please respond via email [redacted]-CG stated with regard to the offer-we need to know how C intends to move forward - with special set of circumstances

8/12/2021 8:41:48 AM

[redacted]-CG emailed C that NNA will need an answer about moving forward with repurchase offer or will close case pending documentation

8/12/2021 2:07:21 PM

C-emailed RC that he wants to keep his vehicle and is working out the repairs [redacted]-CG emailed back that she will begin writing up the settlement offer

8/18/2021 12:35:54 PM

[redacted]-CG sent Settlement Offer to QC-GM for approval

8/18/2021 1:10:21 PM

Received Customer Settlement offer letter - Ok 1 owner per CA reg: [redacted] $4.5k per ARBS original instructions Vehicle: 2017 Nissan TITAN XD, VIN: [redacted]

8/19/2021 10:24:52 AM

[redacted]-CG emailed settlement offer to C with instructions to notarize sign and return - if any questions call or email

8/20/2021 3:33:44 PM

[redacted]-CG received signed offer via fax RC-CG emailed C confirmation of receipt of it RC-CG explained C can expect the check to be processed and mailed out next week

8/23/2021 8:09:26 AM

DLR service complaint that DLR has had VEH since Feb with no repairs and will not provide C with updates.

8/23/2021 8:12:38 AM

[redacted]-CG noting when requesting Settlement check [redacted] CR0530218 Customer Check : $4,500.00

8/26/2021 3:52:52 PM

[redacted]-CG noting - waiting on check note from NNA to close case

[redacted]

NAME: [redacted]
CITY: [redacted]
STATE: [redacted]

OPEN_DT: 7/12/2021
CLOSE_DT: 8/9/2021

VIN: [redacted]
MODEL: A61 YR: 2016
MFG DT: 1/14/2016
SVC DT: 2/19/2016
MILEAGE: 94,750

TRIM: PRO4X
OPTIONS: C03K03K04K11L11S01X0
SERVICING DLR GARBER NISSAN INC
DLR STATE: [redacted]
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Engine Assembly

CAR VERBATIM

7/12/2021

7/12/2021 10:43:36 AM

VSCS-EM received inbound call from C VSCS-EM VERIFIED Account Info including: C's name, home & email address, best contact# VIN# VSCS-EM CHECKED for open recalls/campaigns and found: 0 VSCS-EM CHECKED for previous UNRELATED Case(s) and found: 0 VSCS-EM CHECKED for previous RELATED Case(s) and found: 0 _____ C stated purchased Nissan Titan 2016 2 years from Antwerpen Nissan. C stated the managers said they will replace the tubes. C stated C called DLR today and DLR told C cannot be covered under warranty. C stated C went on camping trip to upstate [redacted]. C stated VEH is still in [redacted] at a shop named Goodyear camper tire and something in [redacted]. C stated C noticed a noise coming from VEH while on vacation. C stated C took VEH to shop and could not figure it out. C stated C took to another shop specializing in diesel. C stated the VEH started to make a worse noise. C stated the VEH started acting up terribly and shut down. C stated some people helped C tow truck to shop. C stated nice people in [redacted]. C stated it appears the engine has failed. C stated C was just OOW when this happened. C stated C spent another $2000 to get home. C stated is looking for some help from Nissan with repairs. C stated C is still making payments and would like would like to find a solution. C stated VEH will need to be towed 200 miles to a Nissan DLR. C stated C would like to know how C is get a new engine and would like some help. C stated C would like some assistance/ guidance from Nissan with repair and obtaining a new engine. C stated C thought C was buying a good VEH with a good engine. C stated C had to buy another VEH, and old one just to get home as C has C?s dog with family and could not fly. C stated C is not sure what to do and would like to speak to Nissan about next steps. VSCS-EM apologized to C for VEH concern and advised C that typically C would need VEH at a certified Nissan DLR for further review. VSCS-EM advised C due to situation outlined by C VSCS will forward case to RCAS for review. VSCS-EM advised RCAS may require C to facilitate a tow of C's VEH to a Nissan DLR in [redacted]. C understood & advised C would just like to know if there is any hope for C as C's VEH is still in [redacted] and if Nissan can assist in anyway. VSCS-EM offered further assistance. C declined. Call ended mutually. BC# [redacted]

7/12/2021 10:44:12 AM

*Edit VSCS-EM did advise C of open campaign- ECM reprogramming. C advised C was aware of it.

7/13/2021 8:35:17 AM

RCAS-Bk made outbound call to DLR at [redacted]. RCAS-Bk spoke with SA- [redacted] (SM unavailable) who advised that the C called the DLR yesterday 7/12 and stated that the engine failed. SA-MH advised that the C was told that the VEH was OOW and the C was not pleased. RCAS-Bk understood. call ended mutually.

7/13/2021 9:09:11 AM

RCAS-BK made outbound call to C at [redacted] RCAS-BK VERIFIED C?s name, home & email address, concern, phone. Previous UNRELATED Case(s) Found:0 Previous RELATED Case(s) Found:0 RCAS-BK ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-BK advised that RCAS is the regional specialist and will be providing C with any available information regarding case. RCAS-BK confirmed that C has concerns with the VEH engine and is at an IRF. C confirmed., C stated that C was in [redacted] and the engine started making noises. C stated that C went to an IRF because there is not a Nissan DLR. C stated that the IRF did not know much about diesel. C stated that the IRF recommended another IRF. C stated that on the way to the other IRF the VEH stated acting worse and shut off completely. C stated that when driving the boost was showing almost 30 PSI and making noise. C stated that C could hear noise. C stated that engine shut off and C could not restart the VEH. C stated that the VEH was towed to the diesel IRF. C stated that the IRF looked at VEH and said that there is smell coming from tube area. C stated that the IRF is not able to look at the VEH until next week. C stated that the VEH was fine on the way to [redacted] and did not show any signs of concerns. C stated that there is a lot of cases online about the diesel concerns. C stated that C did not know C would have concerns with the VEH. C stated that the engine is just not a good engine. C stated that C got a diesel because C pulls a camper. C stated that C opened the case because the Nissan DLR made repairs to the VEH recently. C stated that the SLS department told C when C purchased the VEH that the tube in the engine needed to be replaced. C stated that C thought there would be more warranty on the VEH. C stated that C was hoping that NNA can help C with repairs. C stated that the tow to the Nissan DLR is 200 miles. RCAS-BK advised that the VEH would need to be taken to the nearest Nissan DLR for further inspection before case can be reviewed further. C stated that C will wait to find out what the concerns are before towing to a Nissan DLR. RCAS-Bk understood. RCAS-Bk advised that any repairs that are basic warranty RCAS would not be able to assist however if the concerns are PT NNA will be able to review however the VEH would need to be taken to the Nissan DLR. C stated that C is hoping that the engine does not need to be replaced. C stated that if C needs a new engine C would like a re-maned engine rather than a new engine. C stated that C does not use the VEH very much. C stated that C replaced other parts on the VEH not long ago. C stated that C takes care of the VEH. C stated that C was stranded when the Veh stopped. C stated that there was nothing around C when the VEH stopped. C asked if there is an email that RCAS can send and tell RCAS what repairs are needed. RCAS-Bk reiterated that the VEH would have to be diag at the DLR before case can be reviewed further. C understood. RCAS-Bk advised that an email has been sent containing case and contact information. RCAS-Bk advised that if C decides to have the VEH towed to a Nissan DLR C can contact RCAS to have case reviewed further and asked if there were any further questions. C declined and thanked RCAS. RCAS-BK thanked C for Cs time. Call ended mutually.

7/13/2021 9:11:22 AM

[redacted]-BK is closing case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted Nissan requesting OOW assistance with engine concerns and VEH is at an IRF. [redacted] Bk reviewed case with SA- [redacted] who stated that C called the DLR to check warranty and the VEH is OOW. [redacted] Bk notes that the VEH is at an IRF and has not been taken to a Nissan DLR at this time. *** STATEMENT OF DECISION *** [redacted] Bk advised that the VEH is OOW and if there are concerns the VEH would need to be taken to a Nissan DLR before case can be reviewed further. C stated that C is going to wait until the IRF says what repairs are needed and then decide if C wants to pay to have the VEH towed, C thanked [redacted]S for calling.

7/20/2021 3:47:59 PM

CRR-ZG VERIFIED account Info including: C's name, home & email address, phone# & best contact# CRR-ZG VERIFIED VEH Info Including: VIN#, Current Mileage CRR-ZG CHECKED for open recalls/campaigns and found: 1:ECM reprogram CRR-ZG CHECKED for previous UNRELATED Case(s) and found: 0 CRR-ZG CHECKED previous RELATED Case(s) and found: 0 CRR-ZG NOTED concern is: C called in to ask for what [redacted], and wanted to follow up on case CRR-ZG received inbound call from C: ([redacted]) C stated C wanted to know if C can get help with the NNA book an appointment with DLRSHP to see if the issues can be resolved with the VEH. C did not know how to proceed. CRR-ZG apologized for C?s concern and stated was happy to assist. CRR-ZG asked C to be on hold while CRR-ZG checks on C's case. CRR-ZG stated C?s case was been closed by [redacted] as C is pending diagnosis for the VEH. CRR-ZG transferred call to DLRSHP at Priority Nissan in [redacted] to see if C can get help for the tow and get the issues fixed for VEH with [redacted]. C acknowledged. CRR-ZG added notes and verified case number# 44231782 C stated if C has further issues C will call NNA back. C thanked CRR-ZG for resolving the issue. CRR-ZG asked if C required any further assistance. C declined. Call ended mutually. Best Contact number# [redacted]

7/20/2021 3:49:04 PM

**********CASE SUMMARY********** C stated C needed help with getting VEH fixed and wanted NNA to help get an appointment where the VEH can be fixed. CRR-ZG allowed C to talk to [redacted] from Priority Nissan At [redacted]. CRR-ZG closing case, pending diagnostics

7/27/2021 2:50:40 PM

CRR-AD VERIFIED> Account information including: C's name, home & email Phone number & best contact number CRR-AD VERIFIED VEH Information including: VIN#, Current Mileage, N/A CRR-AD CHECKED for open recalls/campaigns and found: 1 PC731 ECM reprogram CRR-AD CHECKED for previous UNRELATED Case(s) and found: 0 CRR-AD CHECKED previous RELATED Case(s) and found: 0 CRR-AD NOTED concern is: Follow up case#44231782. 61CRR-AD received inbound call from C: [redacted] C provided case#. C stated SM [redacted] from Garber Nissan advised as VEH was troubleshot spun bearing was broken. C stated only remedy is to replace engine which cost $1600. C stated warranty has expired but with low miles. CRR-AD apologized for the concern and agreed to look into this for C. CRR-AD checked and advised C of open campaign C was aware of and referred C to DLR for covered repair. CRR-AD confirmed with C PT expired in 2/2021. CRR-AD informed C case will be sent to Regional Consumer Affairs Specialist for review, and reach out to C tomorrow 7/28/2021 by [redacted]. CRR-AD informed C has same case#. C acknowledged and thanked CRR-AD for assistance. CRR-AD asked if there was anything else to assist with at this time. C declined. CRR-AD gave agent name and thanked C for calling NNA. C understood and thanked CRR-AD for assistance. Call ended mutually. Best contact # [redacted].

7/27/2021 2:51:27 PM

****** [CASE SUMMARY] ****** C called for case follow up. CRR-AD sending case to [redacted] for OOW assistance for engine repair.

7/28/2021 12:47:36 PM

[redacted] Bk made outbound call to DLR at [redacted]. [redacted]-Bk spoke with SM- [redacted] who advised that the engine needs to be replaced and repair would be warrantable however the VEH is 5 months OOW. Parts 12772.04 Labor 3370.77 [redacted]-Bk understood. Call ended mutually.

7/28/2021 12:50:36 PM

Previous related cases found: 0 Previous unrelated cases found: 0 Open campaigns/recalls: 0 VSC contacts: 0 Warranty Extensions: 0 Purchased new or pre-owned: pre-owned Current Mileage: 94750 Miles beyond basic warranty: 58750 Months beyond basic warranty: 29 Miles beyond powertrain warranty: 0 Months beyond powertrain warranty: 5 Amount paid to DLR: Est. Service History $16009.85 What is C seeking?: C seeking OOW assistance with engine replacement.

7/28/2021 1:04:36 PM

[redacted] Bk made outbound call to C at [redacted] [redacted] Bk advised that this call may be recorded for quality and training purposes. [redacted]-Bk advised that [redacted] received message that C is now at Garber Nissan and needs an engine. C agreed. [redacted] Bk apologized for engine concerns and advised that information is being gathered from the DLR for further review as the VEH is OOW. C stated that C purchased VEH from Nissan DLR. [redacted]-Bk understood and reiterated that case will be reviewed and will contact C on Monday 8/2/21. C stated that C takes care of the VEH. C stated that C always goes to Nissan DLR. C stated that the VEH is clean. C stated that C did not drive the VEH much because of covid. [redacted] Bk understood and advised that all information will be reviewed and follow up on Monday 8/2/21 and asked if there were any questions. C declined and thanked [redacted]. [redacted]-Bk thanked C for Cs time. Call ended mutually.

7/28/2021 9:01:59 PM

FOM Goodwill Request feedback from SF1 **Goodwill Request was denied by CA Field Staff [redacted]** Action: Denied Approval Options: Approver Detail: Given age, mileage and service history, Nissan declines assistance at this point in time. Last Action By: [redacted] Last Action: 2021-07-28 21:01:58 CA Agent Name/Phone extension[redacted] / CA Case number: 44231782

8/2/2021 11:54:06 AM

[redacted] SM apologized again for NNA decision not being what the C hoped for. [redacted] SM advised NNA has a review process to determine if FA can be provided but no guarantees. [redacted] SM advised the case is reviewed thoroughly & case by case4 situations. [redacted] SM advised once a VEH is OOW, no guarantees for assistance. C asked why. [redacted] SM repeated goodwill review process. C stated the NNA did not push comments very well & this is NNA fault not the C. C stated C has $30k loan still. C asked what C need to do. C stated this does not make sense. C stated C purchase the VEH for NIS DLR with 65k miles. C stated C has maintained the VEH at NIS DLR. C asked for supervisor. [redacted] SM advised C [redacted] SM understands the C's frustrations with outcome & NNA decision. [redacted] SM advised at this time the case has been reviewed & NNA is not in the position to offer FA. [redacted] SM advised C [redacted] SM has documented the C's dissatisfaction with decision. [redacted] [redacted] offered contact INFO to take down. C stated C can take [redacted] SM contact info. C asked for supervisor to review for goodwill. [redacted] SM advised C [redacted] SM has been appointed by NNA to review the case & make decisions. [redacted] SM apologized on behalf of the outcome. [redacted] SM advised the case has been reviewed & decision has been made. RACS-SM advised C [redacted]-[redacted] hands are tied & NNA is not in the position to offer FA once VEH is no longer covered under factory warranties. [redacted] SM asked if C has any questions. C asked for another way to get assistance. C asked for NNA to take care of the parts. [redacted] SM advised the case has been reviewed for repairs & parts & unable to assist at this time. C continued expressing complaints. C stated C will write on the website that NNA does not stand behind products. C stated C don't understand the decision. C stated all services have been completed at NNA decision. [redacted] [redacted] advised that is the right of the consumer. [redacted] SM advised the C's complaints have been documented. C stated C will never purchase NIS ever again. [redacted] SM confirmed the C has case number. C stated this is useless & the case is closed. [redacted] SM apologized again & thanked the C for time. C stated C is writing for the NHTSA due to failed engine on highway & will write to BBB. [redacted] SM advised that is the right of the consumer. [redacted] SM stated the case has been documented. [redacted] SM thanked the C for time. C disconnected the call.

8/2/2021 11:54:07 AM

RCAS-SM made outbound call to C at [redacted]. RCAS-[redacted] asked if now is a good time to talk. RCAS-SM ADVISED, ?This call may be recorded for quality & training purposes.? RCAS-SM introduced self & established credentials. RCAS-SM advised the C has been escalated to RCAS-SM for further review & be the POC moving forward & making decisions pertaining to the case. RCAS-SM advised that NNA has reviewed for OOW FA with engine repairs. RCAS-SM advised NNA also reviewed the service history of C's VEH to see C has had any previous repairs on this component. RCAS-SM advised that NNA reviewed to see if there are any related campaigns or recalls as well. RCAS-SM advised that after review, NNA is not going to be in a position to assist with the repair. RCAS-SM advised that RCAS-SM sees that this component would be covered under C's basic warranty, at this time C is OOW by 5 months. C asked why because this is a known issue. C asked how NNA does not stand behind the product. C stated the VEH has 96k miles. C stated C has found comments on the website advising known issues, RCAS-[redacted] apologized for the outcome & decision the C was not hoping for. RCAS-SM advised C RCAS-SM can begin a review process to determine if NNA is in the position to offer any assistance with the VEH repairs. RCAS-SM advised no guarantees any assistance will be provided. C asked for the case to be reviewed for goodwill. RCAS-SM advised the case has been reviewed. C requested review again & provided most updated mileage & advised the VEH has 5 year warranty. C referenced comments on website for engine warranty. C stated this is a part of the problem. C stated this is alternative part numbers. C stated this was reported on Feb 19 & today is 8/2. C stated C understands the dates but reported concerns were mentioned 7/17. C stated this is 5 months. C stated the board reviewed for early failure. C stated the repair would have been needed before now but due to [redacted] & driving less frequently. C stated the decision makes sense but the warranty is 5 years & under 100k miles. C stated C could have purchased Toyota but chose NIS for perks. C stated C purchased the VEH due to camping trip. C continued expressing dissatisfaction.

8/2/2021 11:55:50 AM

RCAS-SM is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with OOW assistance with engine concerns and the VEH is 200 miles away at an IRF. [redacted]-provided repair information. [redacted] declined assistance. ***STATEMENT OF DECISION*** RCAS-SM advised C the Case has thoroughly reviewed and Nissan is not in the position to offer assistance at this time. RCAS-SM noting C was displeased with outcome.

8/3/2021 11:22:58 AM

[redacted]-ZG VERIFIED account Info including: C's name, home & email address, phone# & best contact# [redacted]-ZG VERIFIED VEH Info Including: VIN#, Current Mileage [redacted] CHECKED for open recalls/campaigns and found: 1:ECM reprogram [redacted] CHECKED for previous UNRELATED Case(s) and found: 0 [redacted]-ZG CHECKED previous RELATED Case(s) and found: 0 [redacted] NOTED concern is: C called in to ask for OOW for engine . [redacted]-ZG received inbound call from C: ([redacted]) C stated that Diesel [redacted] Engine: Nissan Titan XD ,engine inside the Nissan truck willing to help you out but Nissan made them sign the contract that Nissan wont help with technical concern. C stated that NNA is making a big fraud out of this engine. C stated C wanted NNA to help as it is going to cost C 20,000 and C is not willing to pay that price. C stated that this is same where Nissan is involved in issue like Volkswagen but because Nissan makes these engines in thousands instead of millions so they are getting away and will go to jail. C stated NNA should help with engine overall as oil changes are done regularly and fuse is changed as well. C stated at this point C would like to request Supervisor. C stated [redacted] can not dial in the horsepower as engine would not work. [redacted]-ZG apologized for the concern and stated was happy to assist. [redacted]-ZG stated C?s case is been transferred to supervisor who will call C back within 1 business day: 2021-08-04. [redacted]G reiterated decision by RCAS Agent and that Nissan is not in a position to help with OOW assistance with engine. [redacted] asked if C required any further assistance. C acknowledged and denied of additional help. [redacted]-ZG added notes and verified case number# 44231782. C stated if C has further issues C will call NNA back. C thanked [redacted]-ZG for resolving the issue. [redacted]-ZG asked if C required any further assistance. C declined. Call ended mutually. Best Contact number# # [redacted].

8/3/2021 11:23:32 AM

[redacted]********CASE SUMMARY********** C stated C needed help with supervisor callback. [redacted]-ZG sent case to supervisor for callback to be completed for OOW engine concern to be contacted within 1 business day-2021-08-04.

8/3/2021 11:33:11 AM

NIS2121706 . DRTS-BS received CCF from BBB

8/3/2021 12:07:00 PM

DRTS-KD sent email to SM and WA at [redacted] requesting ROs

8/3/2021 4:08:07 PM

ARBS placed an outbound call to C at [redacted]. NMAC stated on account #0010247813755001 pay off balance is $24,218.32 good through to August 13, 2021

8/3/2021 4:12:29 PM

ARBS is noting disregard previous notes to not pertain to case.

8/3/2021 4:20:19 PM

ARBS placed an outbound call to C at [redacted]. ARBS advised C that ARBS received C case from the BBB. ARBS advised C that ARBS will be C point of contact on C case. C stated C veh is down at the dlr. C stated C veh needs a new engine. C stated C veh is oow by 5 months. C stated C is seeking assistance from NNA on the repairs. ARBS advised C that ARBS will further review C case & follow back up with C once ARBS has additional info on C case. C understood. C thanked ARBS. ARBS thanked C. Call ended mutually.

8/5/2021 9:44:00 AM

[redacted]-SA OPENED Account Info including: C's name, home & email address, phone# & best contact# [redacted]-SA VERIFIED Veh Info including: Make and model, and vin# [redacted]-SA CHECKED and ADVISED for open recalls/campaigns and found: 1 [redacted]-SA CHECKED for previous UNRELATED Case(s) and found:0 [redacted]-SA CHECKED previous RELATED Case(s) and found:1 [redacted]-SA ASKED C for the best contact number: [redacted] C is [redacted] C noted concern is: No one followed up C states they talked to an agent two days ago and was told they would follow up but no one did C states they are worried about their VEH and need information C presented Case number [redacted]-SA apologized for any inconvenience this may have caused for C [redacted]-SA searched up provided Case # which turned out to be invalid [redacted]-SA found case via verifcation [redacted]-SA advised C that the follow up date from VCS is the 6th of august which is tomorrow C was estatic C said asked for the proper case number [redacted]-SA happily obliged and gave case # [redacted]-SA asked C if anymore assistance was needed

8/5/2021 9:45:12 AM

****** [CASE SUMMARY] ****** C called for FOLLOW UP INQUIRY [redacted]-SA advised C that follow up date is August 6 2021

8/6/2021 3:58:03 PM

DU VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number. DU VERIFIED VEH Information including: N/A DU CHECKED for open recalls/campaigns and found: 1 DU CHECKED for previous UNRELATED Case(s) and found: 0 DU CHECKED previous RELATED Case(s) and found: 0 DU NOTED concern is: CASE UPDATE. DU received inbound call from C: C had Case # and provided it to . C stated C was due for call back today and has not received one. DU thanked C for Case #. DU advised C that Case FUD is set for today. DU advised C that RCAS callbacks usually start EOD, which for tends to be between 5pm and 9pm EST. DU asked C if there was anything else DU could assist with. C declined and appreciated the assistance. Call ended mutually. Best Contact #:

8/6/2021 3:58:53 PM

CASE SUMMARY C called in and requested FUD. DU provided FUD set for today letting C know that C is still on queue for call back.

8/6/2021 5:35:13 PM

< VERIFIED> Account information including: C's name, home & e-mail address, phone number & best contact number VERIFIED VEH Information including: CHECKED for open recalls/campaigns and found: 0 CHECKED for previous UNRELATED Case(s) and found: 0 CHECKED previous RELATED Case(s) and found: 0 NOTED concern is: RCAS follow up received inbound call from C. C stated C called before and has a case with RCAS and provided Case number. understood and inquired how may assist. C stated C is looking to speak with the assigned agent to the case. understood and advised C?s concern would be documented and the follow up call for this case would be made before the EOD. C understood. asked C if there was anything else could assist with. C declined. noting C?s best contact number is Call ended mutually.

8/6/2021 5:35:42 PM

Case Summary C called for case update. updating case notes.

8/9/2021 9:28:08 AM

SMS-LP documenting C's social media activity via Facebook: ******* C: Nissan is . My Titan XD diesel has spun Crankshaft bearing and potential broken bearing. The Nissan will not cover the repair even truck has 94 K and it s 2016. I called and they called me back that they would take care but Nissan bought right on service these engine. DONT BUY THEIR CARS they are scam, as they overboosted that engine that lead to spun bearing and broken Crankshaft as engine has not balance well for that kind weight and power. told them thus but they ignored it . NOW I have almost 20k I repair. C: F Nissan C: Nissan is . My Titan XD diesel has spun Crankshaft bearing and potential broken bearing. The Nissan will not cover the repair even truck has 94 K and it s 2016. I called and they called me back that they would take care but Nissan bought right on service these engine. DONT BUY THEIR CARS they are scam, as they overboosted that engine that lead to spun bearing and broken Crankshaft as engine has not balance well for that kind weight and power. told them thus but they ignored it . NOW I have almost 20k I repair. C: Pay my bill you are dishonest people. C: Your CS is thinking I'm so freaking as they told me at about 5 pm on Friday that some one will call me as CS can't go home before to call all schedule calls. The region manager Sarah is unprofessional as she should be call me . You are all sucked really bad. I will take as my agenda to spread a word about your bad product to make sure you are lose all US market forever. SMS-LP: Hi , I regret to hear of your frustrations. If you've already spoken with a Specialist in our Consumer Affairs department, please provide your case number. This will allow me to look further into your experience. Thank you, *******

8/9/2021 9:59:52 AM

SMS-LP documenting C's social media activity via Facebook: ******* C: It's 44231782 C: I called 2 times on Friday asking when is the CS called me with any decision and CS affairs told it will on Friday after 5 pm and she said they can't go home until all schedule calls been made . What? After 6 pm when you are closing at 5 pm . I don't like someone tells me lies . If you don't want to fix problem just say after second review it will not be covered under the warranty. And call delearship as well because manager at Garber Nissan said Nissan never called her . Thank you SMS-LP: , I appreciate you reaching out to us. Based on the information you provided, I have located your open case 44231782 with our Consumer Affairs team. I see that your Specialist is working diligently on your case and you will be receiving a follow-up call from your Specialist soon. I?ve made sure to update your case with our conversation and I have escalated this internally. If you need to speak with someone sooner, please call 1-800-NISSAN-1, Monday through Friday from 7 a.m. to 10 p.m. CT or on Saturday from 7 a.m. to 5 p.m. CT, and be sure to reference your VIN and case number. Kind regards, *******

8/9/2021 11:06:24 AM

ARBS is noting RCAS reviewing the following GW with FOM- : **FOM Goodwill Request feedback from SF1** **Goodwill Request was denied by CA Field Staff ** Action: Denied Approval Options: Approver Detail: Given age, mileage and service history, Nissan declines assistance at this point in time. Last Action By: Action: 2021-07-28 21:01:58 CA Agent Name/Phone extension / CA Case number: 44231782

8/9/2021 11:15:47 AM

ARBS is noting C is the 3rd owner of vehicle & as 94,750 miles. ARBS is noting no further assistance at this time due to veh being oow.

8/9/2021 11:22:13 AM

ARBS spoke with SA- at GARBER NISSAN: SA stated that C veh needs a new long block engine at 94,751 miles. SA stated the total of the repair is about $17,000. SA stated that C veh is still at the dlr. ARBS advised SA that due to C veh is oow & the 3rd owner of the veh NNA is not in the position to assist with repairs.

8/9/2021 11:34:33 AM

ARBS placed an outbound call to C at . ARBS advised C does C have time to discuss C case? C stated yes. ARBS advised C that ARBS has reviewed C case at this time. ARBS advised C that based upon the review & C veh being oow NNA is not in the position to further assist with a engine repair. C understood. C thanked ARBS for reviewing case. ARBS advised C did C have any further questions. C declined. ARBS thanked C. Call ended mutually.

8/9/2021 12:26:52 PM

C seeking OOW assistance with engine concerns and the VEH is 200 miles away at an IRF.

8/9/2021 12:26:53 PM

C seeking OOW assistance with engine concerns and the VEH is 200 miles away at an IRF.

8/9/2021 12:29:12 PM

ARBS-JA is closing Case . ***CASE SUMMARY*** BBB Autoline CCF received for OOW FA with engine repair. ARBS-JA notes case has been thoroughly reviewed and Nissan is not in the position to offer assistance at this time due to C's vehicle being outside of warranty parameters.

8/12/2021 4:16:34 PM

*** [Added after the case is closed.] *** NIS2121706. ROC rec'd IFA from BBB on 8/12/2021, dated same. BBB advised that C exceeds the mileage requirement.

8/13/2021 10:30:52 AM

*** [Added after the case is closed.] *** [redacted] VERIFIED Account information including: C's name, home & e-mail address, Best contact# [redacted] VERIFIED VEH Information including: N/A. [redacted] CHECKED for and INFORMED C of the following open campaigns and found: 0. [redacted] CHECKED for previous UNRELATED Case(s) and found: 0. [redacted] CHECKED for previous RELATED Case(s) and found: 0. [redacted] NOTED C's concern is: Case Follow Up. [redacted] received inbound call from C: [redacted] [redacted] Noted Best Contact#: [redacted] C stated C has a case filed, was doing a follow up and provided case# 44231782. [redacted] advised C of the closed case that was already in the hands of ARBS and ARBS had reviewed the case and provided STATEMENT OF DECISION. C stated C wondered why C's case was denied when other cases C had seen, assistance was offered but C was denied assistance. C stated a long and lengthy frustration about why C was unhappy and how NNA is such a big corporation but does not stand behind its products or customers. C stated NNA will lose a lot of customers because of issues like C's and this will not want C to ever buy a Nissan product or VEH again. [redacted] advised C that every concern by a customer is reviewed on a case by case basis and CA does not make the solutions or decisions. C stated C is very disappointed and cannot believe that NNA would not help C out with C's concern. [redacted] referred C to Case# and Agent Name in the event C had any further issues or concerns that needed to be addressed. C thanked [redacted]. [redacted] asked C if there was anything else [redacted] could assist with. C declined. Call ended mutually.

8/13/2021 10:32:14 AM

*** [Added after the case is closed.] *** ****** CASE SUMMARY ****** [redacted] received inbound call from C. [redacted] NOTED C's concern is: Case Follow Up. [redacted] leaving case closed as case was already handled by ARBS.

Wednesday, March 6, 2024

CONSUMER ASSISTANCE REQUEST

[redacted]

NAME: [redacted]
CITY: [redacted]
STATE: [redacted]

OPEN_DT: 8/5/2021
CLOSE_DT: 11/2/2021

VIN: [redacted]
MODEL: A61 YR: 2017
MFG DT: 4/12/2017
SVC DT: 5/5/2017
MILEAGE: 47,839

TRIM: PLATINUM 4X4
OPTIONS: B11B92C03L12M11N11T
SERVICING [redacted] OF [redacted]
STATE: [redacted]
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Engine Assembly

CAR VERBATIM

8/5/2021

8/5/2021 6:04:09 PM

CRR-RB<VERIFIED> Account Info including: C's name, home & email address, phone# & best contact# CRR-RB VERIFIED VEH Info including: VIN#, Current Mileage CRR-RB CHECKED for open recalls/campaigns and found: 0 CRR-RB CHECKED for previous UNRELATED Case(s) and found: 0 CRR-RB CHECKED previous RELATED Case(s) and found: 0 CRR-RB NOTED concern is: back order part (engine) C stated that C has a 2017 Nissan Titan with the Comings in it. CRR-RB understood. C stated that the engine blew. C stated that C has been told that it could be 3-4 weeks maybe longer before the engine comes in. CRR-RB understood. CRR-RB removed [redacted] and [redacted]. C stated that C is looking to find something that can tow C?s 4 wheeler while it is in the shop. C stated that the dealership said that they can only do 30.00 and that C needs something on the weekends to tow C?s 4 wheelers. CRR-RB understood. CRR-RB gathered the back order part information. Part Name ? 5L Diesel Engine. Part Number ? N/A. Order Number ? N/A. Dealer Name and Code (where parts were ordered) ? [redacted] Nissan of [redacted] 3696. Region Code - [redacted]. Location of the vehicle (business name, phone number, and contact person) - dealership. Can the vehicle be driven? If not, why? No because it needs an engine to drive. The date the vehicle became inoperable (if applicable) ? July 15th 2021. ASK: "Is the part needed due to a warrantable failure?" ? Yes VEH is only at 40,000 miles. C understood. CRR-RB provided case # 44453056 along with name. C understood. CRR-RB will be sending the case to the Regional Consumer Affairs [redacted] and will be contact C by the end of business day on 8/3/21 regarding C?s concern. C understood. CRR-RB stated that CRR-RB will reach out to RCAS to see what can be done about this. C understood. CRR-RB stated that C will receive a call from a [redacted] # from TN and if C misses a call there will be a VMX left with direct name and # to call. C understood. CRR-RB stated if there was anything else that C needed assistance with. C declined. Call ended mutually. Best Contact # - [redacted]

8/5/2021 6:04:44 PM

CASE SUMMARY C contacted Nissan CA requesting assistance with back order part (engine) CRR-RB is transferring case to RCAS for further assistance

8/6/2021 11:50:11 AM

Previous related cases found: 0 Previous unrelated cased found: 0 Open Recalls/Campaigns: 0 Number of Vehicles Owned: 1 VSC Contracts: None Warranty Extensions: None Purchased New or Pre-owned: Pre-owned Current Mileage: 46,000 Beyond Basic Warranty Miles: 10,000 Beyond Basic Warranty Months: 15 Beyond PT Warranty Miles: 0 Beyond PT Warranty Months: 0 Amount paid (in dollars) to dealer: $139.96 What is your customer seeking? C seeking assistance with back ordered engine.

8/6/2021 11:50:19 AM

back order

8/6/2021 11:50:43 AM

RCAS-MT noted unable to data net.

8/6/2021 11:50:54 AM

RCAS-MT made outbound call to [redacted] OF [redacted]M at [redacted]. RCAS-MT spoke with Parts Consultant- [redacted]. Parts Consultant- RP provided P/N as 10102EZ40A. Parts Consultant-RP provided order number as 14872245. Parts Consultant-RP advised no ETA at this time. RCAS-MT thanked Parts Consultant-RP for time and information. Call ended mutually.

8/6/2021 11:53:19 AM

RCAS-MT emailed PC-[redacted] requesting ETA on C's back ordered part.

8/6/2021 1:42:28 PM

RCAS-MT received email from PC-[redacted] advising shipped on 7/28 and should arrive at [redacted] within 4 business days.

8/6/2021 1:56:26 PM

RCAS-MT made outbound call to C at [redacted]. RCAS-MT ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-MT VERIFIED C?s name, home & email address. RCAS-MT CHECKED and ADVISED C of open recalls/campaigns and found:0 Previous UNRELATED Case(s) Found:0 Previous RELATED Case(s) Found:0 RCAS-MT advised case was escalated to RCAS-MT. RCAS-MT verified C was seeking assistance with back ordered engine. C confirmed. RCAS-MT advised spoke to internal parts team and was advised part was shipped and should be at [redacted] shortly. C stated this is better news that [redacted]. C stated C has been calling but had no update on part. RCAS-MT apologized to C. RCAS-MT advised of follow up on 8/10 with update. C asked what C should do in meantime. C stated [redacted] offered loaner but C lives 300 miles from [redacted]. C stated C needs VEH. C stated C bought truck for purposes C cannot do without one. RCAS-MT apologized for delay in parts. C stated C just needs VEH. C asked about rental. RCAS-MT advised can review for rental REIMB with maximums of $35 for 5 days at $250 total. C asked about towing VEH. C stated C needs VEH that will cost more. RCAS-MT advised can review for outside of that but nothing guaranteed. C reiterated frustration about rental. C sated if [redacted] can get part and fix VEH in a week C will be okay. RCAS-MT understood. C requested follow up with update. RCAS-MT acknowledge[redacted] advised will email direct line and case number. C acknowledged. RCAS-MT asked if C had additional questions. C declined. RCAS-MT thanked C for time. Call ended mutually.

8/6/2021 1:57:37 PM

RCAS-MT emailed C direct line and case number.

8/10/2021 4:08:06 PM

RCAS-MT made outbound call to C at [redacted]. RCAS-MT ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-MT asked if [redacted] heard from DLR in regards to update. C stated no one has called C. C stated C has tried to call and left messages. C stated [redacted] done everything. RCAS-MT apologized. RCAS-MT advised will reach out to DLR to check on status of repairs. RCAS-MT advised of follow up on 8/13. C understood. RCAS-MT asked if C needed additional assistance. C declined. RCAS-MT thanked C for time. Call ended mutually.

8/12/2021 8:29:36 AM

RCAS-MT received VMX from C on 8/11 at 3:03pm advising wrong part was ordered.

8/13/2021 8:58:20 AM

RCAS-MT received VMX from C on 8/12 at 3:15pm requesting callback.

8/13/2021 3:07:16 PM

RCAS-MT made outbound call to [redacted] OF [redacted] at [redacted]. RCAS-MT spoke with SA-Sierra Call. SA-SC advised waiting on parts still. RCAS-MT thanked SA-SC for time and information. RCAS-MT requested transfer to parts. RCAS-MT spoke with PM-[redacted]. [redacted]-MR advised everything is at DLR. [redacted]-MR advised waiting on everything except gasket. [redacted]-MR advised part is VOR with order number of 14897815. [redacted]-MR advised P/N is 10007-EZ41A. RCAS-MT thanked [redacted]-MR for time. Call ended mutually.

8/13/2021 3:09:18 PM

RCAS-MT made outbound call to C at [redacted]. RCAS-MT left VMX for C stating direct line, case number, office hours, and follow up of 8/16.

8/13/2021 3:10:48 PM

RCAS-MT made outbound call to C at [redacted]. RCAS-MT left VMX for C stating direct line, case number, office hours, and follow up of 8/16.

8/13/2021 3:12:32 PM

RCAS-MT made outbound call to C at [redacted]. RCAS-MT noted unable to leave VMX as line continued ringing.

8/13/2021 3:25:44 PM

RCAS-MT made outbound call to C at [redacted]. RCAS-MT ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-MT apologize to C and advised was initially only informed that the engine was backordered. RCAS-MT advised engine is at DLR but gasket kit is also back ordered. C stated C was told this by DLR. C stated DLR advised ordered kit but pieces were missing. C stated DLR had to reorder entire kit and would not look for gaskets individually. C stated C was upset with DLR. RCAS-MT empathized. RCAS-MT advised has gotten part information from DLR and will work to escalate. C stated C just wants gaskets ordered individually now. C stated it has been a month without a VEH. C expressed frustration about situation. RCAS-MT apologized and advised will ask PM about individual ordering. RCAS-MT advised can review for potential monthly payment REIMB once VEH is repaired. C expressed C was upset with DLR. C stated [redacted] owned 5 [redacted] VEH. C stated C will never buy another [redacted] VEH. C stated C wants DLR survey. RCAS-MT advised complaint is thoroughly documented and will remain in [redacted] system. RCAS-MT advised will follow up on 8/18 with update. C acknowledged. C stated C is having surgery on 8/19 so at least C will not need VEH as much. RCAS-MT empathized. C thanked RCAS-MT. RCAS-MT thanked C for time. Call ended mutually.

8/13/2021 3:26:34 PM

CORRECTED RCAS-MT received inbound call from C at [redacted]. RCAS-MT ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-MT apologize to C and advised was initially only informed that the engine was backordered. RCAS-MT advised engine is at DLR but gasket kit is also back ordered. C stated C was told this by DLR. C stated DLR advised ordered kit but pieces were missing. C stated DLR had to reorder entire kit and would not look for gaskets individually. C stated C was upset with DLR. RCAS-MT empathized. RCAS-MT advised has gotten part information from DLR and will work to escalate. C stated C just wants gaskets ordered individually now. C stated it has been a month without a VEH. C expressed frustration about situation. RCAS-MT apologized and advised will ask PM about individual ordering. RCAS-MT advised can review for potential monthly payment REIMB once VEH is repaired. C expressed C was upset with DLR. C stated [redacted] owned 5 [redacted]A VEH. C stated C will never buy another [redacted] VEH. C stated C wants DLR survey. RCAS-MT advised complaint is thoroughly documented and will remain in [redacted] system. RCAS-MT advised will follow up on 8/18 with update. C acknowledged. C stated C is having surgery on 8/19 so at least C will not need VEH as much. RCAS-MT empathized. C thanked RCAS-MT. RCAS-MT thanked C for time. Call ended mutually.

8/19/2021 3:50:38 PM

[redacted] changing follow up due to case volume and C stating that C will not be available on 8/19 due to C having surgery.

8/20/2021 11:06:47 AM

CRT-JL asked PM-[redacted] for an update on BOP. Part Name: Motor Parts Kit Engine LP TURBO Part Number: 10007-EZ41A Order Number: 14897815 Dealer Name and Code (where parts were ordered) [redacted] OF [redacted], 3696 Region Code: 10 Location of the vehicle (business name, phone number, and contact person) [redacted] OF [redacted], [redacted], [redacted] Can the vehicle be driven? If not, why?: NO, engine will nor run. The date the vehicle became inoperable (if applicable) N/A Is the part needed due to a warrantable failure?: NO

8/20/2021 11:07:27 AM

CRT-JL got an update on BOP from PC-[redacted]: "The ETA is on or about 8/30."

8/20/2021 11:37:24 AM

[redacted]JL made outbound call to C at [redacted]. [redacted]JL ADVISED, ?This call may be recorded for quality and training purposes.? [redacted]JL asked if C had time to discuss case. C confirmed. [redacted]JL advised that [redacted]-JL is calling on behalf of RCAS-SG. [redacted]JL stated that [redacted]JL got an update on ETA for BOP for 08/30 C stated that DLR is horrible and won't give C any updates. C stated C is making payments on a truck for $800 a month and cant use it. C stated probably will never get another Nissan again. [redacted]JL apologized for the length of repairs. C stated that C is making an $800 and would like to know about reimbursement. [redacted]JL stated that C will need to send in payments and RCAS-SG can have reimbursement reviewed. C sked if there was nay was NNA could cover rental up front. [redacted]JL stated that CA on reimburse for rentals. C asked if any MGR could work a way to cover some or all of rental. [redacted]JL said this would not be possible. C stated C is really upset with DLR. [redacted]JL apologized for DLR's actions. C inquired about gaskets. [redacted]JL stated that the gaskets are ordered and will be in the ETA of 08/30. C inquired about repair times as C is scared for longer repair after part gets in. [redacted]JL stated that NNA will try to expedite and DLR knows of CA involvement. [redacted] stated that RCAS-SG will follow up with C on 08/27/2021. [redacted]JL asked if C had any questions. C stated that C is really upset about not having truck but specifically DLR's lack of communication. [redacted]JL stated that RCAS-SG can file a DLR complaint as well as request a follow up from DLR. C stated C would like that. C stated C will leave a bad review for DLR. [redacted]JL thanked C for time. C thanked [redacted]. [redacted]JL provided RCAS-SG's direct line. C asked if [redacted]JL can email RCAS-SG direct line. [redacted]JL confirmed. Call ended mutually.

8/20/2021 11:40:37 AM

[redacted]JL sent C "Contact & Case Number Requests" email.

8/27/2021 9:12:48 AM

RCAS-SG emailed PC-[redacted]. RCAS-SG inquired if ETA is still around 8/30/21.

8/27/2021 9:28:20 AM

RCAS-SG received email from PC-[redacted]. [redacted]-JP advised the turbo kit has arrived @ DLR.

8/27/2021 1:41:51 PM

CRR-DM<VERFIED> Account information including: C's name, home & e-mail address, phone number & best contact number. CRR-DM VERIFIED VEH Information including: Year and Model, Current Mileage. CRR-DM CHECKED for open recalls/campaigns and found: 0 CRR-DM CHECKED for previous UNRELATED Case(s) and found: 0 CRR-DM CHECKED previous RELATED Case(s) and found: 0 CRR-DM NOTING best contact #: [redacted] CRR-DM NOTED concern is: Case follow up C stated C owns a 2017 Titan XD C stated C has been trying to call earlier and was transferred to his case owner but RCAS did not answer. C stated C has been waiting on a follow up from RCAS regarding their loaner/rental VEH. C stated C has left RCAS multiple VM's and C has received no response C stated C wants to know more information regarding the rental VEH while his VEH is getting repaired. CRR-DM empathized with C and stated that CRR-DM will be happy to assist. CRR-DM informed C that the case owner has set up a follow up date for 8/27/21 to follow up with the C. CRR-DM informed C that follow up has not been made yet and C will receive the call shortly. CRR-DM asked if there was anything else CRR-DM could assist with at this time. C declined. CRR-DM provided C with name and case# CRR-DM thanked C for calling [redacted], and have a great day. Call ended mutually.

8/27/2021 1:44:09 PM

[redacted] SUMMARY********** CRR-DM received inbound call from [redacted] called for Case follow up. CRR-DM informed C that case owner has made the follow up date for 8/27/21. CRR-DM informed C that call with case owner will be made later today. CRR-DM leaving case open for follow up.

8/27/2021 2:58:13 PM

RCAS-SG made outbound call to DLR [redacted] Nissan [redacted] @ [redacted]1 (cell) & spoke with SM-[redacted]. [redacted]-DB advised SM is not currently @ DLRSHP. RCAS-SG thanked SM-DB. Call ended mutually.

8/27/2021 3:06:20 PM

RCAS-SG made outbound call to DLR [redacted] Nissan [redacted] @ [redacted] & spoke with [redacted]. [redacted]M confirmed the part is @ DLR, but repair has not started. RCAS-SG thanked [redacted]M. Call ended mutually.

8/27/2021 3:19:22 PM

RCAS-SG made outbound call to C at [redacted]. RCAS-SG ADVISED ?This call may be recorded for quality and training purposes.? RCAS-SG introduced self & established credentials. RCAS-SG apologized for engine/turbo concern. RCAS-SG empathized for frustration. RCAS-SG advised the parts for C's VEH have arrived @ DLR. RCAS-SG advised per PA, DLR has not started repair yet, but will soon. C stated C wants to file a complaint against RCAS-SG for not returning C's calls. C stated C wants to speak with a supervisor. RCAS-SG advised C's case will be documented. RCAS-SG advised C's case has been escalated to RCAS-SG. C stated C wants a rental VEH & $35/day is a joke. RCAS-SG advised RCAS-SG can review for rental reimbursement up to $35/day with submission of POP & PO. RCAS-SG advised RCAS-SG can guarantee reimbursement up to $250 with POP & PO, but excess would have to be reviewed for & RCAS-SG cannot guarantee an outcome. RCAS-SG advised [redacted] does not pre-authorize rental reimbursements. C stated ok. C asked if C can call DLR Monday 8/30/21 for a status update. RCAS-SG advised C may contact DLR. C sated C will call DLR Monday 8/30/21. RCAS-SG set follow up Wednesday 9/1/21. C stated ok. RCAS-SG advised of case # & contact # email. RCAS-SG confirmed C's email. C stated correct. RCAS-SG offered further assistance. C declined. RCAS-SG thanked C. Call ended mutually. *RCAS-SG sent C case # & contact # email.*

9/8/2021 6:11:12 PM

CRR-II<VERIFIED> Account information including: C's name, home & e-mail address, phone number & best contact number. CRR-II VERIFIED VEH Information including: CRR-II CHECKED for open recalls/campaigns and found: 0 CRR-II CHECKED for previous UNRELATED Case(s) and found: 0 CRR-II CHECKED previous RELATED Case(s) and found: 0 CRR-II NOTED concern is: RCAS Follow up CRR-II received inbound call from C. C stated that C does not want to be transferred to RCAS-SG. C stated that RCAS-SG does not follow up on Cs calls or emails. C stated that RCAS-SG is not handling nothing. C stated that C emailed three times. C stated that C found out today that Cs VEH is not done and may need a CVT repair. C stated that C has already spent $500. C stated that C has requested to speak to a supervisor but has not gotten a call. CRR-Ii empathized. CRR-II stated that case will be escalated to supervisor. C understood. C stated that C wants RCAS-SG of Cs case. C stated that it is now has been 2-3 weeks. C stated that the DLR put a new engine and a turbo. C stated that the VEH has been at the shop since 7/23/2021. CRR-II stated follow up is 9/9/2021. CRR-II stated that concerns have also been documented. C understood. CRR-II offered further assistance. C declined and appreciated assistance. Best Contact #: [redacted]

9/8/2021 6:11:20 PM

CASE SUMMARY C called in regarding RCAS escalation. CRR-II stated that follow up is 9/9/2021.

9/10/2021 2:01:37 PM

< VERIFIED> Account information including: C's name, home & e-mail address, phone number & best contact number VERIFIED VEH Information including: NA CHECKED for open recalls/campaigns and found: 0 CHECKED for previous UNRELATED Case(s) and found: 0 CHECKED previous RELATED Case(s) and found: 0 NOTED concern is: RCAS follow up received inbound call from C. C stated C called before and has a case with RCAS and provided Case number. understood and inquired how may assist. C stated C is looking to speak with the assigned agent to the case. C sated the VEH has been down since July 15th and will be down at least until September 15th. C stated C was supposed to get a call yesterday and received no call. C stated the idea of $35 a day for a rental is a joke and needs a better offer. C stated C originally asked for a supervisor on 8/27/21. C stated C was informed C would be contacted by 9/1/21 C received no such contact. C was told C would be called yesterday after requesting for another supervisor as C had received poor customer service from the last agent in lack of follow up and communication. C did not receive a call yesterday and is requesting something be done about this. empathized with C's concern reviewed the case notes with C and advised that the assigned agent did advise of follow up and apologized that a courtesy email was not provided to simply advise that due to high case load that contact would be pushed to the set follow up date now which is 9/14/21 but advised -JR is unsure if this is when C will be contacted and will be emailing the assigned agent and supervisor to request callback hopefully today but no guarantee is made. informed C that Case will be updated and NNA will contact the C regarding C?s concern. C understood. asked C if there was anything else could assist with. C declined. noting C?s best contact number is . Call ended mutually.

9/10/2021 2:02:43 PM

Case Summary C called for case update and requested supervisor callback. updated case notes and emailed assigned agent and supervisor.

9/14/2021 6:12:37 PM

RCAS-SG made outbound call to DLR Nissan @ & spoke with SM- . RCAS-SG inquired current diagnosis & status of VEH. -DB advised DLR found the transmission was bad after the engine was replaced. -DB advised DLR hadn't run the VEH as the engine was blown. -DB advised repairs are complete & Tech is out test driving VEH now to verify repairs are effective. -DB advised VEH should be ready tomorrow 9/15/21. RCAS-SG thanked SM-DB. Call ended mutually.

9/14/2021 6:46:58 PM

RCAS-SG made outbound call to C at . RCAS-SG ADVISED ?This call may be recorded for quality and training purposes.? RCAS-SG advised SM stated C's VEH may be ready tomorrow 9/15/21. RCAS-SG advised tech is currently test driving VEH to verify repairs. C stated what about the transmission. RCAS-SG advised this includes the engine, turbo, & transmission repairs. C stated ok. C stated C will be submitting for rental reimbursement & monthly payments. RCAS-SG advised C to submit POPs for review. C stated ok. C inquired why RCAS-SG did not respond to C's email. RCAS-SG advised due to increased call volume, RCAS-SG has not been able to reply to all emails/VMX. RCAS-SG apologized. C stated ok. C stated if C knows VEH will be ready this week, C will leave for C's trip Monday instead of Sunday. RCAS-SG advised DLR should be in contact with C when VEH is ready. RCAS-SG set follow up Friday 9/17/21. C stated ok. C stated C is still waiting for a call from a supervisor. RCAS-SG advised C's case will be documented. C stated ok. C stated C purchased a new VEH today & passed on a Rogue because of this situation. RCAS-SG reiterated C's case will be documented. RCAS-SG confirmed C has RCAS-SG's contact information & C's case #. C stated yes. RCAS-SG offered further assistance. C declined. RCAS-SG thanked C. Call ended mutually.

9/17/2021 11:59:39 AM

RCAS-SG made outbound call to DLR Nissan @ & spoke with SM- . RCAS-SG inquired if VEH is ready. -DB advised VEH has more problems. -DB advised now after test drive VEH has ECM codes & CEL. -DB advised DLR has ordered an ECM. RCAS-SG thanked SM-DB. Call ended mutually.

9/17/2021 12:02:29 PM

RCAS-SG made outbound call to C at . RCAS-SG left VMX stating RCAS-SG's name, contact #, and C's case #. Requested a call back. RCAS-SG advised CEL turned on during test drive & VEH had ECM codes. RCAS-SG advised DLR has ordered parts. RCAS-SG advised C to contact SM-DB for further information. *RCAS- sent C unable to contact email.*

9/22/2021 5:57:26 PM

RCAS-SG made outbound call to DLR Nissan @ . RCAS-SG noting phone crashed while on hold.

9/22/2021 5:59:23 PM

RCAS-SG made outbound call to DLR Nissan @ & spoke with SM- . RCAS-SG inquired status of VEH. -DB advised SM-DB reviewed with DTS-MT. -DB advised DLR has ordered ECM. -DB advised SM-DB does not know the ETA. RCAS-SG thanked SM-DB. Call ended mutually.

9/22/2021 6:02:34 PM

RCAS-SG made outbound call to C at . RCAS-SG ADVISED ?This call may be recorded for quality and training purposes.? RCAS-SG advised DLR reviewed with DTS-MT & is waiting on ECM to install in C's VEH. C stated what is the ETA. RCAS-SG advised RCAS-SG does not have timeline for ETA. RCAS-SG advised RCAS-SG will look into ETA. RCAS-SG set follow up Monday 9/27/21. C stated ok. RCAS-SG confirmed C has RCAS-SG's contact information & C's case #. C stated yes. RCAS-SG offered further assistance. C declined. RCAS-SG thanked C. Call ended mutually.

9/27/2021 5:43:17 PM

RCAS-SG made outbound call to DLR Nissan @ & spoke with SM- . RCAS-SG inquired if DLR received ECM. -DB advised the ECM is in & now VEH has turbo & EGR codes. -DB advised DTS has reviewed VEH concerns. -DB advised SM is waiting to hear back from DTS-MT for next steps. -DB advised SM spoke with C about 3 hours ago. RCAS-SG thanked SM-DB. Call ended mutually.

9/27/2021 5:54:28 PM

RCAS-SG made outbound call to C at . RCAS-SG ADVISED ?This call may be recorded for quality and training purposes.? RCAS-SG confirmed SM-DB has updated C on VEH status. C stated yes. C expressed frustration at situation. C stated DLR is trying to fly DTS-MT out to look @ VEH. RCAS-SG inquired if C is seeking repurchase/replacement due to concerns. C stated C talked to ASM-SC about this. C stated if NNA will pay off the VEH, C will walk away from VEH. RCAS-SG introduced RHR process & advised review looks into VEH service history & the guidelines of C's state. C stated ok. RCAS-SG asked RHR C questions: ? Why do you want to return the veh to NNA? Numerous repairs & VEH is still having issues. ? Where is the veh currently? Nissan ? Where was the veh purchased? Nissan Southtowne ? Was it purchased new or used? Pre-owned ? If used, when was the veh purchased? 7/2019 with under 36,000 miles ? Where is the veh serviced? Nissan Southtowne & C did one LOF RCAS-SG advised the RHR usually takes about 10-15 business days to reach a decision. RCAS-SG advised RCAS-SG will update C weekly. RCAS-SG set follow up Friday 10/7/21. C stated ok. C expressed frustration. C inquired when DLR can start throwing parts @ VEH. RCAS-SG empathized about frustration.
RCAS-SG advised DLR cannot throw parts at VEH while VEH is under warranty. C understood. RCAS-SG confirmed C has RCAS-SG's contact information & C's case #. C stated yes. RCAS-SG offered further assistance. C declined. RCAS-SG thanked C. Call ended mutually.

9/27/2021 5:55:08 PM

RCAS-SG set Filter RHR task to ARBS-.

9/27/2021 5:55:43 PM

Correction: Follow up is Friday 10/1/21.

9/28/2021 10:54:26 AM

FILTER RHR ***Based on a good faith review, NNA is not in a position to offer a repurchase or replacement of this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.**** OPEN RO ATTACHED ARBSPL Recommends Reimb. of One Vehicle Payment at completion of Repairs ***ARBSPL NOTING C SHOULD BE GIVEN A DENIAL, HOWEVER ANY DENIAL LETTER SHOULD BE HELD UNTIL CASE COMPLETION *** 2017 XD 5.5.17 PRE Own OF - 3696 - UT NO Approved checks NO Open Campaigns 2 Tech Line cases NO Prev. cases 3 Closed DPIC cases NO VSC DTS - MT (9.22.21) Nissan of RE: SM called for DB search for P0601 and P2509. Truck was towed in no start. Replaced long engine due to bearing failure, after test drive found trans leak at torque converter seal. Replaced Trans and on test drive set P0601 and P2509. Reviewed TL case and DB and agree with TL to proceed with ECM replacement. TABLEAU - OPEN RO: 994744 (9.7.21) @ 47,839 OF M , Call 1) SES Light on 2) AFTER DRIVING THERE WAS A LEAK FOUND ---- AUTH TRANSMISSION PFP 31020EZ01D VCAN DBS - LAST Closed RO: 3298446 (- 7.30.20) @ 35,061 E / 1) LOF - Complete 2) PC731 ECM REPRO NTB20-030 - Complete FW REPAIRS: EL-A/T CONTROL UNIT ROADSIDE ASSISTANCE CLAIMS ROADSIDE ASSISTANCE CLAIMS

10/1/2021

10/1/2021 3:00:18 PM

RCAS-SG emailed . RCAS-SG requested status update on diagnosis/repairs.

10/1/2021 5:31:24 PM

RCAS-SG made outbound call to DLR Nissan @ & was sent to VMX. RCAS-SG disconnected call.

10/1/2021 5:39:25 PM

RCAS-SG made outbound call to C at . RCAS-SG ADVISED ?This call may be recorded for quality and training purposes.? RCAS-SG advised RCAS-SG has not been able to reach -DB for update, there is activity in Tech Line case from this afternoon 10/1/21. C stated ok. RCAS-SG advised C's case has been reviewed for possible repurchase/replacement of VEH & a decision has been reached. RCAS-SG advised the review is based on VEH service history & state guidelines. RCAS-SG advised NNA is not in a position to repurchase/replace VEH. C stated what is C supposed to do until VEH repaired. RCAS-SG advised C to continue working with DLR. RCAS-SG advised RCAS-SG can review for GW upon completion of repairs. C stated ok. C stated C rented one VEH, but will wait to send POP for rental & monthly payment POP in at the same time. RCAS-SG set follow up 10/6/21. C stated ok. RCAS-SG confirmed C has RCAS-SG's contact information & C's case #. C stated yes. RCAS-SG offered further assistance. C declined. RCAS-SG thanked Call ended mutually.

10/12/2021 3:16:24 PM

RCAS-SG made outbound call to DLR Nissan @ & was sent to VMX. RCAS-SG disconnected call.

10/12/2021 3:21:31 PM

RCAS-SG made outbound call to DLR Nissan @ & left VMX for to return call.

10/12/2021 3:30:16 PM

RCAS-SG made outbound call to DLR Nissan @ & spoke with . RCAS-SG requested status of VEH/repairs. DB advised DLR is still trying to work with Tech Line. DB advised DLR is playing phone tag with Tech Line. DB advised Tech email Tech Line again. RCAS-SG thanked DB. Call ended mutually.

10/12/2021 3:31:46 PM

RCAS-SG emailed . RCAS-SG provided Tech Line DLR Only # .

10/12/2021 3:37:16 PM

RCAS-SG made outbound call to C at . RCAS-SG ADVISED ?This call may be recorded for quality and training purposes.? RCAS-SG advised DLR is still working with Tech Line. RCAS-SG advised RCAS provided DLR with Tech Line phone # for tech to call. C stated ok. RCAS-SG set follow up Monday 10/18/21. C stated ok. RCAS-SG confirmed C has RCAS-SG's contact information & C's case #. C stated yes. RCAS-SG offered further assistance. C declined. RCAS-SG thanked C. Call ended mutually.

10/18/2021 6:02:56 PM

RCAS-SG made outbound call to DLR Nissan @ & spoke with . DB advised truck is done & C picked up Friday 10/15/21. -DB advised it was a turbo thing. DB advised SM test drove VEH & codes did not return. RCAS-SG thanked -DB. Call ended mutually.

10/18/2021 6:11:05 PM

RCAS-SG made outbound call to C at . RCAS-SG ADVISED ?This call may be recorded for quality and training purposes.? RCAS-SG confirmed concerns are resolved. C stated VEH had some issues but they went away. C stated DLR left a plug out of the transmission where the torque converter mounts to the flywheel. C stated VEH was a little low on oil. C stated C will call DB. RCAS-SG advised -DB is also planning on calling C. RCAS-SG advised C to send registration & any POP's for GW review. C stated can C be reimbursed for the shuttle to pick up VEH. RCAS-SG advised RCAS-SG cannot make a guarantee, but RCAS-SG will review. C stated ok. RCAS-SG set follow up Friday 10/22/21. RCAS-SG confirmed C has RCAS-SG's contact information & C's case #. C stated C will send documents to RCAS-SG's email. RCAS-SG offered further assistance. C declined. RCAS-SG thanked C. Call ended mutually.

10/22/2021 8:52:54 AM

RCAS-SG noting email from C: , Here are 3 receipts I'm submitting for reimbursement, 3 truck payments, the truck broke down July 15th and I picked it up October 15th. 1 rental car receipt for labor day weekend. 3 months with out a truck really was a burden and I only rented a SUV once. And a shuttle receipt, I had to get from to feel with all the burden of not having my truck for 3 months was a huge inconvenience and I feel these are all fair requests. Please let me know if you need more documentation. Thank you, *RCAS-SG attached document with POP's to case.*

10/22/2021 10:42:21 AM

RCAS-SG made outbound call to C at [redacted]. RCAS-SG ADVISED ?This call may be recorded for quality and training purposes.? RCAS-SG advised for possible VEH payment reimbursement, RCAS-SG will need a statement from C's credit union showing the monthly VEH payment amount due & that it is for this VEH. C stated this document is what the teller provided C. RCAS-SG advised RCAS-SG needs to see the amount due each month VS what C has paid. C understood. C stated C will see if C can get a copy of the loan or something from C's online banking. RCAS-SG advised RCAS-SG will follow up after POP is received. C stated ok. RCAS-SG confirmed C has RCAS-SG's contact information & C's case #. C stated C will send documents to RCAS-SG's email. RCAS-SG offered further assistance. C declined. RCAS-SG thanked C. Call ended mutually.

10/25/2021 8:35:04 AM

SECRR-MH logged email to case 45007532. ---------- [redacted], Here is the first page of the loan documents. Let me know if they will work. [redacted]. ---------- SECRR-MH attached document to case 44453056 for review. SECRR-MH toggled supporting documents box. SECRR-[redacted] exited case.

10/27/2021 4:38:42 PM

RCAS-SG made outbound call to DLR [redacted] Nissan [redacted] @ [redacted] & left VMX for SM-[redacted]. RCAS-SG inquired how long VEH was down for repairs. RCAS-SG requested a callback.

10/27/2021 4:42:08 PM

RCAS-SG made outbound call to C at [redacted]. RCAS-SG ADVISED ?This call may be recorded for quality and training purposes.? RCAS-SG advised C's case is being reviewed for reimbursement. RCAS-SG advised loan POP will work for monthly payment review. C stated ok. RCAS-SG advised C to submit registration as well. C stated ok. RCAS-SG advised follow up by Wednesday 11/3/21. C stated ok. RCAS-SG confirmed C has RCAS-SG's contact information & C's case #. C stated C will send PO to RCAS-SG's email. RCAS-SG offered further assistance. C declined. RCAS-SG thanked C. Call ended mutually.

10/27/2021 4:58:10 PM

RCAS-SG received call from SM-[redacted]. [redacted]-DB advised VEH was @ DLR the entire time from 7/26/21-10/15/21. [redacted]-DB advised there are 2 ROs. RCAS-SG thanked SM-DB. Call ended mutually.

10/29/2021 10:17:19 AM

ARBSPL Advised REIMB. of 2 vehicle payments

10/30/2021 7:31:12 AM

ECRR-VR attached documents and logged C?s email received through Case# 45044532 for review. ECRR-VR exited case. ---------- Re: Truck loan HTML Body Click here to view HTML version Text Body Sorry I forgot to send you this. I?m waiting on the mail for my tags and registration. On Fri, Oct 22, 2021 at 5:27 PM [redacted]> wrote: > [redacted], > Here is the first page of the loan documents. Let me know if they will > work. > > [redacted].

11/1/2021 1:13:00 PM

****MONTHLY PAYMENT REIMBURSEMENT**** The following are the details of the reimbursement: C is eligible for # 2 months VEH payment reimbursement only. Monthly Payment: $736.00 Total Amount: $1,472.00

11/1/2021 1:19:05 PM

****RENTAL REIMBURSMENT REVIEW**** Name of rental facility: BUDGET Dates rental provided: 9/3/21-9/7/21 Invoice number: SLC18053122 Rental charge: $333.89 Fees & Tax: $117.31 Total: $451.20 POP verified: yes ****SHUTTLE REIMBURSEMENT REVIEW**** [redacted] date: 10/13/21 Subtotal: $93.80 Discount: ($9.38) Tax amount: $0.00 Total amount: $84.42 C noted only 1/2 of total amount is for C as C took C's grandson. Total for 1 Shuttle Ticket: $42.21 ****TOTAL RENTAL + SHUTTLE: 493.41****

11/1/2021 3:34:35 PM

RCAS-SG reviewed with TL-[redacted]. TL-AH declined rental/shuttle reimbursements.

11/1/2021 3:46:33 PM

****RENTAL REIMBURSMENT**** Name of rental facility: BUDGET Dates rental provided: 9/3/21-9/7/21 Invoice number: SLC18053122 Rental charge: $333.89 Fees & Tax: $117.31 Total: $451.20 POP verified: yes RCAS-SG noting RCAS will reimburse C a total of $250 for rental VEH as previously advised to C.

11/1/2021 3:47:01 PM

RCAS-SG made outbound call to C at [redacted]. RCAS-SG ADVISED ?This call may be recorded for quality and training purposes.? RCAS-SG advised C's case has been reviewed for GW & a decision has been reached. RCAS-SG advised NNA is in the position to reimburse C $250 for rental VEH as well as $1,472.00 for 2 monthly VEH payments as a gesture of goodwill. C stated can C appeal that. C stated that is B.S., a crock of [redacted]. C stated VEH was down 3 months, & C only rented VEH for 1 weekend. RCAS-SG advised there is no appeal. RCAS-SG advised this is NNA's best offer. C stated C will never, never buy another Nissan. C stated NNA is a terrible company. C expressed frustration & dissatisfaction. RCAS-SG empathized & apologized for dissatisfaction. C stated C will accept the reimbursements. C stated C may follow up with an attorney. RCAS-SG advised of attorney letter of representation email. C stated ok. RCAS-SG advised C's case will be documented. RCAS-SG confirmed C's address: [redacted] C stated correct. RCAS-SG advised C to please allow up to 4 weeks for check to arrive via mail. C stated ok. RCAS-SG confirmed C has RCAS-SG's contact information & C's case #. C stated yes. RCAS-SG offered further assistance. C declined. RCAS-SG thanked C. Call ended mutually.

11/1/2021 3:47:35 PM

RCAS-SG sent C Attorney Letter of Representation email.

11/1/2021 3:50:06 PM

RCAS-SG submitted check request for $250 rental reimbursement.

11/1/2021 3:50:35 PM

RCAS-SG transferring to ARBS-[redacted] for reimbursement of 2 monthly VEH payments.

11/1/2021 3:56:36 PM

POP - America First Credit Union - $736 X 2 = $1,472.00 REG. [redacted] [redacted] EXP. 11.13.21 RCAS-SG confirmed C's address: [redacted]

11/1/2021 4:06:38 PM

UPDATED REPAIRS: RO: 994744 ([redacted] - 10.13.21) @ 47,839 [redacted] (WP) 1) AFTER DRIVING THERE WAS A LEAK FOUND ---- AUTH TRANSMISSION PFP 31020EZ01D VCAN [redacted] FOUND LEAK COMING FROM INPUT SHAFT SEAL BEHIND TORQUE CONVERTER ON TRANSMISSION. AS PER NISSAN SEAL IS NOT SERVICEABLE AND NEEDING TO REPLACE COMPLETE TRANSMISSION ASSEMBLY IN ORDER TO RESOLVE ISSUE. --- RAISED VEHICLE AND DRAINED TRANSMISSION FLUID AND REMOVED BOTH DRIVE LINES. SUPPORTED TRANSMISSION AND REMOVED ALL NECESSARY LINES AND CONNECTORS. REMOVED TRANS MOUNT BRACKET AND REMOVED FAULTY TRANSMISSION FROM VEHICLE. INSTALLED NEW TRANSMISSION INTO VE 2) ADD ON: CUSTOME[redacted]S TO REPLACE THE ECM. -- UPON VEHICLE INSPECTION FOUND THAT VEHICLE HAS CHECK ENGINE LIGHT ON. FOUND CODE FOR INTERNAL CONTROL MODULE P0601-00. UPON FOLLOWING ESM AND REFERENCE FROM TECH LINE FOUND NEEDING TO REPLACE ECM. --- USING CONSULT AND SAVED OLD ECM DATA. REMOVED ECM FROM VEHICLES ENGINE BAY AND INSTALLED NEW OEM UNIT INTO VEHICLE. HOOKED UP BATTERY CHARGER TO KEEP BATTERY VOLTAGE UP. PROGRAMMED ECM USING ROM DATA FROM PARTS DEPARTMENT DUE TO SAVED DATA NOT BEING ABLE (WP) RO: 665421 ([redacted]) DD:77 @ 47,839 [redacted] (WP) 1) WHILE DRIVING HE HEARD A POP AND IT START TO SHAKE, HE PULLED OVER AND WHILE THE CAR WAS BANGING AND CLANKING. WHITE SMOKE CAME OUT THE BACK. BLACK SMOKE FROM UNDER THE HOOD. AND NOW IT WONT START. --- UPON VEHICLE INSPECTION FOUND THAT VEHICLE WILL NOT START AND FOUND OIL TO BE METALLIC. GOT VEHICLE STARTED AND FOUND VEHICLE TO HAVE LOUD ROD KNOCK AND LOTS OF BANGING INTERNALLY. DROPPED OIL PAN AND FOUND LOTS OF METAL DEBRIS INSIDE OIL PAN. RECOMMEND R --- GOT AUTHORIZATION# [redacted] FOR REPLACEMENT OF ENGINE LONG BLOCK AND BOTH TURBOS. RAISED VEHICLE AND DRAINED COOLANT, ENGINE AND POWER STEERING FLUID FROM VEHICLE. REMOVED LOWER COOLANT HOSES AND TRANS COOLER LINES AND NECESSARY CONNECTORS RO[redacted] ([redacted] - 7.30.20) @ 35,061 [redacted] [redacted]E / [redacted], Heaps 1) LOF - Complete 2) PC731 TITAN ECM REPRO NTB20-030 - Complete 2017 TITAN XD 1N6BA1F44HN544194 5.5.17 PRE Own

11/1/2021 4:09:17 PM

C seeking assistance with back ordered engine.

11/1/2021 4:09:18 PM

C seeking assistance with back ordered engine.

11/1/2021 4:14:50 PM

Submitted Check request for Consumer Affairs Voluntary Settlement due to 2 Repair Attempts and 77 Days down for Engine Leak with an accumulation of 77 Warranty Days down. [redacted]E - UT 2017 TITAN XD $736 X 2 = $1,472.00 C Check Will Be Mailed from ROC Dept.

11/1/2021 4:15:07 PM

SHOULD THE C CALL BACK IN, TRANSFER CASE BACK TO RCAS ARBS HAS HAD NO CONTACT WITH C AT ANY TIME ? CEE PROGRAM CASE

11/2/2021 3:51:31 PM

Check request Approved ARBSPL Closing Case

CONSUMER ASSISTANCE REQUEST

[redacted]

NAME: [redacted]
CITY: [redacted]
STATE: [redacted]

OPEN_DT: 8/6/2021
CLOSE_DT: 8/23/2021

VIN: [redacted]
MODEL: A61 YR: 2016
MFG DT: 5/16/2016
SVC DT: 4/1/2017
MILEAGE: 108,268

TRIM: PRO4X
OPTIONS: B92C03E10K03K04K11L1
SERVICING DLR [redacted]
DLR STATE: [redacted]
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Engine Assembly

CAR VERBATIM

8/6/2021

8/6/2021 2:37:49 PM

CRR-KA OPENED Account Info including: C's name, home & email address, phone & best contact# CRR-KA VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History CRR-KA CHECKED and ADVISED for open recalls/campaigns and found: 0 CRR-KA CHECKED for previous UNRELATED Case(s) and found: 0 CRR-KA CHECKED previous RELATED Case(s) and found: 0 CRR-KA NOTED concern is: OOW FA with CVT CRR-KA Received inbound from: [redacted] CRR-KA thanked C for calling and asked how C would like to be assisted. CRR-KA advised C that CRR-KA will send PO email to [redacted] said yes. C stated that the DLRSHIP told C to call C and the truck broke down. C stated its inside the warranty for the years and the miles and needs a new longtruck and this ones outside. C stated that its 19,980 dollar and Cs a NNA family. C stated that C needed to help and call [redacted]RR-KA apologized and advise C that CRR-KA will look into. CRR-KA asked what it was. C said the motor froze and the crank shaft won?t turn and C stated that JED informed C that its happened 3-4 times under both warranties. C stated that C has to replace the long block. CRR-KA asked how C would like NNA to assist with this today. C stated it?s under one for the 5 years and 8000 miles out of the warranty. C stated that Cs hoping something can be done. C stated hopefully sent one acting like it?s under warranty. CRR-KA confirmed OOW FA with the repair. C said yes. CRR-KA apologized and informed C of the case number. C wrote down #44458927. CRR-KA asked if C could put on a brief two minute hold while CRR-KA looks into what NNA is willing to offer. C said sure. CRR-KA thanked C for holding. CRR-KA informed C of yellow statement. C said okay. C said there saying nothing can be done correct. CRR-KA part two of the yellow statement. C said the manager at alloy Nissan today C it was called C that its only outside by 8,000 and its still under warranty for the years. C stated that its relatively low miles and since its 108k that hopefully NNA can help do something. CRR-KA asked if C got a diagnostic. C said yes. CRR-KA informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day August 9th regarding the C concern. CRR-KA confirmed best phone number. C said [redacted] said C has a infinti and has a Nissan VEH and Cs willing to offer the VIN to Infiniti. C stated that there loyal. CRR-KA asked if these anything else C needed today. C said no. CRR-KA thanked C for calling and advise C to have a good day. Best phone Number: [redacted] Call Ended Mutually.

8/6/2021 2:38:35 PM

********SUMMARY******* C called in asking for OOW FA with a motor on the VEH. CRR-KA informed C of yellow statement, sending PO to C and case to RCAS for review.

8/9/2021 10:52:34 AM

Previous related cases found: 0 Previous unrelated cased found: 0 Open Recalls/Campaigns: 0 Number of Vehicles Owned: 1 VSC Contracts: None Warranty Extensions: None Purchased New or Pre-owned: Pre-owned Current Mileage: 108,000 Beyond Basic Warranty Miles: 72,000 Beyond Basic Warranty Months: 16 Beyond PT Warranty Miles: 8,000 Beyond PT Warranty Months: 0 Amount paid (in dollars) to dealer: $0 What is your customer seeking? C seeking OOW FA for crank shaft repair.

8/9/2021 10:53:57 AM

RCAS-MT made outbound call to [redacted] at [redacted]. RCAS-MT spoke with SA- [redacted]. [redacted]-JB advised C needs motor to not be locked up. [redacted]-JB advised put front drive shaft on VEH. [redacted]-JB advised batteries were all dead and VEH was not even cranking over. [redacted]-JB advised crank will not turn and engine is seized. [redacted]-JB provided the following: Mileage: 108,268 Diagnosis: Primary Failed Part: Primary Failed Part Number: 10102EZ40A What warranty does part fall under: Warranty Labor Cost: 13.9 hours at $1523.44 Warranty Parts Cost: Will call back Service History: Yes DLR Participation: Yes Customer Pay: Yes Related Repair History: Location of Vehicle: DLR How many days down at the DLR: GW Recommendation: Yes Has TechLine been involved? No Has DTS been involved? No RCAS-MT thanked SA-JB for time and information. Call ended mutually.

8/9/2021 10:54:13 AM

RCAS-MT made outbound call to C at [redacted]. RCAS-MT ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-MT VERIFIED C?s name, home & email address. RCAS-MT CHECKED and ADVISED C of open recalls/campaigns and found:0 Previous UNRELATED Case(s) Found:0 Previous RELATED Case(s) Found:0 RCAS-MT advised case was escalated to RCAS-MT. RCAS-MT verified C was seeking OOW FA for crank shaft repair. C confirmed. C stated SA at DLR advised C needs new long truck. RCAS-MT understood. RCAS-MT advised can review for OOW FA. RCAS-MT advised not guaranteed but will do thorough review. RCAS-MT advised spoke to SA-[redacted] and is getting information needed. RCAS-MT advised of follow up on 8/12 with results of review. C understood. C requested direct line and case number via email. RCAS-MT acknowledged. RCAS-MT asked if C had additional questions. C asked if C should just wait. RCAS-MT advised yes. RCAS-MT apologized for C's VEH concerns. RCAS-MT advised once review is complete will contact DLR and if NNA provides assistance C may be responsible for a percentage of repairs. C understood. RCAS-MT thanked C for time. Call ended mutually.

8/9/2021 10:55:18 AM

RCAS-MT emailed C direct line and case number.

8/10/2021 5:52:40 PM

RCAS-MT received VMX from SA-[redacted] on 8/10 at 10:58am advising has information and requested callback at [redacted].

8/12/2021 10:48:13 AM

RCAS-SG emailed [redacted] & SM-[redacted]. RCAS-SG requested diagnosis, warranty, warranty labor & parts cost, C pay, & does SM recommend goodwill.

8/12/2021 10:52:38 AM

RCAS-SG made outbound call to C at [redacted]. RCAS-SG ADVISED ?This call may be recorded for quality and training purposes.? RCAS-SG introduced self & established credentials. RCAS-SG advised C's case is being reviewed for OOW FA. RCAS-SG advised a decision has not been reached as RCAS is waiting on information from DLR. C stated ok. RCAS-SG set follow up Tuesday 8/17/21. RCAS-SG advised of case # & contact # email. RCAS-SG offered further assistance. C declined. RCAS-SG thanked C. Call ended mutually. *RCAS-SG sent C case # & contact # email.*

8/17/2021 4:02:10 PM

RCAS-SG received email from [redacted]. [redacted]JG advised of diagnosis information for GW review: ? Mileage: 108,268 ? Diagnosis: INTERNAL ENGINE FAILURE - ENGINE HAS SEIZED ? Primary Failed Part:10102-EZ40A ? Primary Failed Part Number: 10102EZ40A ? What warranty does part fall under: ? Warranty Labor Cost: AA20RA 13.9 - $1523.44 ? Warranty Parts Cost: $15434.32 ? Customer Pay Amount: KNOCKING TONS OFF THE COST - PARTS/LABOR $13933.34 + TAX ? Does SM recommend GW?: WE WILL STAND BEHIND NNA's DECISION

8/17/2021 4:04:20 PM

RCAS-SG called Melloy Nissan @ [redacted] & was sent to VMX. RCAS-SG disconnected call.

8/17/2021 4:05:41 PM

RCAS-SG called Melloy Nissan @ [redacted] & was sent to VMX. RCAS-SG disconnected call.

8/17/2021 4:10:13 PM

RCAS-SG submitted engine CST to FOM-[redacted].

8/17/2021 4:12:54 PM

RCAS-SG made outbound call to C at [redacted]. RCAS-SG ADVISED ?This call may be recorded for quality and training purposes.? RCAS-SG advised C's case is being reviewed for OOW FA. RCAS-SG advised a decision has not been reached. C stated ok. RCAS-SG set follow up Friday 8/20/21. C stated ok. RCAS-SG confirmed C has RCAS-SG's contact information & C's case #. C stated yes. RCAS-SG offered further assistance. C declined. RCAS-SG thanked C. Call ended mutually.

8/18/2021 9:37:35 AM

FOM Goodwill Request feedback from SF1 **Goodwill Request was denied by CA Field Staff [redacted]** Action: Denied Approval Options: Approver Detail: DJH/FOM/CR denied this request Last Action By: [redacted] Date of Last Action: 2021-08-18 09:37:33 CA Agent Name/Phone extension [redacted] / CA Case number: 44458927

8/20/2021 9:39:18 AM

RCAS-SG made outbound call to C at [redacted]. RCAS-SG left VMX stating RCAS-SG's name, contact #, and C's case #. Requested a call back. *RCAS-[redacted] sent C unable to contact email.*

8/20/2021 9:40:39 AM

RCAS-SG emailed [redacted] & SM-[redacted]. RCAS-SG advised of no OOW FA decision.

8/23/2021 10:10:48 AM

RCAS-SG made outbound call to C at [redacted]. RCAS-SG ADVISED ?This call may be recorded for quality and training purposes.? RCAS-SG advised C's case has been reviewed for OOW FA & a decision has been reached. RCAS-SG advised review looks at time/mileage OOW, service history, related repairs, recalls/campaigns that may address concern, VSC's etc? RCAS-SG advised NNA is not in a position to assist with engine due to mileage OOW (OOW Powertrain: 8,268miles/0months). RCAS-SG apologized for undesirable outcome. C stated ok. C stated DLR had advised C to contact NNA CA as VEH was just OOW. RCAS-SG confirmed C has RCAS-SG's contact information & C's case #. C stated yes. RCAS-SG offered further assistance. C declined. RCAS-SG thanked C. Call ended mutually.

8/23/2021 10:14:43 AM

C seeking OOW FA for crank shaft repair.

8/23/2021 10:14:44 AM

C seeking OOW FA for crank shaft repair.

8/23/2021 10:14:47 AM

RCAS-[redacted] closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted Nissan CA regarding OOW FA for engine repair. RCAS-[redacted] spoke with [redacted] who advised the engine is seized. RCAS-SG emailed [redacted] who advised of information for GW review. FOM-[redacted] declined OOW FA. *** STATEMENT OF DECISION *** RCAS-SG advised C the Case has been thoroughly reviewed and documented and Nissan is not in the position to offer assistance at this time due to the vehicle being outside of warranty. RCAS-SG noting C was displeased with the outcome.

CONSUMER ASSISTANCE REQUEST

[redacted]

NAME: [redacted]
CITY: [redacted]
STATE: OK

OPEN_DT: 9/14/2021
CLOSE_DT: 11/12/2021

VIN: [redacted]
MODEL: A61 YR: 2016
MFG DT: 8/24/2016
SVC DT: 10/15/2016
MILEAGE: 79,000

TRIM: PRO4X
OPTIONS: B92B96C03L11M11Z66
SERVICING DLR [redacted] NISSAN
DLR STATE: OK
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
NI	OI	Non Vehicle Concerns	337800	Product Inquiry - Nissan
	CL	Product Inquiry	PT	Titan XD

CAR VERBATIM

9/14/2021

9/14/2021 9:48:22 AM

Case Documentation ? Account, Vehicle, Case / Concern. CRR-AS VERIFIED Account Info including: C's name, phone #, home & email address, CRR-AS VERIFIED VEH Info including: VIN#, Current Mileage, CRR-AS CHECKED for open recalls/campaigns and found: 0 CRR-AS CHECKED for previous UNRELATED Case(s) and found:0 CRR-AS CHECKED previous RELATED Case(s) and found: 0 CRR-AS received call from C. C stated that C has a 2016 Titan and the engine locked up. C stated that C is at the DLR and DLR advised C to call NNA. C stated that C was driving down the road and VEH start jerking. C stated that smoke started to come out of the engine due to engine lock up. C stated that DLR stated that the wiring harness need to be replaced. C stated that it is a Thermal event. C stated and asking for a loner VEH. CRR-AS acknowledged C's concern and apologized. CRR-AS advised C of the following: Thank you for the information. A Nissan representative will call you within 3 business days after the representative receives the case. Please allow for a minimum of 30 minutes during that call so the representative may best understand the whole situation. Is [redacted] the best number to reach you?? CRR-AS asked C if C asked C for loner VEH. CRR-AS asked if there is anything CRR-AS can assist with. CRR-AS provided C with name and Case #. Call ended mutually. Best Contact #: [redacted]

9/14/2021 9:50:18 AM

Case Summary C stated that C's VEH had a Thermal event. CRR-AS sending case to IIR department .

9/15/2021 5:46:58 PM

*ARBS noting previous techline case for smoke (nonthermal) incident 31495455

9/15/2021 5:47:44 PM

ARBS placed outbound to DLR ARBS requested Service ARBS was put straight to vxm for [redacted] ARBS left vmx with last 8 of the VIN and asking for callback and additional info ARBS left best contact info

9/16/2021 6:22:27 PM

ARBS placed outbound to DLR potentially around 5 PM CST ARBS spoke to Service Manager Nick [redacted] SM confirmed that thermal damage was found near starter SM advised warranty referred DLR to CA who advised C will need to call in ARBS explained inspection process would be up to 6-8 week process ARBS explained NNA does not offer any assistance with rental/loaner/towing/storage or any type of financial assistance ARBS informed that DTS would be coming out as long as C agrees SM confirmed ARBS advised if DTS is not coming out soon would notify DLR SM agreed ARBS

9/16/2021 6:42:20 PM

ARBS placed outbound to C at 5:09 PM CST ARBS verified C had time to speak to ARBS ARBS verified and completed probe C states was headed up to [redacted] C states that had pulled over for a bathroom break, no lights C states that once C got back on the highway C states that veh sounded like was missing C states exited at the next exit C states that veh died C states C was able to coast and pull off C states that pushed the start button but the veh would not start C states that pushed the button again then saw smoke come C states C then had wife push button and C noticed a thermal incident C states was on the passenger side part of the engine C states that thermal event self extinguished C states that went out in about 3 minutes C described as a small thermal event C advised no one was injured and no other property was affected C states C is believing engine failing/stalling is unrelated to the thermal event and mentioned that could have been from where Cs tried to start the veh C confirmed that is seeking assistance regarding thermal and engine ARBS advised c NNA would be interested in inspecting the veh ARBS offered manufacturer inspection to C ARBS advised is up to 6-8 week process ARBS advised c can take 2-4 weeks to get an inspector out and another 2-4 weeks for the decision to be available c stated ok ARBS advised c c would have to make the vehicle available at the Nissan authorized dealer for the inspection and the inspection would take 4-6 hours ARBS advised storage of the veh is between C and the DLR as is not NNA property c stated ok ARBS advised c at complete end of review and if NNA is in a position to assist, Nissan could review for reimbursement for any out of pocket expenses deemed related to Cs case ARBS advised c in the time of the investigation and review NNA will not provide a loaner, rental, towing, storage or any financial assistance c stated ok ARBS advised c that ARBS will request the inspection and ARBS will call C in the next 3-5 business days C confirmed if inspector is in area before callback then ARBS will send out to DLR C confirmed if is after then will have to confirm appt or will be cancelled C expressed general dissatisfaction with process ARBS offered further assistance C declined ARBS thanked C C thanked ARBS Call ended mutually

9/16/2021 6:45:24 PM

ARBS submitted DTS request

9/23/2021 1:30:40 PM

[redacted] ARBS placed outbound to C ARBS left vmx advising soonest available appt is for 10-20 at 9 AM ARBS advised appt must be confirmed or will be cancelled ARBS requested C call ARBS office back ARBS advised that C can confirm the appt by leaving a detailed message with date and time of the appt, [redacted] full name, the case number and that C is confirming ARBS left contact info

9/24/2021 4:48:55 PM

ARBS received inbound from C C confirmed appt date C inquired if C had to be present for appt ARBS states no C inquired if warranty would still be valid if expires as incident occurred prior to Cs warranty ending ARBS advised would be unable to fully advise, but would think that warranty claims would still be valid ARBS did advise is not the warranty department and did remind C that purpose of inspection is to review the claim further regarding coverage as well C confirmed ARBS offered further assistance C declined ARBS reminded C would be 2-5 weeks after appt for decision C confirmed C inquired ARBS would be POC ARBS states yes call ended mutually

9/24/2021 4:54:08 PM

ARBS sent email to SA [redacted] (who C advised has been working with at DLR) to email [redacted] stating Good Afternoon: Nissan is planning on sending out DTS [redacted] on October 20 at 9 AM to inspect the vehicle relayed in the subject line regarding a thermal incident. Please note Nissan corporate will not be providing any assistance with rental/loaner/towing/storage and/or any financial assistance in regard to the claim at this time. The DTS will require a service bay at the appointed time. The customer advised you are his service advisor. Please pass this along to your service manager too If you have any questions or concerns about this appointment, please let me know! Have a great day.

10/25/2021

10/25/2021 12:18:56 PM

ARBS notes that IIR has been uploaded

11/12/2021 2:50:31 PM

CRR-AD VERIFIED Account Info including: C's name, home & email address, phone# & best contact#
CRR-AD VERIFIED VEH Info including: VIN#, Current Mileage, Warranty, Service History ? N/A CRR-AD CHECKED and ADVISED for open recalls/campaigns and found: 0 CRR-AD CHECKED for previous UNRELATED Case(s) and found: 0 CRR-AD CHECKED previous RELATED Case(s) and found: 0 CRR-AD NOTED concern is: follow up on 44712353 CRR-AD received inbound call from [redacted]. Now known as C. C stated C is looking for the update on the case. C stated that C talked to the DLR and DLR told C that DLR is also waiting for an update from Nissan. CRR-AD empathized and acknowledged C's concern CRR-AD assured C that CRR-AD will look into it. CRR-AD advised C that CRR-AD will update case for [redacted] CRR-AD advised that C?s concern will be documented in the case and will be notified to the person dealing with C?s case. C understood. CRR-AD asked if C needs any further assistance from NNA. C declined. CRR-AD Provided C with name and case 44712353. CRR-AD thanked C for calling and branded the call. Call ended mutually. Best contact: [redacted].

11/12/2021 2:51:02 PM

**********CASE SUMMARY********** C is calling in for case follow up. CRR-AD updated the case notes.

11/12/2021 3:36:29 PM

ARBS notes per PL review No defect in the product The vehicle was inspected, with clear evidence of oil starvation/improper maintenance found. The oil pan was removed had and remnants of bearing material in the lower oil pan. The vehicle history shows last oil change approx. 26,000 miles ago. The thermal event was a result of repeated attempts to start a seized engine -seized due to oil service neglect. The engine crankshaft bearings have failed as a result. This catastrophic engine failure is due to lack of proper maintenance of the vehicle. There is no evidence of any manufacturing or product defect that would have caused or contributed to this incident.

11/12/2021 3:38:37 PM

[redacted] ARBS placed outbound to C ARBS left vxm informing case # and Cs inspection and review have been completed ARBS advised as ARBS was unable to reach C, ARBS has emailed C with an attached letter with decision in case ARBS requested C check Cs email for the decision

11/12/2021 3:44:39 PM

ARBS sent resolution letter to C via email ARBS attached letter and email to case

11/12/2021 4:21:20 PM

ARBS placed outbound to DLR ARBS spoke to ASM as SM was with a C ARBS advised ASM that NNA inspected the veh and found that no manufacturer defect caused or contributed to the incident ARBS advised that also oil starvation/improper maintenance was found Also, The catastrophic engine failure is due to lack of proper maintenance of the vehicle. ARBS advised as far as the incident, appears C will need to work with Cs insurance provider and NNA would not be providing any further assistance ASM confirmed ARBS offered further assistance ASM declined ARBS thanked ASM for help

11/12/2021 4:47:28 PM

CRR-AC VERIFIED Account Info including: C's name, home & email address, phone# & best contact#. CRR-AC VERIFIED VEH Info including: N/A CRR-AC CHECKED and ADVISED for open recalls/campaigns and found: None. CRR-AC CHECKED for previous UNRELATED Case(s) and found: 0 CRR-AC CHECKED previous RELATED Case(s) and found: 0 CRR-AC NOTED concern is: Case follow up CRR-AC received inbound call from [redacted], also known as C. C stated DLRSHP said that the engine locked up. C stated DLRSHP said that usually would be covered under manufacturer?s warranty not the insurance. C stated C would like to know why engine locking up would not be covered in the warranty because it wasn?t explained in email. C received email of decision already but no specifications and would like to speak with someone ASAP. CRR-AC empathized and acknowledged C?s concern. CRR-AC informed C that C would be hearing from ARBS by latest Nov 17th. CRR-AC informed C that ARBS called and left a VMX today at [redacted]. C stated that wasn?t C?s main phone number and gave main. CRR-AC asked C if C had any other questions or concerns. C stated no. CRR-AC confirmed best contact#: [redacted]. CRR-AC provided name and case#: 44712353 CRR-AC thanked C for calling Nissan. Call ended mutually.

11/12/2021 4:49:34 PM

*****Case Summary***** C called for case follow up. CRR-AC gave FUD and got main contact [redacted]. CRR-AC exiting case.

11/12/2021 5:05:47 PM

ARBS noting email from C stating: This is completely asinine! The engine locked up! How could this NOT be due to manufacture problem? I need someone to call me about this.

11/12/2021 5:10:02 PM

[redacted] ARBS placed outbound call to C ARBS verified C had time to speak to ARBS C states that C got the decision an[redacted] [redacted] C states letter does not provide why this happened C demanded additional info ARBS reminded C purpose of inspection and type of inspection offered (manufacturer inspection) ARBS reminded C that sometimes additional info is available but is strictly additional info and in this case that some additional info is available C refuted type of inspection multiple times ARBS did advise C and explain some further info and spoke about NNA being the manufacturer of the product C kept refuting info provided ARBS reminded C that some additional info was available and was inquiring if C would like C states yes ARBS advised oil starvation/improper maintenance was found C states not under Cs watch but C did purchase the veh preowned C continued to refute type of inspection offered ARBS advised C that has already addressed this with [redacted] states ARBS has to address again ARBS advised that ARBS office does not have to do anything and would request C please be professional on the call ARBS reminded C that ARBS was just giving a courtesy callback to C , and that by arguing with ARBS will not change the decision NNA has deemed this an insurance concern, and would not be providing any further assistance C thanked ARBS for calling C to tell C , [redacted] screwed C states [redacted] done with Nissan C terminated the call

11/12/2021 5:10:59 PM

CASE CLOSING SUMMARY ARBS notes per PL review No defect in the product The vehicle was inspected, with clear evidence of oil starvation/improper maintenance found. The oil pan was removed had and remnants of bearing material in the lower oil pan. The vehicle history shows last oil change approx. 26,000 miles ago. The thermal event was a result of repeated attempts to start a seized engine -seized due to oil service neglect. The engine crankshaft bearings have failed as a result. This catastrophic engine failure is due to lack of proper maintenance of the vehicle. There is no evidence of any manufacturing or product defect that would have caused or contributed to this incident. ARBS provided resolution to C via email and call ARBS closing case

11/16/2021 5:52:40 PM

*** [Added after the case is closed.] *** [redacted] OPENED Account Info including: C's name, home & email address, [redacted] VERIFIED VEH Info including: VIN#, Current Mileage, [redacted] CHECKED and ADVISED for open recalls/campaigns and found 0 [redacted] CHECKED for previous UNRELATED Case(s) and found: 0 [redacted] CHECKED previous RELATED Case(s) and found: [redacted] NOTED concern: Disputing decision. [redacted] received incoming call from [redacted]. [redacted] said C wants to speak to someone other than [redacted]. C said C wanted to speak to [redacted]?s boss. C said C wanted to dispute. [redacted] checked and found no campaigns. [redacted] said was sorry. [redacted] said not able to speak to someone in department directly. [redacted] noted could only note what C said. [redacted] asked if anything else could help. C declined. Best no. [redacted].

11/16/2021 5:53:51 PM

*** [Added after the case is closed.] *** CASE SUMMAR[redacted] received call from C regarding disputing decision. [redacted] noted C dispute.

11/17/2021 11:27:46 AM

*** [Added after the case is closed.] *** ARBS received vmx from C requesting callback and requesting manager

11/17/2021 11:28:57 AM

*** [Added after the case is closed.] *** ARBS placed outbound to C at number provided by C [redacted] ARBS left vmx for C stating that ARBS office is the highest department and ARBS DM is the highest POC that C can speak with ARBS explained that NNA has already provided NNA position to C ARBS advised would refer C to work with Cs insurance provider further as NNA has already provided resolution in case

12/9/2021 11:57:47 AM

*** [Added after the case is closed.] *** [redacted]<VERIFIED> Account information including: C's name, home & e-mail address, phone number & best contact number [redacted] VERIFIED VEH Information including: NA [redacted] CHECKED for open recalls/campaigns and found: 0 [redacted] CHECKED for previous UNRELATED Case(s) and found: 0 [redacted] CHECKED previous RELATED Case(s) and found: 0 [redacted] NOTED concern is: insurance discrepancy [redacted] received inbound call from [redacted]stated [redacted] calling with insurance to find out why [redacted] being denied. [redacted] understood and empathized with C?s concern and advised of previous statement of decision that was emailed to C. [redacted] asked C if there was anything else [redacted] could assist with. C declined. [redacted] provided C with case number as well as branded the call. C understood. Call ended mutually.

12/9/2021 11:58:08 AM

*** [Added after the case is closed.] *** Case Summary C called for statement of decision. [redacted] updated case notes.

[redacted]

NAME: [redacted]
CITY: [redacted]
STATE: [redacted]

OPEN_DT: 11/17/2021
CLOSE_DT: 4/27/2022

VIN: [redacted]
MODEL: A61 YR: 2016
MFG DT: 3/30/2016
SVC DT: 9/21/2016
MILEAGE: 102,795

TRIM: PRO4X
OPTIONS: B92C03K03K04L11M11Z6
SERVICING DL [redacted] OF EUGENE
DLR STATE: [redacted]
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
07	OA	Vehicle Concerns	5X	Fuel/Intake System
	[redacted]	Mechanical	4S	Fuel Pump
12	OA	Vehicle Concerns	337300	Exterior Lights
	CB	Exterior	DN	Front - Headlights

CAR VERBATIM

11/17/2021

11/17/2021 8:09:08 AM

CRR-LS Verified Info including: C's name, home address, phone# & best contact # CRR-LS VERIFIED VEH Info including: VIN#, Current Mileage CRR-LS CHECKED and ADVISED for open recalls/campaigns and found: 0 CRR-LS CHECKED for previous UNRELATED Case(s) and found: 0 CRR-LS CHECKED previous RELATED Case(s) and found: CRR-LS NOTED concern is: VEH concern C called in to advise that the headlights on the truck are still not working. C states the dealership cannot release the VEH to C as this is a safety issue. C states has been working with Cord. C stated the dealership has no idea to how to go about repairing the VEH. C stated has been weeks without truck and needs some assistance in getting it back on the road. CRR-LS advised would forward case to an RCAS agent for review. CRR-LS advised C to expect a call within 1-3 business days. CRR-LS provided C with name and case number. Call ended mutually. Best Contact # [redacted]

11/17/2021 8:09:57 AM

CRR-LS transferred case to RCAS ***** Case Summary *** C is looking for assistance with non working headlights that the DRLSHP cannot diagnose

11/18/2021 9:35:34 AM

Previous related cases found: 0 Previous unrelated cased found: 4 Open Recalls/Campaigns: 0 Number of Vehicles Owned: 1 VSC Contracts: RCCE10872816/VSC10872816: Sec+Plus Gold Pref Warranty Extensions: 0 Purchased New or Pre-owned: New Current Mileage: 101,934 Beyond Basic Warranty Miles: 65,934 Beyond Basic Warranty Months: 26 Beyond PT Warranty Miles: 1,934 Beyond PT Warranty Months: 2 Amount paid (in dollars) to dealer: $2901.13 What is your customer seeking? C is seeking assistance on Cs VEH concern with the taillights that DLRSHP has not been able to repair.

11/18/2021 9:35:56 AM

CORRECTION C is seeking assistance on Cs VEH concern with the headlights that DLRSHP has not been able to repair.

11/18/2021 9:36:59 AM

[redacted]MP noting that data net share with DLR is unsuccessful.

11/18/2021 2:27:50 PM

[redacted]MP made outbound call to [redacted] of [redacted] at [redacted]. [redacted]-MP left VMX for [redacted]. [redacted]-MP provided Cs information and requested a call back. [redacted]-MP provided direct phone number.

11/18/2021 2:32:51 PM

[redacted]MP sent email to [redacted]. [redacted]-MP asked for an update on Cs VEH or if there is a recommended repair for the VEH.

11/18/2021 2:34:27 PM

[redacted] made outbound call to C at [redacted]. [redacted]-MP left VMX providing information. FU 11/19.

11/18/2021 4:54:54 PM

[redacted]-MP received email from [redacted]. SM-CH stated that the DLR has attempted to diagnose the VEH with the headlight issue but cannot get the concern to act up for the DLR. SM-CH stated that the DLR has now received a part and plan to install it tomorrow (11/19) for a rear sonar issue and will rescan the issue again then.

11/18/2021 5:03:13 PM

[redacted]MP made outbound call to C at [redacted]. [redacted]MP ADVISED, ?This call may be recorded for quality and training purposes.? [redacted]MP VERIFIED C?s name, home & email address, concern, phone. [redacted]MP CHECKED and ADVISED C of open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 4 Previous RELATED Case(s) Found: 0 [redacted]-MP advised that this case has been escalated to [redacted]MP and [redacted]-MP will be RCAS reviewing case. [redacted]-MP stated that [redacted]-MP has discussed with the the SM at [redacted] OF EUGENE [redacted]-MP stated that [redacted]MP was advised by the SM that there is a part that has arrived for the VEH and the DLR plans on installing the part tomorrow to see if the VEH comes back with the same scan code. C understood. C stated that C has been having issues with this VEH and is concerned that the VEH is a lemon and has had the review for a buyback done last month. C stated that C is just wanting this to be fixed since this is a safety concern. [redacted]MP understood. [redacted]-MP stated that once the part is installed tomorrow, then [redacted]-MP plans on reaching back out to the DLR again to see if the code was scanned again. C understood. C stated that C is looking forward hearing back from [redacted]MP again. C thanked [redacted]. [redacted]-MP thanked C for time. Call ended mutually.

11/24/2021 1:44:41 PM

[redacted]MP made outbound call to C at [redacted]. [redacted]MP ADVISED, ?This call may be recorded for quality and training purposes.? [redacted]MP stated that [redacted]MP was not able to speak with the SM. C stated that this is fine and stated that the DLR replaced the sonar parts in the front of the VEH to try and fix the headlights concern. C stated that the SM called C and let C know that this is fixed but the concern is not fixed. C stated that the VEH is still at the DLR and the DLRSHP is trying to figure out what is going on and what the repair is to fix the concern. [redacted]MP understood and apologized to C. [redacted]-MP stated that [redacted]-MP will reach out to the DLR for the next step and to see if there is a recommended repair. [redacted]-MP stated that if there is not a recommended repair, then CA can work on sending out a [redacted] for Cs VEH. C understood and thanked [redacted]. [redacted]-MP stated that [redacted]-MP will reach out to the DLR and set FU date for 12/1. C understood and thanked [redacted]. [redacted]-MP asked if there was anything else that [redacted]-MP can assist with . C declined and thanked [redacted]. [redacted]-MP thanked C for time. Call ended mutually.

12/1/2021 11:52:34 AM

[redacted]-KS made outbound call to [redacted] of [redacted] at [redacted]. [redacted]-KS asked to speak with SM but SM was unavailable. [redacted]-KS spoke with [redacted] who stated DLRSHP thought VEH was repaired but headlights were not working and there was an error code on VEH. [redacted] stated that there is still no diagnosis at this time as everything has tested fine. [redacted]-KS asked if DLRSHP had worked with TechLine and [redacted] stated that DLR worked with TechLine when the harness was put on C's VEH. [redacted]-KS asked if DLRSHP feels a [redacted] needs to look at VEH. [redacted]H stated that is not a bad idea because technicians don't know where to start at this point. [redacted]-KS thanked [redacted]CH for the information. Call ended mutually.

12/1/2021 1:11:48 PM

[redacted] Inspection Date request has been submitted.

12/1/2021 1:20:42 PM

[redacted]-KS made outbound call to C at [redacted]. [redacted]-KS ADVISED, ?This call may be recorded for quality and training purposes.? [redacted]-KS asked if this was a good time to speak. C stated yes. [redacted]-KS advised was assisting [redacted]-MP with case and wanted to follow up with C. [redacted]-KS informed C that after speaking with DLRSHP there was still no recommended repair as everything tested fine. [redacted]-KS advised that Nissan will getting an internal technical specialist to go out and take a look at C's VEH. C understood. stated??.works m-thurs and 7:30am -8am?..Friday need to know ahead of time because [redacted]-KS advised that internal specialist will meet C at DLRSHP to inspect the VEH and [redacted]-KS would follow back up with C with a proposed date and time upon receiving it from the specialist. C stated works M-Thursday but could meet between 7:30am-8am. C also stated that C is off on Fridays but sometimes Fridays are tied up so C would need to know ahead of time. [redacted]-KS advised would follow back up with C on Monday 12-6-21 if not before with proposal date and time. [redacted]-KS asked if C had any questions or concerns. C declined. [redacted]-KS confirmed C had case number and [redacted]'s direct line. Call ended mutually.

12/1/2021 1:21:35 PM

[redacted]-KS sent email to [redacted] advising of C's availability for inspection.

12/6/2021 3:04:13 PM

[redacted]-KS made outbound call to [redacted] at [redacted]. [redacted]-KS advised that there was not a [redacted] date and time set yet and asked for an update. [redacted]MT stated that [redacted]MT was out from an accident and stated that it probably won't be until next week before there is an availability. [redacted]-KS expressed understanding. [redacted]-MT stated that [redacted]MT would go in and put a date in now. [redacted]-KS thanked [redacted]-MT for the information. Call ended mutually.

12/6/2021 3:31:20 PM

[redacted]-KS made outbound call to C at [redacted]. [redacted]-KS ADVISED, ?This call may be recorded for quality and training purposes.? [redacted]-KS asked if this was a good time to speak. C stated yes. [redacted]-KS advised that the proposal date for C's inspection was set to 12-16-21 at 2:00PST. C stated that date would work because C is actually already off on that date. [redacted]-KS advised C would need to set aside about 30 minutes to review with the technician. [redacted]-KS advised would reach out to the DLRSHP to let DLR know C would be in on that day to meet with [redacted]. C understood. [redacted]-KS informed C would reach out to C on next Wednesday 12-15-21 as a reminder call. [redacted]-KS asked if C had any questions or concerns. C declined. [redacted]-KS confirmed C had case number and direct line. Call ended mutually.

12/15/2021 12:02:45 PM

[redacted]-KS made outbound call to C at [redacted]. [redacted]-KS was unable to leave a VMX as VMX box was full.

12/15/2021 12:03:55 PM

[redacted]-KS sent "unable to contact" email to C.

12/21/2021 4:06:38 PM

[redacted]-KS made outbound call to C at [redacted]. [redacted]-KS ADVISED, ?This call may be recorded for quality and training purposes.? [redacted]-KS asked if this was a good time to speak. C stated yes. [redacted]-KS advised that [redacted]-KS received the notes from the [redacted] inspection and see where there are no recommended repairs. C stated that the [redacted] didn't show up on Thursday so the [redacted] ended up doing the inspection later but C was not there. C stated that C spoke with the [redacted] over the phone and was advised of the same thing. [redacted]-KS apologized to C and expressed understanding of C's concern. [redacted]-KS advised that if the concern couldn't be duplicated Nissan could not recommend any type of repair. C stated that C would like for it to documented because if C drives the VEH at night and the lights go off C will be furious. C stated that this concern has been stressed about safety and C stated that C doesn't feel safe at all. C stated that C is worried this will happen at night. [redacted]-KS advised that due to safety concerns with VEH [redacted]-KS would send case through for a review for repurchase. [redacted]-KS advised that NNA will collect the service history from all Nissan DLRs that have serviced the VEH. [redacted]-KS advised that the review is based on the warrantable repairs made during the service history of the VEH. [redacted]-KS advised that the process can take 10 business days to complete. [redacted]-KS advised that the review is not guaranteed. [redacted]-KS is not sure what the outcome may be howeve[redacted]T-KS will continue to follow up with the C every 3 business days to provide an update. C stated ok. [redacted]-KS advised would follow back up with C on next Tuesday 12-28-21 with an update. [redacted]-KS asked if C had any questions or concerns. C declined. [redacted]-KS thanked C for C's time. Call ended mutually.

12/22/2021 7:47:42 AM

Prev. case (42525092) ([redacted]) Created By: [redacted] (2/17/2021 9:37 AM) ARBS-SH is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted NNA requesting repurchase or replacement due to vehicle will not start. **[redacted]MENT OF DECISION*** Consumer Affairs Voluntary Settlement due to 3 repairs and 29 days out of service for vehicle will not start and 79 cumulative days out of service for all warranty repairs. ($4,500) ARBS-SH noting C has not sent over signed agreement or updated registration ARBS-SH noting case was cloned from prior case 39804619 ARBS-SH notes closing case pending C response. PREV. CASE (3.9.20) (39804619) Created By: [redacted] (8/20/2020 12:43 PM) ARBS-SH is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted NNA requesting repurchase or replacement due to DEF concerns. **[redacted]MENT OF DECISION*** Consumer Affairs Voluntary Settlement due to 3 repairs and 29 days out of service for vehicle will not start and 79 cumulative days out of service for all warranty repairs. ARBS-SH closing case pending C documentation. PREV. CASE (2.6.20) (39467909) Created By: [redacted] (2/18/2020 1:03 PM) RCAS-SB is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting OOW assistance with DEF tank repairs. RCAS-TK spoke to SA-Cord and Advised SA the repair would be covered under warranty as C is still within warranty. RCAS emailed SM-[redacted] and SA-Cord [redacted] stating that C was having a DEF ytank repair and that is covered under warranty. RCAS requested more information on if the VEH is repaired. RCAS advised that C mentioned an alignment concern. RCAS spoke to SA-cord and was advised that C had fuel pump, wiring harness, and control module. RCAS was advised C had picked the VEH up. **[redacted]MENT OF DECISION*** RCAS-SB advised C the Case has thoroughly reviewed and SA has advised the VEH is repaired. C advised that C picked up the VEH. RCAS advised C to contact RCAS if C needs further assistance. C was happy. PREV. CASE (12.7.16) (24857512) Quality Connection Hot Alert Created By: [redacted] (12/13/2016 2:58 PM) TCS-VW noting closing C's case due to lack of C response.

12/22/2021 7:47:47 AM

PREV. CASE (44789050)[redacted]) FILTER RHR Based upon the RHR provided and a good faith review of C?s concerns, NNA is not in a position to offer a repurchase of this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties. [redacted] - OR [redacted] [redacted] 97478 2016 TITAN XD [redacted] 9.21.16 MAGNETIC BLACK Selling Dealer - [redacted] OF [redacted]E - 3014 - OR CARFAX NO Accidents or damage reported 1 owner NO Approved Checks NO Open Campaigns NO [redacted]S VSC - Sec+Plus Gold Pref 1 Approved Warranty case (RO: 464871) 5.12.20 RE: MULTIPLE LIGHTS ON, LACK OF ACCEL / REPLACE TCASE 1 Tech Line case (5.21.20) 40351663 @ 70,213 [redacted] RE: THERE ARE MULTIPLE WARNING LIGHTS ON. SLIP, BRAKE, ATP,M WILL NOT ACCELERATE. TABLEAU - OPEN RO: 486872 ([redacted]) @ 101,934 [redacted] [redacted] OF [redacted]E / [redacted], [redacted]N 1) C/s Back up Sensors are INOP 2) C/s FRONT RIGHT HAS A CHASSIS TYPE SQUEAK. 3) HEADLIGHTS AND BRAKE LIGHTS ARE INOP, HIGH BEAMS WORK AND 3RD BRAKE LIGHT IS WORKING AS WELL. ALL PARK LIGHTS WORK. CUSTOMER HIT DBS - LAST closed RO: 485375 ([redacted] - [redacted]) @ 99,026 [redacted] [redacted] OF [redacted]E / [redacted], [redacted]N 1) THERE IS A PARKING SENSOR ERROR --- PARTS ORDERED -- PERFORMED DIAG AS NEEDED PER ESM. ALSO APPLIED VOLTAGE TO HARNESS TO LIGHT A LIGHT BULB AND CIRCUIT IS GOOD AT THIS TIME. SUSPECT PINFIT ON LEFT REAR CENTER HARNESS FOR SONAR SENSOR. REPLACE HARNESS AS NEEDED 24015 EZ03A 2) THERE IS A SQUEAK LEFT FRONT AREA WHEN GOING OVER BUMPS. SOUNDS LIKE BODY/CHASSIS RUB. --- TIGHTENED ALL BODY BOLTS AS NEEDED. ABOUT 2 TURNS LOOSE LUBED BUSHINGS IN FRONT AND REAR AS NEEDED. SPRING SEATS AND CONTROL ARM BUSHINGS

12/22/2021 8:05:12 AM

2nd Filter RHR Based upon the RHR provided and a good faith review of C?s concerns, NNA is not in a position to offer a repurchase of this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties. ([redacted]) C stated that the [redacted] didn't show up on Thursday so the [redacted] ended up doing the inspection later but C was not there. C stated that C spoke with the [redacted] over the phone and was advised of the same thing. TABLEAU --- NO OPEN ROs DBS - LAST Closed [redacted] ([redacted] - [redacted]) @ 101,936 [redacted] [redacted] OF [redacted] / [redacted], HIGGINS 1) C/s VEHICLE REAR SONAR CODES ARE BEING THROWN AND ARE NOT OPERATING PROPERLY. --- LABOR TO PERFORM REPAIRS (IP) CONTROLLER ASSY-SONAR 2) FRONT HEADLIGHTS ARE INOP AT TIMES, ONLY TIMES IT HAS HAPPENED WAS WHEN IT IS REMOTE STARTED --- NO Work performed RO: 486872 ([redacted] - [redacted]) @ 101,934 [redacted] [redacted] [redacted] OF [redacted] / [redacted], [redacted]N 1) C/s Back up Sensors are INOP -- LABOR TO PERFORM REPAIRS (IP) 2) C/s FRONT RIGHT HAS A CHASSIS TYPE SQUEAK -- NO Work performed 3) HEADLIGHTS AND BRAKE LIGHTS ARE INOP, HIGH BEAMS WORK AND 3RD BRAKE LIGHT IS WORKING AS WELL. ALL PARK LIGHTS WORK. CUSTOMER HIT --- NO PROBLEM FOUN[redacted]S - MT ([redacted]) 1.Complaint headlamps inop and parking sensor error. Cause None found Correction none recommended Status Complete Inspected vehicle and tested head lamps, found high and low beams working as designed in auto and on positions. Wiggle tested harnes[redacted]ll connections and unable to duplicate concerns of head lamps inop. No repairs recommended. Inspected parking sensors and found all 4 rear sonar sensors working as designed. All sensors detecting distance to objects and recording same distance in Consult 3+. No repairs recommended.

12/28/2021 2:36:54 PM

[redacted]-KS made outbound call to C at [redacted]. [redacted]-KS ADVISED, ?This call may be recorded for quality and training purposes.? [redacted]-KS asked if this was a good time to speak. C stated yes. [redacted]-KS advised that NNA reviewed the case based on the service history and the warrantable repairs made to the VEH. [redacted]- advised that after collecting and reviewing all the service history, NNA would not be in the position to repurchase or replace the VEH. [redacted]-KS stated that the DLR and [redacted] didn't have any recommended repairs for the VEH so [redacted]-KS advised taking VEH to another DLRSHP for a 2nd opinion. C stated that C's parking sensor warning light is still coming on so it's not fixed. [redacted]-KS expressed understanding of C's concern and recommended C take VEH back to DLRSHP for diagnosis. C stated that it's no point because the DLRSHP is just going to tell C that nothing can be found and that everything is fine. [redacted]-KS advised going to another DLRSHP but C stated there are no there DLRSHPs close by. [redacted]-KS also advised that the C is able to review the Nissan Customer Care & Lemon Law Info booklet that was provided to the C at the time of purchase. C stated that C is way beyond that and will seek legal counseling and continue to call CA and open cases until this has been resolved. [redacted]-KS asked if C had any other questions or concerns. C declined. [redacted]-KS thanked C for C's time. Call ended mutually.

12/28/2021 2:45:45 PM

[redacted]-KS is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with getting headlights fixed because DLRSHP is unable to repair C?s VEH. [redacted] [redacted] informed [redacted] [redacted] that the DLR attempted to diagnose the VEH but can?t get the concern to act up for the DLR. [redacted]-CH also stated that the DLR received a part and planned to install in C?s VEH for a rear sonar concern and then will rescan the issue again. [redacted]-KS spoke with SA-CH and was advised that DLRSHP thought C?s VEH was repaired but said there is still no diagnosis as everything tested fine. [redacted]-KS asked [redacted]-CH if a [redacted] should be contacted and SA-CH stated that was not a bad idea. [redacted] [redacted] proposed inspection for 12-16-21 at 2:00PST. [redacted]-MT advised that there were no recommended repairs. [redacted]-KS informed C that if there are no recommended repairs then NNA can?t have the DLRSHP to fix anything. C mentioned the VEH not being safe so [redacted]-KS submitted RHR filter. **[redacted]MENT OF DECISION*** [redacted]-KS advised C that NNA was not in a position to repurchase/replace the VEH at this time and recommended C take VEH back to DLRSHP or another NNA DLRSHP for further diagnosis.

1/10/2022

1/10/2022 9:54:20 AM

CRR-[redacted] VERIFIED Account Info including: C's name, home & email address, phone# & best contact# CRR-[redacted] VERIFIED VEH Info including: N/A CRR-[redacted] CHECKED for open campaigns and found: None CRR-JB CHECKED for previous UNRELATED Case(s) and found: 4 CRR-JB CHECKED previous RELATED Case(s) and found: 0 C has an existing case and is seeking follow up C had been seeking a VEH buyback. CRR-JB asked for case number and C provided. CRR-JB reviewed case C agreed to hold. CRR-JB advised there is an existing case for buyback. C stated that is correct. C after getting VEH back has had VEH fail again. C stated the VEH went into some form of limp mode but it was far worse from what C experienced prior C simply does not feel safe in this VEH any longer. C stated this has been an ongoing issue from 6 months after C bought VEH. CRR-JB stated seeing as there is an existing case and C has provided new information CRR-JB will re-open case for follow up from RCAS. CRR-JB stated it should take 1-3 business days. CRR-JB advised case number will remain same. Call ended mutually.

1/11/2022 3:58:47 PM

[redacted] made outbound call to C at [redacted]. [redacted] left VMX stating reason for call, case number, and direct line.

1/11/2022 4:00:05 PM

[redacted] sent "unable to contact" email to C.

1/13/2022 1:52:44 PM

[redacted] made outbound call to C at [redacted]. [redacted] ADVISED, ?This call may be recorded for quality and training purposes.? [redacted] asked if this was a good time to speak. C stated yes. [redacted] advised was trying to reach back out to C to see what concerns C were having. C stated that C picked up VEH from last time C and [redacted] spoke and said the second C picked up VEH the parking sensor came on and never went off. C went to DLR twice and no error codes came up and but stated that it came up once and DLR said would follow up with diagnostic team and get back with C but never did. C stated that C is still worried about the safety of truck because the VEH completely died on C while C was out of town. C stated that C lost power steering control and had to pay to have it towed all the way to [redacted] stated that the VEH has been at DLR since last Friday 1-7-22 and DLR put C in a loaner. C stated that DLR is fed up with C's VEH and recommended C take it to another DLR but C stated that the other DLR is charging C $70/day for the rental and C can't afford to pay that. [redacted] expressed understanding of C's concern and advised would review the case. [redacted] advised would follow up with DLR to get additional information and follow back up with C on next Tuesday 1-18-22 with an update. C understood. [redacted] confirmed C had direct line and case number. Call ended mutually.

1/13/2022 1:56:33 PM

[redacted] submitted RHR filter.

1/13/2022 1:58:41 PM

[redacted] sent an email to SM-Cord [redacted] asking for new update on C's VEH and asked for any new ROs to be sent over.

1/13/2022 2:33:38 PM

3rd FILTER RHR Based upon the RHR provided and a good faith review of C?s concerns, NNA is not in a position to offer a repurchase of this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties. ARBSPL Recommends RCAS follow up with Dealer per C Comments C/s veh. is back at dealer ARBSPL Did not find any open ROs ---------- Vehicle is outside Basic Warranty Vehicle is outside PT Warranty NO Open Campaigns or Recalls Please refer to SOP 3.19 (1.10.22) C/s after getting VEH back has had VEH fail again. C/s the VEH went into some form of limp mode but it was far worse from what C experienced prior C simply does not feel safe in this VEH any longer. C/s the VEH has been at DLR since last Friday 1-7-22 and DLR put C in a loaner. TABLEAU - NO OPEN ROs ARBSPL Checked DBS For OPEN ROs --- NONE FOUND -- Dealer Code: 3014 -- [redacted] OF EUGENE DBS - LAST Closed RO 489218 ([redacted]) @ 101,936 Miles [redacted] OF EUGENE / [redacted] 1) C/s VEHICLE REAR SONAR CODES ARE BEING THROWN AND ARE NOT OPERATING PROPERLY. --- LABOR TO PERFORM REPAIRS (IP) CONTROLLER ASSY-SONAR 2) FRONT HEADLIGHTS ARE INOP AT TIMES, ONLY TIMES IT HAS HAPPENED WAS WHEN IT IS REMOTE STARTED --- NO Work performed STATE - OR [redacted] 2016 TITAN XD [redacted] MAGNETIC BLACK

1/17/2022 7:57:09 AM

[redacted] received email from [redacted]n advising that there was no update at this point because the diesel tech is currently out of the shop but should be back early of next week and [redacted]-CH will update when tech is back.

1/18/2022 3:07:06 PM

[redacted] made outbound call to C at [redacted]. [redacted] left VMX stating reason for call, case number, and direct line.

1/18/2022 3:08:33 PM

[redacted] sent "unable to contact" email to C.

1/19/2022 2:50:20 PM

[redacted] made outbound call to C at [redacted]. [redacted] ADVISED, ?This call may be recorded for quality and training purposes.? [redacted] asked if it was a good time to speak. C stated yes. [redacted] advised didn't have an update currently because the SM advised that the diesel technician was out. [redacted] advised that after receiving information from DLR will follow back up with C. [redacted] apologized for the delay. C stated that was the same thing C was told that the diesel tech was out. [redacted] advised would follow back up on next Monday 1-24-22 but C stated would be out of town that day and asked [redacted]S to follow back up on Tuesday 1-25-22 instead. [redacted] agreed. [redacted] confirmed C had direct line and case number. Call ended mutually.

1/25/2022 3:45:19 PM

[redacted] received email from [redacted]n advising that there was a preliminary inspection done and it appeared that there was an engine concern with the crankshaft. [redacted]-CH advised that the last two VEH's the DLRSHP has done with this concern the DLR had to replace the engine.

1/25/2022 3:45:47 PM

[redacted] sent email to [redacted] asking for the GW information for an engine repair being that C is OOW.

1/25/2022 3:47:25 PM

[redacted] received email from [redacted]n advising that once the VEH is fully diagnosed the DLR will send over as GW.

1/25/2022 3:50:10 PM

[redacted] made outbound call to C at [redacted]. [redacted]S left detailed VMX stating reason for call, case number, and direct line. [redacted] advised would follow up with C on next Monday 1-31-22 since [redacted] will be OOO on Friday.

1/25/2022 3:52:56 PM

CR[redacted] sent "unable to contact" email to C.

1/27/2022 8:05:10 AM

CR[redacted] received email from C on 1-26-22 at 3:35pm stating below: am available for a call Monday through Thursday 7am- 8pm PST [redacted]

1/31/2022 3:03:26 PM

CR[redacted] sent an email to [redacted]n asking for an update on C's case.

1/31/2022 3:12:20 PM

CR[redacted] made outbound call to C at [redacted]. CR[redacted] ADVISED, ?This call may be recorded for quality and training purposes.? CR[redacted] asked if it was a good time to speak. C stated yes. CR[redacted] advised that after speaking with DLR is was advised that there is not an update on the full diagnosis of VEH yet but it's expected to be done by the end of this week. C asked if it was mentioned about other VEHs with similar concerns. CR[redacted] stated yes. CR[redacted] advised would follow back up with C on this Friday with another update at that time. CR[redacted] advised that once DLR gets the diagnosis and information to send over the case would then be reviewed for any GW assistance. C understood. CR[redacted] asked if C had any other questions or concerns. C declined. CR[redacted] confirmed C had direct line and case number. Call ended mutually.

1/31/2022 3:13:10 PM

CR[redacted] received email from [redacted]n advising that there is no update yet. [redacted]-CH advised that the technician has the RO and is hoping to have an answer around the end of the week.

2/4/2022 3:31:02 PM

CR[redacted] made outbound call to [redacted] of [redacted] at [redacted]. CR[redacted] got the VMX pickup for the service department. CR[redacted] left [redacted] stating reason for call, C's last 6 of VIN, and direct line.

2/4/2022 3:37:22 PM

CR[redacted] made outbound call to C at [redacted]. CR[redacted] ADVISED, ?This call may be recorded for quality and training purposes.? CR[redacted] advised has not heard back from the DLR yet and apologized for the delay. CR[redacted] advised that hopefully should have a response/update by next week and advised would follow back up with C next Tuesday 2-8-22 with an update at that time. C understood. C stated that CR[redacted] should dial *67 and block number when calling the DLRSHP because the DLR intentionally doesn't answer. CR[redacted] advised could not call blocked and advised that the DLR should definitely answer for CA and get back with an update. C understood. [redacted] asked if C had any other questions or concerns. C declined. CR[redacted] confirmed C had direct line and case number. Call ended mutually.

2/8/2022 2:40:18 PM

DC-LC assigning assist case to CRT-JM.

2/8/2022 3:23:26 PM

CRT-JM made outbound call to C at [redacted]. CRT-JM left a [redacted] stating that NNA is still reviewing for RHR. CRT-JM stated that CR[redacted] will follow up with C on 02/11/2022. CRT-JM provided CR[redacted]s direct line and case number.

2/11/2022 12:28:43 PM

CR[redacted] made outbound call to [redacted] of [redacted] at [redacted]. CR[redacted] asked to speak with SM and was transferred to [redacted]. CR[redacted] left [redacted] stating reason for call, last 6 of C's VIN and advised would send an email.

2/11/2022 12:29:13 PM

CR[redacted] sent an email to SM-[redacted] asking for an update on C's VEH.

2/11/2022 12:37:15 PM

CR[redacted] made outbound call to C at [redacted]. CR[redacted] ADVISED, ?This call may be recorded for quality and training purposes.? CR[redacted] advised that unfortunately CR[redacted] hasn't been able to reach the SM for an update. CR[redacted] advised that the parts department stated that the service department was short staffed and slammed currently. C stated that C hasn't heard anything from the DLR in about 4 weeks either because the DLR never answers the phone. CR[redacted] advised would follow back up with C on next Wednesday 2-16-22 with an update. C understood. CR[redacted] asked if C had any questions or concerns. C asked if the DTS was helping look at C's VEH. CR[redacted] advised that the DTS was not involved at this time. CR[redacted] confirmed C had direct line and case number. CR[redacted] made outbound call to C at [redacted]. CR[redacted] ADVISED, ?This call may be recorded for quality and training purposes.? CR[redacted] advised that unfortunately CR[redacted] hasn't been able to reach the SM for an update. CR[redacted] advised that the parts department stated that the service department was short staffed and slammed currently. C stated that C hasn't heard anything from the DLR in about 4 weeks either because the DLR never answers the phone. CR[redacted] advised would follow back up with C on next Wednesday 2-16-22 with an update. C understood. CR[redacted] asked if C had any questions or concerns. C asked if the DTS was helping look at C's VEH. CR[redacted] advised that the DTS was not involved at this time. CR[redacted] confirmed C had direct line and case number. Call ended mutually. Call ended mutually.

2/16/2022 2:38:31 PM

CR[redacted] made outbound call to [redacted] of [redacted] at [redacted]. CR[redacted] spoke with parts and advised has been trying to reach the service dept/SM for almost a month now with no success. CR[redacted] asked if parts could get in touch with service. PA advised would walk over and speak with the SM personally and ask that the SM send an email to CR[redacted] ASAP. CR[redacted] thanked PA. Call ended mutually.

2/16/2022 4:26:09 PM

CR[redacted] sent a follow up email to SM-[redacted] and [redacted]-[redacted] asking for an update on C's VEH.

2/16/2022 4:31:21 PM

CR[redacted] made outbound call to C at [redacted]. CR[redacted] ADVISED, ?This call may be recorded for quality and training purposes.? CR[redacted] informed C that CR[redacted] has still been unsuccessful with reaching the service department for an update on C's VEH. CR[redacted] apologized for the delay and advised that CR[redacted] reached out to management at DLR and hope to hear something back soon. CR[redacted] informed C that if CR[redacted] doesn't hear back from management or DLR then CR[redacted]S will get with management to see how to move C's case forward. C understood. CR[redacted] asked if C had any questions or concerns. C declined. CR[redacted] informed C that CRT-KS would follow back up on next Wednesday 2-23-22 with an update. C understood. Call ended mutually.

2/23/2022 12:46:48 PM

CR[redacted] sent an email to SM-[redacted], [redacted]-[redacted], and Area GM-[redacted] advising that an update for C's VEH has been trying to be obtained for several weeks with no update and asked that someone send an update.

2/23/2022 2:43:50 PM

CRT-KS received an email from [redacted]n advising that SM-CH spoke with C on yesterday and told C there would be an update by the end of the week after getting with master tech.

2/23/2022 2:43:56 PM

CRT-KS made outbound call to C at [redacted]. CRT-KS ADVISED, ?This call may be recorded for quality and training purposes.? CRT-KS advised that after reaching out to management CRT-KS finally received a response from the SM advising that the SM spoke with C on yesterday and advised that the DLR would have an update by the end of the week. C stated that the DLR hasn't responded because C's VEH has been sitting for 7 weeks and stated that the technicians are just now pulling C's VEH in so that is why there is no update. C stated that C ended up calling the front desk because the DLR was not answering from C's phone number. CRT-KS apologized for the delay and expressed understanding. CRT-KS advised would try to follow up with the DLR to get an update since an answer is expected by the end of the week. CRT-KS advised would follow back up with C on next Monday 2-28-22 with an update. C understood. CRT-KS confirmed C had direct line and case number. Call ended mutually.

2/28/2022 1:55:34 PM

RCAS-KS made outbound call to [redacted] of [redacted] at [redacted]. RCAS-KS asked to speak with a SA and was transferred to service department's VMX. RCAS-KS disconnected the call.

2/28/2022 1:57:03 PM

CRT-KS sent an email to [redacted] asking for an update on C's VEH.

2/28/2022 2:13:44 PM

CRT-KS received email from [redacted]n advising that the DLR is working on pulling the oil pan on the VEH to determine the cause of failure. [redacted] advised that the master technician believes there may be a lower engine issue but need to tear down to verify to submit as GW.

2/28/2022 2:24:48 PM

RCAS-KS made outbound call to C at [redacted]. RCAS-KS left detailed VMX for C stating reason for call, case number, and direct line.

2/28/2022 2:25:56 PM

CRT-KS sent "unable to contact" email to C.

3/4/2022 3:57:54 PM

RCAS-KS made outbound call to [redacted] of [redacted] at [redacted]. RCAS-KS asked to speak with SM and was transferred to SA-[redacted]. RCAS-KS asked for an update on C's VEH. [redacted]-JH advised that the DLR hasn't had a chance to finish diagnostic yet and advised that there was no new information. [redacted]-JH advised that the DLR is just behind and hopes to have some new information by the middle of next week. RCAS-KS thanked SA-JH for the information. Call ended mutually.

3/4/2022 4:06:06 PM

RCAS-KS made outbound call to C at [redacted]. RCAS-KS ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-KS informed C that RCAS-KS was able to get in contact with DLR. RCAS-KS advised that the SA advised that the DLRSHP is just behind and hope to have some new information by the end of next week. RCAS-KS apologized for the delay and advised would follow back up with C on next Friday 3-11-22 with an update at that time. C understood. C stated that hopefully the DLRSHP will hold up to it and really have new information next week. RCAS-KS thanked C for C's time. Call ended mutually.

3/11/2022 3:03:29 PM

RCAS-KS made outbound call to [redacted] of [redacted] at [redacted]. RCAS-KS asked to speak with SM and was transferred to [redacted]. RCAS-KS asked for an update on C's VEH. [redacted]-CH stated that DLR was working with PCC and FOM trying to get labor times. [redacted]-CH stated look like VEH will need a new motor. [redacted]H stated that the DLR is going to have to take VEH apart to submit a claim. RCAS-KS thanked [redacted]H for the information.
Call ended mutually.

3/11/2022 3:09:28 PM

RCAS-KS made outbound call to C at [redacted]. RCAS-KS ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-KS informed C that the DLR advised that C would need a new motor. RCAS-KS advised that the DLR is having to submit a claim in order to see what assistance can be provided. C asked if RCAS-KS knew what caused the motor to fail where it needs to be replaced. RCAS-KS apologized and advised did not but could find out and let C know on follow up call. C understood. RCAS-KS advised would follow back up with C on next Thursday 3-17-22. C understood. RCAS-KS confirmed C had direct line and case number. Call ended mutually.

3/17/2022 2:07:45 PM

RCAS-KS made outbound call to [redacted] of [redacted] at [redacted]. RCAS-KS asked to speak with a SA or SM and was transferred to SA-[redacted] RCAS-KS asked for an update on C's VEH. [redacted] advised that the SM was not there nor was the SA handling C's VEH. [redacted] stated was new and didn't have any updated information. [redacted] stated that the other SA should be in tomorrow and can try back then. RCAS-KS thanked SA-[redacted] for the information. Call ended mutually.

3/17/2022 2:10:22 PM

RCAS-KS made outbound call to C at [redacted]. RCAS-KS left detailed VMX stating reason for call, case number, and direct line.

3/17/2022 2:11:37 PM

RCAS-KS sent "unable to contact" email to C.

3/21/2022 9:37:58 AM

RCAS-KS sent an email to [redacted] and SA-[redacted] asking for an update on C's VEH.

3/22/2022 2:49:19 PM

RCAS-KS made outbound call to [redacted] of [redacted] at [redacted]. RCAS-KS asked to speak with a SA or SM and was transferred to SA-[redacted]. RCAS-KS asked for an update on C's VEH. [redacted]-JH stated that C came in on Sat and DLR advised that DLR is trying to find time to drop oil pan and hopefully get it done this week. RCAS-KS thanked SA-JH for the information. Call ended mutually.

3/22/2022 2:52:47 PM

RCAS-KS made outbound call to C at [redacted]. RCAS-KS left VMX stating the reason for call, case number, and direct line.

3/22/2022 2:54:01 PM

RCAS-KS sent "unable to contact" email to C.

3/29/2022 11:56:02 AM

RCAS-KS made outbound call to [redacted] of [redacted] at [redacted]. RCAS-KS spoke with SA-[redacted] and was then placed on hold. RCAS-KS waited on hold for 4 minutes with no pickup. RCAS-KS disconnected the call.

3/29/2022 11:59:50 AM

RCAS-KS made outbound call to [redacted] of [redacted] at [redacted]. RCAS-KS got VMX pickup and disconnected call.

3/29/2022 12:00:25 PM

RCAS-KS sent a follow up email to SM-[redacted] and [redacted] asking for an update on the status of C's VEH.

3/29/2022 1:05:46 PM

RCAS-KS received email from [redacted] stating that the DLR is just trying to find the time and space so that Diesel master technician can push the truck into the shop and drop the oil pan to check for contaminants.

3/29/2022 1:17:43 PM

RCAS-KS made outbound call to C at [redacted]. RCAS-KS ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-KS informed C that the DLR advised that the DLR is trying to find time and space so the diesel master tech can push the VEH into the shop to drop the oil pan to check for contaminants. RCAS-KS apologized for the delay. C stated that is crazy that the DLR is providing updates because C stopped by the DLR this past weekend to pick up something and said the VEH was still in the same spot it was left at once the VEH was towed. C stated that it hasn't moved at all. C stated is losing patience and asked if Nissan would just buy VEH back. RCAS-KS advised that the case had already been reviewed back in January and Nissan declined the buyback. C stated that was before this concern came about and said C would like for case to be reviewed again. C stated that C had to end up buying another VEH because C didn't have a choice. RCAS-KS expressed understanding of C's concerns and advised would review the case again. RCAS-KS advised would follow back up with C on next week. C requested to be contacted on next Wednesday as Mondays and Tuesdays don't work for C. RCAS-KS confirmed C had direct line and case number. Call ended mutually.

3/29/2022 3:07:46 PM

4th FILTER RHR Based upon the RHR provided and a good faith review of C?s concerns, NNA is not in a position to offer a repurchase of this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties. ARBSPL Recommends RCAS follow up with Dealer and DTS Update: (1.18.22) diesel tech is currently out of the shop (1.25.22) -- [redacted]n advising that once the VEH is fully diagnosed the DLR will send over as GW. (1.31.22) -- [redacted]-Cord [redacted]n advising that there is no update yet. (2.23.22) -- [redacted]n advising that SM-CH spoke with C on yesterday and told C there would be an update by the end of the week after getting with master tech. (2.28.22) -- [redacted] advising that the DLR is working on pulling the oil pan on the VEH to determine the cause of failure. The master technician believes there may be a lower engine issue but need to tear down to verify to submit as GW. (3.11.22) --- [redacted]H stated that DLR was working with PCC and FOM trying to get labor times. [redacted]H stated look like VEH will need a new motor. (3.22.22) --- [redacted]-JH stated that C came in on Sat and DLR advised that DLR is trying to find time to drop oil pan and hopefully get it done this week. (3.29.22) --- [redacted] stating that the DLR is just trying to find the time and space so that Diesel master technician can push the truck into the shop and drop the oil pan to check for contaminants. [redacted] - OPEN RO: 491938 (1.18.22) 1) THE VEHICLE WAS KNOCKING FROM TH[redacted] WHILE DRIVING AND THEN THE CAR DIED COMPLETELY, DBS - Last Closed RO: 489218 ([redacted] - [redacted]) @ 101,936 [redacted] [redacted] OF EUGENE / [redacted]S 1) C/s VEHICLE REAR SONAR CODES ARE BEING THROWN AND ARE NOT OPERATING PROPERLY. --- LABOR TO PERFORM REPAIRS (IP) CONTROLLER ASSY-SONAR 2) FRONT HEADLIGHTS ARE INOP AT TIMES, ONLY TIMES IT HAS HAPPENED WAS WHEN IT IS REMOTE STARTED --- NO Work performed (3rd FILTER RHR --- 1.13.22) Based upon the RHR provided and a good faith review of C?s concerns, NNA is not in a position to offer a repurchase of this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties. ARBSPL Recommends RCAS follow up with Dealer per C Comments C/s veh. is back at dealer ARBSPL Did not find any open ROs ---------- Vehicle is outside Basic Warranty Vehicle is outside PT Warranty NO Open Campaigns or Recalls Please refer to SOP 3.19 [redacted] [redacted] 2016 TITAN XD [redacted] [redacted] MAGNETIC BLACK

4/5/2022

4/5/2022 10:49:02 AM

RCAS-KS sent an email to SM-[redacted] and [redacted] asking for an update on C's VEH.

4/6/2022 2:58:33 PM

RCAS-KS made outbound call to C at [redacted]. RCAS-KS ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-KS advised that NNA reviewed the case based on the service history and the warrantable repairs made to the VEH. RCAS-KS advised that after collecting and reviewing all the service history, NNA would not be in the position to repurchase or replace the VEH. RCAS-KS advised that RCAS-KS confirmed that the DLR is currently working to repair the VEH as VEH is in shop currently waiting on a fuel rail pressure relief valve. RCAS-KS advised that DLR stated part was supposed to arrive yesterday but wasn't there yet. RCAS-KS apologized for the delay and advised would continue to follow up until parts are in for VEH. C asked about the diagnosis of VEH and if that had changed. RCAS-KS advised was not technical and advised that DLR didn't state diagnosis was changed and only provided RCAS-KS with the name of the part DLR was waiting on. RCAS-KS advised that C could reach out to technician at DLR for further explanation. C understood. RCAS-KS advised would follow back up with c again on next Wednesday with an update on status of VEH. C understood. RCAS-KS thanked C for C's time. Call ended mutually.

4/12/2022 7:49:22 AM

RCAS-KS sent an email to [redacted] and [redacted] asking for an update on C's VEH.

4/12/2022 10:37:59 AM

RCAS-KS received email from [redacted]n advising that the DLR hasn't received part yet and stated would have PM reach out to DPIC to find out when part will be there.

4/13/2022 4:01:31 PM

RCAS-KS received email from [redacted]n advising that DLR got part in and installed it yesterday. [redacted]-CH stated that it didn't fix the VEH as DLR still has no rail pressure. [redacted]-CH stated that tech stated there is a high pressure fuel pump that could be failing but has some more testing to do before DLR can pin point concern.

4/13/2022 4:04:35 PM

[redacted]: RCAS-KS made outbound call to C at [redacted]. RCAS-KS ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-KS advised that DLR received part and installed it in C's VEH yesterday but advised that it didn't fix the VEH. RCAS-KS advised that the DLR is currently doing more testing to try to pinpoint the concern.
C stated that DLR hasn't updated C so C appreciates the update from RCAS-KS. RCAS-KS advised would follow back up with C on next Wednesday 4-20-22 with an update at that time. C understood. RCAS-KS thanked C for C's time. Call ended mutually.

4/19/2022 8:57:56 AM

RCAS-KS sent an email to [redacted]n asking for an update on C's VEH.

4/20/2022 8:05:31 AM

RCAS-KS received email from [redacted]n stating that the technician is recommending replacing the high pressure fuel pump and all fuel related components past the pump due to contamination of fuel and pump failing internally. [redacted]-CH stated that the estimate is $12,549.

4/20/2022 8:05:51 AM

RCAS-KS sent another email to [redacted]n asking for the GW information.

4/20/2022 3:03:37 PM

RCAS-KS made outbound call to C at [redacted]. RCAS-KS got busy signal.

4/20/2022 3:04:52 PM

RCAS-KS sent "unable to contact" email to c.

4/22/2022 2:36:46 PM

RCAS-KS sent a follow up email to [redacted]n asking for GW information.

4/22/2022 2:45:16 PM

RCAS-KS made outbound call to C at [redacted]. RCAS-KS ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-KS advised that DLR is recommending replacing the high pressure fuel pum[redacted]ll fuel related components past the pump due to contamination of fuel and pump failing internally. RCAS-KS asked if DLR had contacted C as well. RCAS-KS advised was waiting on additional information from DLR to review the case to see if Nissan could provide GW towards the repair. C stated that C has not been contacted by the DLR since January. C asked what type of contamination. RCAS-KS advised would ask that DLR contact C to discuss further as RCAS-KS was not technically inclined and couldn?t give any further details on the recommended repair. C understood. RCAS-KS advised would follow back up with C on next Wednesday 4-27 with an update. C understood. RCAS-KS thanked C for C's time. Call ended mutually.

4/25/2022 12:16:23 PM

RCAS-KS received email from [redacted] the information below: Mileage:102795 Diagnosis: High pressure fuel pump internal failure, sending metal through fuel system Primary Failed Part: High Pressure pump Primary Failed Part Number: 16700-EZ49ARE What warranty does part fall under: powertrain Warranty Labor Cost: 1540.00 Warranty Parts Cost: 10810.00 Service History: everything possible DLR Participation: No, vehicle should have been bought back years ago. Customer Pay: no Related Repair History: none Location of Vehicle: dealer DLR providing Loaner: Dealer did for 2 months How many days down at the DLR: Since January GW Recommendation: Yes

4/25/2022 12:27:25 PM

RCAS-KS submitted GW request.

4/25/2022 2:47:52 PM

FOM Goodwill Request feedback from SF1 **Goodwill Request was denied by [redacted]A Field Staff [redacted]** Action: Denied Approval Options: Approver Detail: Goodwill assistance denied. FOM does not see this enhancing any customer experience or loyalty. Last Action By: [redacted] Date of Last Action: 2022-04-25 14:47:51 CA Agent Name/Phone extension[redacted] / [redacted] CA Case number: 45156913

4/26/2022 2:27:15 PM

RCAS-KS sent an email to [redacted] and advised that NNA would not be providing any FA towards the repair.

4/26/2022 2:31:38 PM

RCAS-KS made outbound call to C at [redacted]. RCAS-KS left VMX stating reason for call, case number, and advised would follow back up tomorrow.

4/26/2022 2:32:06 PM

RCAS-KS sent "unable to contact" email to C.

4/27/2022 1:25:45 PM

RCAS-KS made outbound call to C at [redacted]. RCAS-KS ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-KS advised that case was reviewed and advised that Nissan would not be in the position to assist with repair for high pressure fuel pump due to age and mileage of VEH. RCAS-KS apologized to C. C stated that the Veh also needs engine replaced which will cost C about $24,000. C stated that SM told C that a letter was sent over advising that the VEH should be bought back. RCAS-KS advised that was true as SM did put that in the information that was sent over from DLR. RCAS-KS advised that everything was taken into consideration with the review and unfortunately there was no assistance due to the age and mileage. C stated will just have to seek legal counsel as C doesn't have any choice if Nissan is not going to assist. C stated has had issues since 6 months into owning the VEH. C stated even the DLR has told C time after time about replacing engines in these VEHs. C continued to vent and asked what other options C had. RCAS-KS advised that there were no other options and advised would send "attorney representation" letter over to C. C understood. RCAS-KS thanked C for C's time. Call ended mutually.

CONSUMER ASSISTANCE REQUEST

[redacted]**5**

NAME: [redacted] **VIN:** [redacted] **TRIM:** PRO-4X

CITY: [redacted] **MODEL:** **A61** YR: **2017** **OPTIONS:** A92C03K03K04K11L11M

STATE: [redacted] **DT:** 2/26/2017 **SERVICING DLR** RAMSE[redacted]N, INC.

SVC DT: 3/2/2017 **DLR STATE:** [redacted]

OPEN_DT: 11/24/2021 **MILEAGE:** 62,279 **ACCIDENT:** N **AIRBAG:** N

CLOSE_DT: 2/16/2022

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Engine Assembly
06	OA	Vehicle Concerns	337230	Engine Electric
	[redacted]	Mechanical	7F	Check Engine Light
11	OA	Vehicle Concerns	337230	Engine Electric
	[redacted]	Mechanical	AR	Engine Room Harness
12	OA	Vehicle Concerns	337250	Brakes
	[redacted]	Mechanical	BK	Brake Switch/Lights

CAR VERBATIM

11/24/2021

11/24/2021 12:26:24 PM

DUE TO ATTORNEY REPRESENTATION, DO NOT CONTACT THIS CLIENT. IF CLIENT SHOULD CALL, PLEASE REFER CLIENT TO THEIR ATTORNEY. [redacted] letter received; Case assigned to ARBS for review. Previous cases found: 44838337, 44838337, 43429151, 43396626, 43367040, 43336036, 43327096 Open recalls/campaigns: None ROC in receipt of attorney letter received 11/24/2021 via email dated 11/16/2021 sent via [redacted] ROC-DA rec'd letter 11/24/2021 Law cited: New Jersey Lemon Law, Magnuson Moss Warranty Act and the New Jersey Consumer Fraud Act. Nonconformities: Not specified Requesting: Not specified Requesting response within: Not specified Letter attached for your review.

11/24/2021 12:33:12 PM

ROC-DA noting following DLRS inactive and unable to obtain RO's: GRAY[redacted] [redacted] BRANDON AUTOEASTERN [redacted] OF [redacted]

11/24/2021 12:48:45 PM

ROC-DA sent email requesting all RO's including PDI.

11/24/2021 12:56:35 PM

ROC-DA sent email requesting sales docs and title application.

11/28/2021 6:37:06 PM

========== ARBS notes the following: Client: Andrey Litvinoff Vehicle: 2017 Nissan Titan XD VIN # 1N6BA1F44HN536662 Law Firm: Timothy Abeel & Associates, P.C. [redacted]: [redacted], Esq. Letter Dated: 11/16/2021 Letter Received: 11/24/2021 Complaints: 1. N/A Desired Resolution: New Jersey Lemon Law, Magnuson Moss Warranty Act and the New Jersey Consumer Fraud Act. ==========

11/28/2021 8:56:59 PM

ARBS notes the following: Purchased: USED at 48,410 miles Purchase Date: 01/06/20 Selling Dealer: RAMSEY INFINITI

11/30/2021 8:41:27 AM

ARBS received EMAIL on 11/30/21 from Service Manager-[redacted] of [redacted] OF [redacted] if dealer can diagnose vehicle with pending legal action that dealer was notified about. ========== ARBS responded on 11/30/21 advising that initial attorney letter does give dealer an exception and advises of the following: Please do not have any further contact with our client, only with the exception to expedite necessary warranty repairs.

11/30/2021 9:09:17 AM

ROC-DA received emails containing requested RO's. ROC-DA attached RO's to case.

11/30/2021 9:11:16 AM

ROC-DA sent follow up email requesting sales docs and title application.

11/30/2021 11:42:29 AM

ROC-DA received email containing sales docs and title application. ROC-DA attached to case.

11/30/2021 11:46:03 AM

ROC-DA received duplicate email containing sales docs and title application. ROC-DA attached to case.

12/3/2021 1:48:10 PM

========== ARBS notes the following: OPEN RO Dealer: [redacted] [redacted]e: 11/29/21 RO # 4032226 Mileage: 61,000 Service Advisor: [redacted] ==========

12/3/2021 1:58:38 PM

========== ARBS made outbound call to [redacted] OF [redacted]N Spoke with SA-[redacted] To get status update on RO # 403226 [redacted] stated the following: - Customer dropped off the vehicle - Customer is not in a rental - [redacted] contacted dealer and is expected to come in next week. ARBS inquired did [redacted] provide a specific date SA-[redacted] stated no. ARBS advised would reach out to [redacted]o for clarification [redacted] understood ==========

12/3/2021 2:02:18 PM

========== ARBS notes the following: DTS: [redacted] Dealer: [redacted]N Date: 03/24/21 RO # 105833 1.Complaint: DTS was on site, verified with SA-Alan and [redacted] that both turbos should be replaced with Engine Long. Cause: Excessive play, see videos provided by SA Alan. Correction: DTS confirms both turbos should be replaced for durability of engine repair. Status: DTS to add photos. 4/15/21: DTS received email from WA-SM, requesting 4.0 HRS ST for Technician Diagnosis. DTS contacted [redacted] (Tech) who reported that ST diagnosis time was for initial complaint that required removal of oil pan to determine that crankshaft was broken. Also an additional diagnosis time was required to measure endplay of turbos to determine they needed to be replaced and also when coolant was found in intake EGR cooler was dissembled to determine it was leaking internally. DTS validates ST requests for diagnostic. ==========

12/3/2021 2:07:04 PM

========== ARBS notes the following: DTS: [redacted] Dealer: [redacted]N Date: 12/07/21 RO # 403226 Additional Notes: DTS-[redacted] sent EMAIL on 12/03/21 to confirmed inspection on 12/07/21 ==========

12/3/2021 2:08:59 PM

ARBS notes the following repairs Performed at [redacted] ========== 03/08/21 @ 56138 miles ---- RO # 105833 ---- Days Down: 31 Issue: 1. C/S went to accelerate to enter a highway, then engine started bucking and making a clunking noise. TOWED IN 2. Perform PC731: ECM Reprogram 3. C/S when turning to the left there is a loud grinding noise, mostly at slower speeds. When driving straight, seems to pull to the left 4. C/S there is an exhaust leak from under the front of the vehicle. Can smell exhaust in the vehicle. 5. C/S the front tires are badly chopped and the vehicle shakes going down the road. Believes front shocks/struts are defective 6. Perform MPI Action: 1. Per TECH LINE, replaced long block (Part # 10102-EZ40A) 2. Completed 3. Lubed stops 4. See line 2 5. Needs 4 tires and alignment 6. Completed Performed at [redacted] OF [redacted]N ========== 05/14/21 @ 57666 miles ---- RO # 394071 ---- Days Down: 1 Issue: 1. C/S brake lights not working Action: 1. Found the engine was replaced by another dealer and the main connector to the rear of truck is broken rec bring back to other dealer for repairs Performed at [redacted] ========== 05/18/21 [redacted] miles ---- RO # 109531 and 109531C ---- Days Down: 3 ** TIMESTAMPS Issue: 1. C/S he has not brake lights, high mounts works. When you perform a trailer light test, the brake lights work. Was told a wiring harness was cut or damaged. 2. Perform MPI 3. C/S during the 1 to 2 shift, transmission jerks, bucks. The 2 to 3 shift is fine 4. Perform transmission fluid 5. Perform differential and transfer case service 6. Perform brake fluid exchange Action: 1. Replaced engine harness (Part # 24012-EZ13A) 2. Completed 3. Transmission operating as designed 4. Completed 5. Completed 6. Completed 07/26/21 @ 60126 miles ---- RO # 113188 ---- Days Down: 2 Issue: 1. C/S both rear lamps are INOP but highmout is working Action: 1. Tightened pin fit (RA777A) Performed at [redacted] OF [redacted] ========== 09/09/21 @ [redacted] miles ---- RO # 399758 ---- Days Down: 5** TIMESTAMPS Issue: 1. C/S check engine light is on 2. Perform MPI Action: 1. TECH found actuator wasn?t calibrated correctly. TECH calibrated turbo actuator and cleared codes 2. Completed Performed at [redacted] ========== 09/21/21 @ [redacted] miles ---- RO # 116888 and 116888C ---- Days Down: 29 Issue: 1. C/S the vehicle has no power on acceleration. Engine light and traction light is on 2. Perform MPI 3. C/S he drove the vehicle home, turned the engine off and restarted it and the engine light came on again. Came here turned off the engine Action: 1. DTC P0471-00. Replaced tube pressure sensor (Part # 22365-EZ40B) 2. Completed 3. DTC P00AF-00 Replaced boost controller Performed at [redacted] OF [redacted]N ========== 11/29/21 @ 62,279 miles ---- RO # 403226 ---- Days Down: OPEN Issue: 1. C/S they are having concerns with both brake lights and driving lights in rear not working and the turn signals only work. Action: 1. DTS contacted and scheduled to come in per SA-[redacted] ==========

12/3/2021 2:09:23 PM

ARBS notes the following: Vehicle Purchased: USED at 48410 miles Purchase Date: 01/06/2020 Purchase State: [redacted] In-Service Date: 3/2/2017 Last Reported Miles: 62279 miles Nissans Owned: 1 BASIC COVERAGE 1 repair - engine bucking and making clunking noise @ 56138 miles - Per TECH LINE, replaced long block CAMPAIGN - ECM Reprogram (PC731) 1 repair - turning to the left there is a loud grinding noise @ 56138 miles - Lubed stops 1 repair - exhaust leak from under the front of the vehicle. Can smell exhaust in the vehicle. @ 56138 miles - Perform PC731 2 repairs - brake lights not working @ 57666 miles - Found the engine was replaced by another dealer and the main connector to the rear of truck is broken. recommended bring back to other dealer for repairs [redacted] miles - Replaced engine harness @ 62279 miles - [redacted], DTS-[redacted] scheduled for 12/07/21 2 repairs - transmission jerking | no power on acceleration [redacted] miles - Transmission operating as designed @ [redacted] miles - DTC P0471-00. Replaced tube pressure sensor | DTC P00AF-00 Replaced boost controller* 1 repair - both rear lamps are INOP @ 60126 miles - Tightened pin fit 2 repairs - check engine light on @ [redacted] miles - TECH found actuator wasn?t calibrated correctly. TECH calibrated turbo actuator and cleared codes @ [redacted] miles - DTC P0471-00. Replaced tube pressure sensor | DTC P00AF-00 Replaced boost controller* ADDITIONAL CASES FOUND - Case # 38368708 - CLOSED - Related to 1st Owner - Case # 43336036 - CLOSED - DPIC - Related to RO # 105833. Engine - Case # 43367040 - CLOSED - DPIC - Related to RO # 105833. - Case # 43396626 - CLOSED - DPIC - Related to RO # 105833. Harness - Case # 43429151 - CLOSED - DPIC - Related to RO # 105833. Turbo Kit - Case # 43454203 - CLOSED - DPIC - Related to RO # 105833. Bolt - Case # 44838337 - CLOSED - DPIC - Related to RO # 105833. Turbocharger Wastegate Actuator TECH LINE CASE FOUND - Case # 43327096 - Related to RO # 105833 - Case # 45239933 - Related to RO # 403226 WARRANTY CASE FOUND - Case [redacted] - Related to RO # 116888 - Case [redacted]9 - Related to RO # 105833. Replace Engine block - Case [redacted] - Related to RO # 109531. Replaced Harness DTS FOUND - [redacted] contacted by [redacted] on 03/24/21. Please note RO # 105833 - [redacted] contacted by [redacted] OF [redacted]N via TECH LINE on 12/01/21. Please note RO # 403226. Scheduled for 12/07/21 ADDITIONAL WARRANTIES FOUND - Policy # QSDT11799499 - Infiniti Elite - 48 month | 48,000 miles - EXPIRES on 01/06/24

12/3/2021 2:11:01 PM

ARBS to follow up on 12/08/21 DTS Inspection scheduled for 12/07/21 with DTS-[redacted]

12/3/2021 2:38:30 PM

ROC-DA completed and attached RHR to case.

12/7/2021 8:00:47 PM

ARBS received EMAIL on 12/07/21 from DTS-[redacted] requesting call to discuss inspection results DTS-[redacted] stated that upon review, vehicle needs repairs but they won't be covered under warranty. ARBS inquired on the estimate for a possible goodwill claim due to major repairs earlier this year. DTS-[redacted] stated would have to obtain estimate and get back with ARBS.

12/8/2021 4:07:08 PM

ROC-DA noting ROC-[redacted] sent email to Nissan Distribution Requests: Good morning, I am seeking assistance in obtaining the following factory invoice for an urgent legal matter. There is peculiarity to the information available through WPIA. ? VIN [redacted] ? Section: 26055455 ? Invoice: 879289 We? ve searched the following date ranges: 02/27/2017 ? 03/10/2017; 12/06/2017-01/09/2018 Thank you,

12/8/2021 4:07:46 PM

ROC-DA noting ROC-DA received email from Distribution Analyst-[redacted]s stating: Hi [redacted], The records for this VIN have been archived. I have submitted an ?unarchive? request, which requires an overnight batch. I will check tomorrow and hopefully will be able to pull an invoice at that time. Best regards, [redacted] | National Distribution Analyst 2 | Nissan North America | Phone: [redacted]

12/9/2021 9:57:44 AM

ROC-DA received email from Distribution Analyst-[redacted] stating: Good morning [redacted], We were able to retrieve the VIN file and it shows this vehicle was a CV unit that was sold at auction (inventory status codes Z and A). Therefore, an invoice was not generated. Best regards, [redacted] | National Distribution Analyst 2 | Nissan North America | Phone: [redacted] ROC-DA noting unable to obtain factory invoice for VEH.

12/10/2021 9:55:54 AM

ARBS recieved EMAIL on 12/08/21 from DTS-Gio with Goodwill Request submitted to FOM-[redacted] replace the chassis harness and rear tail lamps with an estimate of $3,652.90

12/15/2021 3:41:10 PM

ARBS sent EMAIL to DTS-Gio inquiring on goodwill claim.

12/17/2021 1:45:53 PM

ARBS received EMAIL on 12/16/21 from DTS-Gio advising that FOM[redacted] approved goodwill claim. ARBS received EMAIL on 12/16/21 from [redacted] of [redacted] OF [redacted]N advising that repairs have been completed, customer was notified to pickup on 12/14 and provided copy of repair order.

12/17/2021 1:49:36 PM

========== ARBS notes the following: DTS: [redacted] Dealer: [redacted] OF [redacted]N Date: 12/07/21 RO # 403226 1.Complaint: Outside of district dispatch as per DTS-BF request. Customer complaint is tail lamps inop, Owner had installed aftermarket trailer lamps as safety precaution, see photos. DLR had previously diagnosed multiple DTCs as being related to SMJ connector C1/E41. DLR reports found excessive amount of dielectric grease installed by previous DLR repair, DTS notes in NSH appears E harness was replaced, C harness repaired. DTS found two current DTCs present, U010E-00 COMM ERROR, P21C4-00 REDUCTANT HEATER RELAY, B2720 CORNER SENSOR RL OPEN/SHORT. Cause: Impact trauma to both rear tail lamps assemblies, most notably RR which has small piece missing from inner edge. Inspected RR lamp assembly, found backup bulb has what appears to be white lithium grease present, visible corrosion on connector. DTS expects that as per NTB21-093, water intrusion in the combination lamp has been found to migrate down the harness into SMJ connector. TSB is attached to this report. DTS found that DEF Control module was not receiving ignition power supply from 5A Fuse 69 which was blown. DTS found that Sonar Sensor connection was open at C1/E41. Correction: DTS replaced fuse to resolve DEF Control Module Communication DTC. Reductant Heater Relay DTC resolved with Active Test as per ESM after ECU was back online. DTS found that Sonar Sensor DTC resolved by cycling C1/E41 repeatedly. DTS confirmed that non-warrantable water intrusion from tail lamp has caused concerns and Chassis Harness and Tail Lamp Assemblies must be replaced to resolve. DTS contacted ARBS-RG and explained findings, ARBS requested vehicle be repaired via Goodwill to facilitate resolving BOW case. DTS received estimate from DLR for $3,652.90 that DTS will send to FOM for review. Status: DTS to upload photos. FOM approved Goodwill claim. ETA on parts 12/17/21. ==========

12/17/2021 1:55:37 PM

ARBS notes the following: Performed at [redacted] OF [redacted] ========== 11/29/21 @ 62,279 miles ---- RO # 403226 ---- Days Down: 15 Issue: 1. C/S they are having concerns with both brake lights and driving lights in rear not working and the turn signals only work. Action: 1. Per TECH LINE and DTS, replace rear chassis harness (Part # 24027-9FS0E) and both tail lamp assemblies (Part # 26555-EZ23D and 26550-EZ23D) [FG] ========== 1 repair, 1 FG repair - both rear lamps are INOP @ 60126 miles - Tightened pin fit @ 62279 miles - Per TECH LINE and DTS, replace rear chassis harness and both tail lamp assemblies Days Down: 86

12/17/2021 2:22:33 PM

ARBS sent response letter to ATTY[redacted] via EMAIL on 12/17/21 Nissan North America, Inc. would like to acknowledge receipt of your letter regarding the above referenced vehicle. We have performed a careful analysis of your client?s case, and at this time, we would like to resolve this matter amicably. Vehicle Purchased: USED at 48,410 miles Selling Dealer: RAMSEY INFINITI Purchase Date: 01/06/20 Selling State: [redacted] Last Reported Mileage: 62,279 miles TIME PERIOD FOR FIRST OCCURRENCE OR NOTICE Earlier of 24,000 miles or two years following original delivery to a consumer. Original Delivery: 03/02/2017 Miles beyond 24,000 miles: 38,279 miles Months beyond 2 years of original delivery: 57 months NNA recently covered the costs of repairs at [redacted] OF [redacted] (RO # 403226) in the most recent visit as a onetime goodwill gesture. Based on the information submitted, Nissan is willing to offer cash settlement in the amount of $1,750.00 to resolve this matter. This offer is inclusive of attorney fees. Please review this offer with your client and advise me of their response within 30 days. Please let me know of your client?s response to our settlement offer.

12/21/2021 8:28:10 AM

ARBS received EMAIL on 12/17/21 from [redacted] advising that vehicle has stopped 4-5x in the middle of the highway, no brakes, broken down and 12,000.00 counter offer. ARBS responded on 12/21/21 inquiring if client is interested in looking into voluntary repurchase.

12/23/2021 9:35:06 AM

ARBS received EMAIL on 12/21/21 from [redacted] inquiring the terms of the voluntary repurchase ARBS responded on 12/23/21 advising that the following is needed: ? Purchase Contract ? Current Registration ? Payoff Quote ? Vehicle Photos (1 front / 1 rear / 1 left / 1 right / 1 front interior / 1 rear interior) Upcoming Holiday Closure: Christmas Holiday ? December 23rd ? January 2nd

12/23/2021 9:36:39 AM

ARBS received OOO EMAIL from ATTY[redacted] advising firm will be out until 01/05/22

12/29/2021 7:59:57 AM

ARBS notes no DOCS submitted on 12/29/21

12/30/2021 9:14:46 PM

========== ARBS notes the following: Holiday Closure: New Years Eve - December 31st ==========

1/3/2022

1/3/2022 1:32:12 PM

ARBS sent EMAIL to [redacted] inquiring on requested documents.

1/3/2022 1:32:45 PM

ARBS received OOO EMAIL from [redacted] advising firm will be out until 01/05/22

1/3/2022 2:32:49 PM

ARBS received EMAIL on 01/03/21 from Law Clerk-[redacted] advising client is gathering documents.

1/5/2022 7:35:51 AM

ARBS notes no DOCS submitted on 01/05/22

1/7/2022 7:55:19 AM

ARBS notes no DOCS submitted on 01/07/22

1/11/2022 7:44:42 AM

ARBS sent EMAIL to Law Clerk-[redacted] inquiring on status of requested DOCS.

1/11/2022 7:50:48 AM

ARBS received EMAIL on 01/11/22 from Law Clerk-[redacted] advising that DOCS were submitted but FINANCIALS are password protected and waiting for client to resubmit.

1/11/2022 1:26:53 PM

ARBS received EMAIL on 01/11/22 from Law Clerk-[redacted] with the following: ? Current Registration ? Purchase Contract ? Payment History (REFCU) ? Payoff Quote

1/11/2022 1:48:32 PM

ARBS sent repurchase letter to Law Clerk-[redacted] via EMAIL on 01/11/22 ARBS notes the following figures: (+) Cash Price $32,750.00 (=) Total Purchase Price $32,750.00 (-) Less Usage ($4,542.10) (-) Lien Payoff good till 2/4/2022 ($27,741.35) (=) Amount Due to customer $466.55 (+) Attorney Fees $1,750.00 (=) Amount Due to Attorney and Customer $2,216.55 ========== Usage (Last Reported Mileage: 62,279 miles) ? (USED Mileage: 48,410 miles) (13,869 miles / 100,000) x $32,750.00 purchase price Payoff NMAC Account#: 00880075229080001 Principal Paid $ 5,438.12 Interest paid $ 1,394.97 Overage $13.17 Rockland Employees Federal Credit Union [redacted] Account # 12232 Payoff Amount $27,741.35 Good till 2/4/2022 Per Diem $2.36 Principal Paid to Date $7,,406.29 Interest Paid to Date $1,202.83 Late Fees N/A Last Payment Date 12/30/2021 Reg (Expires on 01/29/22) Photos (Not Submitted)

1/13/2022 7:13:52 AM

ARBS received EMAIL on 01/12/22 from Law Clerk-[redacted] advising of the following: As a reminder, I?ve provide a copy of the initial offer provided via email back on 12/17/21. This vehicle was purchased used and already outside of the 24,000 miles / 2 year period. As the complaint experienced by your client were well outside of the period, NNA made the offer for claims outside of guidelines. TIME PERIOD FOR FIRST OCCURRENCE OR NOTICE Earlier of 24,000 miles or two years following original delivery to a consumer. Original Delivery: 03/02/2017 Miles beyond 24,000 miles: 38,279 miles Months beyond 2 years of original delivery: 57 months Owned vehicle repurchase ? Nissan will refund the actual amount paid for the vehicle. This will not include any collateral charges (such as taxes, fees, finance and other charges, non-manufacturer items installed by a dealer or the customer, service contracts, or insurance policies).

1/13/2022 7:31:53 AM

ARBS received EMAIL on 01/13/22 from Law Clerk-[redacted] confirming response was received.

1/18/2022 7:00:44 AM

========== ARBS notes the following: NNA closed on Monday, January 17th in observance of MLK Day ==========

1/18/2022 7:01:32 AM

ARBS notes no response from Law Clerk-[redacted] on 01/18/22

1/20/2022 7:45:12 AM

ARBS sent EMAIL to Law Clerk-[redacted] requesting status update.

1/20/2022 7:55:53 AM

ARBS received EMAIL on 01/20/22 from Law Clerk-[redacted] advising that client has not responded and will contact client.

1/24/2022 8:16:05 AM

ARBS notes no response from Law Clerk-[redacted] on 01/24/22

1/26/2022 7:30:17 AM

ARBS sent EMAIL to Law Clerk-[redacted] inquiring if client provided response.

1/26/2022 9:29:57 AM

ARBS received EMAIL on 01/26/22 from Law Clerk-[redacted] advising that client was contacted for a followup and response is PENDING.

1/28/2022 7:15:44 AM

ARBS received EMAIL on 01/27/22 from Law Clerk-[redacted] with $10,000.00 counter offer ARBS responded on 01/28/22 with $4,000.00 max inclusive.

2/1/2022 7:02:57 AM

ARBS notes no response from Law Clerk-[redacted] on 02/01/22

2/1/2022 12:45:44 PM

ARBS received EMAIL on 02/01/22 from Law Clerk-[redacted] accepting $4,000.00 inclusive ARBS sent release letter via EMAIL on 02/01/22

2/3/2022 8:00:01 AM

ARBS notes no SIGNED release on 02/03/22

2/3/2022 12:41:58 PM

ARBS received EMAIL on 02/03/22 from Law [redacted] advising that client has been contacted to provided release ASAP.

2/4/2022 10:02:12 AM

ARBS received TEMP Reg from Law [redacted] via EMAIL on 02/04/22

2/8/2022 7:09:21 AM

ARBS notes no SIGNED release on 02/08/22

2/10/2022 7:18:50 AM

ARBS notes no SIGNED release on 02/10/22

2/14/2022 7:12:26 AM

ARBS sent EMAIL to Law [redacted] requesting status update.

2/15/2022 9:00:23 AM

DUE TO ATTORNEY REPRESENTATION, DO NOT CONTACT THIS CLIENT. IF CLIENT SHOULD CALL, PLEASE REFER CLIENT TO THEIR ATTORNEY.

2/15/2022 9:00:24 AM

DUE TO ATTORNEY REPRESENTATION, DO NOT CONTACT THIS CLIENT. IF CLIENT SHOULD CALL, PLEASE REFER CLIENT TO THEIR ATTORNEY.

2/15/2022 9:02:18 AM

ARBS received SIGNED release via EMAIL from Law [redacted] on 02/15/22 ARBS submitted check request for approval on 02/15/22 Payee: [redacted] and Timothy Abeel & Associates, P.C. Amount: $4,000.00

2/25/2022 10:34:35 AM

*** [Added after the case is closed.] *** ARBS received EMAIL on 02/25/22 from Law [redacted] confirming check was received.

CONSUMER ASSISTANCE REQUEST

[redacted]

NAME: [redacted] **VIN:** [redacted] **TRIM:** PLAT

CITY: [redacted] **MODEL:** **A61** YR: **2016** **OPTIONS:** B11C03K11L12S01X02Z6

STATE: [redacted] **DT:** 3/2/2016 **SERVICING DLR** JIM BASS [redacted]

SVC DT: 4/25/2016 **DLR STATE:** [redacted]

OPEN_DT: 12/9/2021 **MILEAGE:** 89,000 **ACCIDENT:** N **AIRBAG:** N

CLOSE_DT: 12/20/2021

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AA	Crankshaft/Camshaft

CAR VERBATIM

12/9/2021

12/9/2021 6:39:57 PM

CRR-DM VERIFIED Account Info including: C's name, home & email address, phone# & best contact# CRR-DM VERIFIED Veh Info including: VIN#, Current Mileage CRR-DM CHECKED and ADVISED for open recalls/campaigns and found: 0 CRR-DM CHECKED for previous UNRELATED Case(s) and found:0 CRR-DM CHECKED previous RELATED Case(s) and found: 0 CRR-DM NOTED concern is: Engine OOW FA CRR-DM received inbound call from [redacted] now known as [redacted] stated VEH is at DLR diagnosed with shattered crank shaft. C stated DLR stated motor would need replacing, costing approximately $19,000. C inquired about OOW FA. CRR-DM empathized and stated CRR-DM will certainly look into this for [redacted]RR-DM stated that C will be contacted by a Regional Consumer Affairs Specialist in one to three business days, starting 12/10/2021. CRR-DM asked if there is any other way CRR-DM can assist. C thanked CRR-DM. C declined additional assistance. CRR-DM offered case number. C requested it in email. C stated yes. CRR-DM provided case number, DLR phone number, agent name, and branded call. CRR-DM transferred C to CRR-KT for further assistance. CRR-DM provided case number, agent name, and branded call. Call ended mutually. Best contact [redacted].

12/9/2021 6:41:38 PM

Case Summary C requested OOW FA for motor replacement. CRR-DM stated that C will be contacted by a Regional Consumer Affairs Specialist in one to three business days, starting 12/10/2021.

12/10/2021 2:11:19 PM

RCAS-TJ checked for previous related cases found: 0 RCAS-TJ checked for previous unrelated cased found: 4 RCAS-TJ checked for open Recalls/Campaigns: 0 RCAS-TJ for number of Vehicles Owned: 1 RCAS-TJ for VSC Contracts:RCCC10727876/VSC10727876 RCAS-TJ verified Purchased New or Pre-owned: New RCAS-TJ verified Current Mileage: 89000 RCAS-TJ verified Beyond Basic Warranty Miles: 53000 RCAS-TJ verified Beyond Basic Warranty Months: 32 RCAS-TJ verified Beyond PT Warranty Miles: 0 RCAS-TJ verified Beyond PT Warranty Months: 8 RCAS-TJ verified Amount paid (in dollars) to dealer: $2875.11 RCAS-TJ noted C is wanting OOW FA.

12/10/2021 2:14:47 PM

RCAS-TJ made outbound call to [redacted] Nissan at [redacted]. RCAS-TJ was transferred to SM and phone just rang for 1 minute so RCAS-TJ ended call.

12/10/2021 2:16:38 PM

RCAS-TJ sent email to [redacted] with GW questions.

12/10/2021 2:17:08 PM

RCAS-TJ is moving follow up date to 12/13 due to pending information from DLR.

12/13/2021 2:10:26 PM

RCAS-TJ made outbound call to [redacted] Nissan at [redacted]. RCAS-TJ was transferred to SM and was on hold for 2 minutes so RCAS disconnected call.

12/13/2021 2:12:12 PM

RCAS-TJ sent email to [redacted] with GW questions.

12/13/2021 2:12:24 PM

RCAS-TJ is moving follow up date to 12/14 due to pending information from DLR.

12/14/2021 12:59:32 PM

CRR-SE VERIFIED Account information including: C?s name, home & e-mail address, phone number & best contact number. CRR-SE VERIFIED VEH Information including: n/a CRR-SE CHECKED for open recalls/campaigns and found: n/a CHECKED for previous UNRELATED Case(s) and found: n/a CRR-SE CHECKED previous RELATED Case(s) and found: 45302696 CRR-SE NOTED concern is: RCAS callback CRR-SE received a call from [redacted] also known as [redacted] provided case # 45302696 C stated spoke to [redacted] at DLRSHP and was informed that [redacted] was PC[redacted] stated [redacted] was at lunch and would return shortly. CRR-SE empathized with C and stated CRR-SE would look into it. CRR-SE asked C to verify account information. C verified account information. CRR-SE informed C that case owner was working on the case. CRR-SE informed C that the case notes will be updated to reflect C?s call and request for an update. C understood. CRR-SE asked if there was anything else CRR-SE could assist with at this time. C declined. CRR-SE provided C with name and case # 45302696. CRR-SE thanked C and branded the call. Call ended mutually Best contact [redacted].

12/14/2021 1:34:46 PM

[redacted] made outbound call to C at [redacted]. [redacted] confirmed C has time to speak. [redacted] ADVISED, ?This call may be recorded for quality and training purposes.? [redacted] VERIFIED C?s name, home & email address, concern, phone. [redacted] CHECKED and ADVISED C of open recalls/campaigns and found: Previous UNRELATED Case(s) Found: 4 Previous RELATED Case(s) Found:0 [redacted] advised that case has been escalated to [redacted] and will be [redacted] reviewing case. [redacted] TJ advised reaching out to DLR to get more information on C's VEH. [redacted] advised that C's VEH is OOW both basic and PT warranty so [redacted]S will do GW review once DLR give [redacted]S info. C stated C is at 89,000 miles. C stated it is a cracked crank shaft. C stated that C has friend that is certified tech with [redacted]. C stated that this is typical from 50,000 to 100,000. [redacted] apologized for C's concern. [redacted] advised not being aware of any habitual concerns but [redacted]S is not technically trained. [redacted] advised follow up for 12/20 with update on C's case. C stated that C needs it quicker. [redacted] advised that [redacted]S is waiting on DLR to get info to [redacted]S to get OOW FA review moved along but [redacted]S will contact C as soon as [redacted] as update for [redacted] asked for [redacted] last name. [redacted] advised not being able to give last names. C asked if [redacted] with company. [redacted] advised not being aware of that person. [redacted] thanked C for time. Call ended mutually.

12/14/2021 2:57:24 PM

SCRR-DB VERIFIED Account Info including: C's name, home & email address, phone# & best contact#. SCRR-DB VERIFIED VEH Info including: NA. SCRR-DB CHECKED for open recalls/campaigns and found: 0. SCRR-DB CHECKED for previous UNRELATED Case(s) and found:0. SCRR-DB CHECKED previous RELATED Case(s) and found: 0. SCRR-DB NOTED concern is: Case Update. C's name Is [redacted] C inquired into case# 45302696. C stated C spoke to DLR who currently have an update for [redacted] agents. C stated DLR has send emails to agent [redacted] with information and contact numbers. C requested to speak to [redacted] agent. C stated Nissan should contact DLR as soon as possible as provides an answer to concerns. C inquired into Campaign Information. SCRR-DB Reviewed case. SCRR-DB advised [redacted] CA is currently reviewing concerns. SCRR-DB advised case manager will be informed of call. SCRR-DB advised Nissan continued to monitor concerns. SCRR-DB Apologized for inconvenience. SCRR-DB Stated [redacted]A will try to address C's concerns. SCRR-DB stated C concerns will remain in system. Case Number has not changed. C understood and appreciated the assistance. SCRR-DB Asked if any other assistance could be provided. C declined. Call ended mutually. Best Contact #[redacted]

12/14/2021 2:57:35 PM

CASE SUMMARY C Called regarding case Update. SCRR-DB documented C's concerns on case comments.

12/16/2021 11:44:19 AM

CRR-ME VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number. CRR-ME VERIFIED VEH Information including: VIN #, Current Mileage: NA CRR-ME CHECKED for open recalls/campaigns and found: 0 CRR-ME CHECKED for previous UNRELATED Case(s) and found: 0 CRR-ME CHECKED previous RELATED Case(s) and found: 45302696 CRR-ME NOTED concern is: RCAs follow up. CRR-ME received a call from [redacted] also known as [redacted] owns a 2019 Nissan Titan XD. C stated that C wanted to know if case manager has spoken to DLR. C stated that C want to know the update on case. CRR-ME empathized with C and stated CRR-ME would be happy to assist. CRR-ME informed C that FUD is 12/20/2021. C understood and asked CRR-ME if [redacted] has spoken with service manager. CRR-ME informed C that CRR-ME is unable to provide that information and this will be made known to C on the FUD. CRR-ME asked if there was anything else CRR-ME could assist with at this time. C declined. CRR-ME provided C with name and case #. CRR-ME thanked C for calling [redacted], and have a great day. Call ended mutually. CRR-ME NOTING best contact #:[redacted]

12/16/2021 11:45:04 AM

****** [CASE SUMMARY] ****** C called for [redacted] callback. CRR-ME informed C of FUD and documented C's concern.

12/16/2021 3:27:04 PM

[redacted] Goodwill Request feedback from SF1 **Goodwill Request was partially approved by CA Field Staff [redacted]** Action: Partially Approved Approval Options: 50/50% Approver Detail: [redacted] approves 50/50 Goodwill. GK Last Action By: [redacted] Date of Last Action: 2021-12-16 16:27:03 [redacted] Agent Name/Phone extension[redacted] / CA Case number: 45302696

12/20/2021 8:56:52 AM

[redacted] made outbound call to C at [redacted]. [redacted] confirmed C has time to speak. [redacted] ADVISED, ?This call may be recorded for quality and training purposes.? [redacted] advised being able to speak to SM regarding C's VEH. [redacted] advised that SM did state the crank shaft needed to be replaced. [redacted] advised that [redacted] did OOW FA review for C. [redacted] advised that [redacted]A is in position to offer 50% assistance with repair. [redacted] asked if C accepted this offer. C asked if best [redacted] can do. C stated the DLR has had many different VEH come in. C stated C needs to ask wife if they accept the offer. [redacted] advised that at this time Nissan's offer is 50%. C stated that C accepts. [redacted] advised that C has 90 days to get repair done. [redacted] advised that [redacted] will make sure DLR is aware. C stated DLR has started repairs. [redacted] advised that [redacted]S will just make sure DLR is aware of offer. [redacted] thanked C for time. [redacted] advised if C has questions to contact [redacted]. Call ended mutually.

12/20/2021 8:57:57 AM

[redacted] sent email to [redacted] informing the 50% offer and that C accepted.

12/20/2021 8:59:09 AM

[redacted] is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with OOW FA. [redacted] provided repair information. [redacted] [redacted] approved 50% assistance with repair. ***STATEMENT OF DECISION*** [redacted] advised C the Case has been thoroughly reviewed and Nissan is in the position to assist with 50% of the repair. [redacted] noting C accepted assistance & was pleased with outcome.

1/4/2022

1/4/2022 9:34:11 AM

*** [Added after the case is closed.] *** SCRR-AV<VERIFIED> Account information including: C's name, home & e-mail address, phone number & best contact number. SCRR-AV VERIFIED VEH Information including: VIN #, Current Mileage. SCRR-AV CHECKED for open recalls/campaigns and found: none. SCRR-AV CHECKED for previous UNRELATED Case(s) and found: 2. SCRR-AV CHECKED previous RELATED Case(s) and found: 0. SCRR-AV NOTED concern is: case follow up due to possible VEH sale. SCRR-AV received inbound call from [redacted] stated C is calling in regards to case. SCRR-AV advised C case went to a [redacted] who approved 50% of the repair. SCRR-AV inquired for reason for calling. C stated C has gotten repairs done but has also bought a new VEH. C stated C will be selling this VEH but wants to know if repair warranty will transfer. SCRR-AV advised C SCRR-AV is not sure as [redacted] CA does not verify warranty coverage. C inquired if C provides RO to new owner would this be ok. SCRR-AV discussed case with TL-DI who informed SCRR-AV repair warranty can transfer to new owner & C RO can be used as proof. SCRR-AV advised C as long as new owner has a copy of RO the repair warranty can still be applied. C understood. SCRR-AV asked C if there was anything else SCRR-AV could assist with. C declined. SCRR-AV provided C with case ending statement. Call ended mutually.

1/4/2022 9:34:52 AM

*** [Added after the case is closed.] *** ****** [CASE SUMMARY] ****** SCRR-AV documenting call with C in case notes.. Customer called Nissan CA for case follow up due to possible VEH sale.

[redacted]

NAME: [redacted]
CITY: [redacted]
STATE: [redacted]
OPEN_DT: 12/14/2021
CLOSE_DT: 12/17/2021

VIN: [redacted]
MODEL: A61 YR: 2016
DT: 11/25/2015
SVC DT: 4/16/2016
MILEAGE: 61,000

TRIM: [redacted]
OPTIONS: A92B11B93B96C03K02L9
SERVICING DLR NISSAN OF [redacted]
DLR STATE: [redacted]
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
07	OA	Vehicle Concerns	5X	Fuel/Intake System
	[redacted]	Mechanical	4T	Fuel Tank

CAR VERBATIM

12/14/2021

12/14/2021 4:40:07 PM

C stated that the same day that the engine was replaced the VEH could not be turned on. C stated that the DLR Nissan technicians and metal particles where found again. C stated that the C finds it illogical that a new engine already has damage like the previous engine did. [redacted] advised the C that a new case would be opened and that [redacted]MT would contact the C in 3 business days. C stated that the C does not want to deal with [redacted]-MT. C stated that the C did not like the way that [redacted]-MT treated the C. C stated that the C has been telling [redacted] that this VEH has issues for a long time and [redacted]A never listened to the C. C stated that [redacted]A only began listening to the C when the two engines failed. [redacted] apologized for C?s concerns. [redacted] advised the C that this would be noted and that [redacted] would consult with [redacted]?s supervisor. [redacted] advised the C of the 3 day FUD. C understood. [redacted] asked C if C had any additional concerns. C declined. Call ended mutually. Best Contact [redacted]

12/14/2021 4:40:25 PM

[redacted] VERIFIED Account Info including: C's name, home & email address, phone# & best contact# [redacted] VERIFIED VEH Info including Color, Warranty, Mileage & Service History [redacted] CHECKED for open recalls/campaigns and found: 0 [redacted] CHECKED for previous UNRELATED Case(s) and found: 0 [redacted] CHECKED previous RELATED Case(s) and found: 0 [redacted] NOTED concern is: Repeated Engine Failure [redacted] C called for Repeated Engine Failure [redacted] asked C how CRR[redacted]K could be of assistance. C stated that the engine was supposedly going to be changed. C stated that the new engine is completely burned again. C stated that the DLR supposedly changed the engine the last week. C stated that the VEH was covered under warranty. C stated that the third party warranty covered the repairs. C stated that the DLR told the C that the DLR found particulates of metal in the engine and this is why [redacted]A did not authorize the repairs. C stated that the C wants to know why the third party warranty covered the repairs in that case. C stated that [redacted] CA recommended this DLR as there were no other diesel technicians at the other Nissan DLRs. C stated that the DLR should be responsible for checking why the previous engine failed and the C does not believe that the C should be responsible for this. C stated that the C just spoke with the DLR and was told that the C had to speak to the DLR to see what the C will do with the VEH. C stated that the new motor also had metal particles. [redacted] apologized to the C. [redacted]K asked the C if the Engine was replaced or repaired. C stated that the engine was replaced. C stated that the DLR should have inspected the VEH completely to see what happened with the previous engine. C stated that the new engine was installed 2 weeks ago. C stated that the DLR should have inspected what was the cause of the previous engine failure prior to installing the new engine. [redacted] asked the C how the C would like [redacted] to assist the C. C stated that the C wants to know what to do with the VEH. C stated that the C is not responsible if [redacted] does not have skilled technicians. C stated that [redacted] CA recommended this DLR. C stated that Rockaway Nissan had the VEH for almost 2 months. C stated that Rockaway Nissan put a red flag on the VEH and would not work on it anymore. C stated that the C wants [redacted]A to resolve the C?s issue. C stated that the C was told that the C had to pay $16,000 to fix the VEH.

12/14/2021 4:41:14 PM

CASE SUMMARY C contacted CA regarding Repeated Engine Failure [redacted]K will follow up with the C in 1-3 business days.

12/16/2021 2:49:13 PM

[redacted] emailed [redacted] and was unable to reach the SD. [redacted] emailed [redacted], [redacted] and [redacted] as per TL-RR.

12/17/2021 12:10:30 PM

[redacted] emailed [redacted] and was unable to reach the SD. [redacted] emailed [redacted], [redacted] and [redacted] for follow up request to gather more INFO.

12/17/2021 2:53:08 PM

[redacted] placed an outbound call to Nissan of [redacted] and spoke with [redacted] stated that the VEH came in on October 16th, the mechanic [redacted] checked it and the engine was locked up. [redacted] stated that the engine was seized. [redacted] stated that the new engine is now cranking but the VEH will not start. [redacted] stated that there are problems with the fuel tank. [redacted] stated that the DLR told the C that the C has to pay for this. [redacted] stated that the C kept driving the VEH like this. [redacted] stated that the motor came in not turning. [redacted] stated that the DLR thought it was something inside the motor. [redacted] stated that the extended warranty covered the motor. [redacted] stated that the C does not want to pay for the issue with the [redacted] stated that the DLR was unable to test the fuel if the engine does not crank. [redacted] stated that the C is getting mad at the DLR for something that the DLR did not do. [redacted] stated that the DLR did not expect to have contamination in the fuel tank. [redacted] stated that the Breaker bar on the crank shaft pulley on the bottom and sees that the motor is seized. [redacted] stated that the DLR is charging the C $10,000 for parts and $15,000 with labor. [redacted] stated that the C can go through the C?s insurance company for the fuel tank issue. [redacted] the fuel pump [redacted]ll the injectors have to be replaced. [redacted] stated that there is a request to tech line. [redacted] stated that the whole fuel system has to be replaced as there is contamination. [redacted] stated that there is something wrong in the fuel. [redacted] stated that the C does not want to go through the C?s insurance. [redacted] stated that the VEH came in like this and this is what?s [redacted] placed an outbound call to the C and verified the C?s mailing address. [redacted] advised the C that the DLR found contaminate in the fuel tank and this is not a warrantable issue covered by the C?s extended warranty. [redacted]K advised the C that NNA CA cannot assist the C with this concern. [redacted] advised the C that NNA relies on technical INFO provided by DLR?s. [redacted] advised the C that the C can contact the BBB. C stated that there was a change in the fuel tank by [redacted] Nissan. C stated that the C believes that the fuel tank was not cleaned correctly. C stated that the C thinks that this is the only way that this could have occurred. C stated that the DLR did not inspect the VEH as the DLR should have. [redacted] advised the C that [redacted] cannot contradict the DLR?s technical knowledge as [redacted]K is not a mechanic. C stated that the C feels like Nissan is stealing from the C. C stated that the DLR did not inspect the VEH thoroughly. C stated that life takes many turns and Nissan will have to repay for all of this. [redacted] apologized to the C and offered to provide the BBB phone number. C declined. Call ended mutually.

12/17/2021 2:54:47 PM

CASE SUMMARY C contacted CA regarding Fuel Tank Contamination concern [redacted]K is closing the case as no further assistance can be done. *** STATEMENT OF DECISION *** Customer does not a believe the DLR repaired the VEH correctly [redacted] advised [redacted] there was contaminate in the fuel tank and the C has to speak to the C's insurance company. [redacted] advised the C that there was contaminate in the fuel system and referred the C to the C's insurance and the BBB. C was displeased with the outcome.

CONSUMER ASSISTANCE REQUEST

[redacted]

NAME: [redacted], **CLINT**
CITY: [redacted]
[redacted]: [redacted]
OPEN_DT: 3/11/2022
CLOSE_DT: 3/15/2022

VIN: [redacted]
MODEL: **A61** YR: **2017**
DT: 7/20/2017
SVC DT: 11/30/2017
MILEAGE: 167,000

TRIM: PLATINUM 4X4
OPTIONS: B10B11B13B92C03L12M
SERVICING DLR DON [redacted], INC.
[redacted]: [redacted]
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Engine Assembly

CAR VERBATIM

3/11/2022

3/11/2022 12:16:08 PM

CRR-AD VERIFIED> Account information including: C's name, home & email address Phone number & best contact number CRR-AD VERIFIED VEH Information including: VIN#, Current mileage CRR-AD CHECKED for open recalls/campaigns and found: 0 CRR-AD CHECKED for previous UNRELATED Case(s) and found: 0 CRR-AD CHECKED previous RELATED Case(s) and found: 0 CRR-AD noted concern is: DLR complaint. CRR-AD received inbound call from C: [redacted]. C stated VEH has 167000 mi. C sated VEH been at DON [redacted]N since 1/2022. C stated driving on the road C hit a big dent VEH died and towed to DLR. C stated DLR want fuel tank down since there's issue with fuel system. C stated didn't agree and allow DLR. C stated it was diagnosed that there's short on wiring harness. C stated at 70k mi C stated engineer looked into it and advised to be replaced. C stated C agreed and cost is $3500. C stated still VEH don't start. C stated engineer to looked into it again and did compression test. C stated after test found 3 systems are bad advised now it needs a new engine. C stated C was quoted $18000. C stated DLR has been cranking it everyday, not pumping caused cylinder to fail. C stated bump in the road won't cause engine to fail. C stated DLR should have done compression test on first diag. C stated C was looking for some type of help with engine. CRR-AD apologized for the concern and agreed to look into this for C. CRR-AD informed C case started will be sent to Regional Consumer Affairs Specialist for review, and reach out to C on 3/14/2022 by [redacted]. CRR-AD advised C ?while our goal is to contact you within 1 business day, due to unusually high call volumes, it could take up to 3 business days. We appreciate your understanding and patience?. C acknowledged and thanked CRR-AD for assistance. CRR-AD asked if there was anything else to assist with at this time. C declined. CRR-AD gave agent name and case #45932778 and thanked C for calling NNA. C understood and thanked CRR-AD for assistance. Call ended mutually. Best contact# [redacted].

3/11/2022 12:36:30 PM

****** [CASE SUMMARY] ****** C called for DLR complaint. C state at 70k mi C was having issue with wiring harness but no DLR can figure out. CRR-AD sending case to [redacted] for complaint against the dealership service department.

3/14/2022 11:43:54 AM

[redacted]JD emailed Warranty Admin-[redacted] requesting further information regarding C's VEH diagnosis/repairs.

3/14/2022 11:44:10 AM

[redacted]JD sent email to Warranty Admin-[redacted] requesting more information about C's VEH. [redacted]JD noting email is DLR's preferred method of contact. ********** RCAS-[redacted] moving follow-up to 3/16/2022 pending DLR response.

3/15/2022 3:18:11 PM

Warranty Admin-[redacted] emailed [redacted]JD stating C came into DLR for no start concern. Warranty Admin-AB stated DLR diesel specialist was able to isolate concerns to open circit in engine room wiring harness. Warranty Admin-AB stated after preforming repairs approved by C, VEH was able to crank but no stay running. Warranty Admin-AB stated electrical concerns were ruled out and DLR determined that more than one cylinder is having compression reading concerns and engine will need to be replaced. Warranty Admin-AB stated C is off GW grid and DLR does not recommend GW and C is 3rd owner of VEH.

3/15/2022 4:58:51 PM

[redacted] made outbound call to C at [redacted] [redacted]JD ADVISED, ?This call may be recorded for quality and training purposes.? [redacted]JD VERIFIED C?s name, home & email address, concern, phone. [redacted]JD CHECKED and ADVISED C of open recalls/campaigns and found:0 Previous UNRELATED Case(s) Found:0 Previous RELATED Case(s) Found: 0 [redacted]JD advised that case has been escalated to CRT-JD and CRT-JD will be [redacted] reviewing case. [redacted]JD asked about C's concerns. C stated C was driving down road and put a bump. C stated VEH would not start. C stated C had to have VEH towed to a DLR. C stated a DLR stated VEH needs a crank shaft.
C stated C disagrees with diagnosis and C brought VEH to a NNA DLR> C stated C's VEH has been at DLR for a while.
C stated DLR thought C's VEH needed a electrical harness. C stated a local DTS was involved and recommended harness. C stated after 3,500 repair, VEH was still not starting properly. C stated DLR stated DLR did not have proper tools to test cylinder pressure. C stated DLR sends out DTS to preform compression test. C stated DLR stated 3 cylinders do are not operating properly. C stated hitting a bump in road would not cause damage to cylinder pistons and compressions. C stated C's concerns that DLR cranking VEH so often, is what caused damage to VEH. C stated DLR wants C to pay $18,000 for a new VEH engine but C [redacted]JD apologized for C's concerns. [redacted]JD asked what C is seeking from NNA. C stated due to inadequate performance of technician that NNA would provide GW FA. [redacted]JD advised the C that NNA can review for goodwill based on the service history, warranty parameters, and mileage. [redacted]JD advised that NNA will at the service history to determine if there were any related or notes concerns within warranty. [redacted]JD advised that there are/are not any open campaigns or warranty extensions related to the case. [redacted]JD stated for any workmanship concerns would have to be discussed directly with DLR. C stated C has followed up with DLR. [redacted]JD apologized for C's concerns. [redacted]JD stated at this time, NNA is not in a position to provide GW FA. C confirmed. [redacted]JD asked C if C has any more questions. C declines. [redacted]JD stated will email direct line and case number C confirmed. [redacted]JD thanked C for their time. C thanked [redacted]. Call ended mutually.

3/15/2022 5:01:17 PM

RCAS-JD is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted Nissan CA seeking to file for OOW FA for engine repairs. Warranty Admin-[redacted] emailed RCAS-JD stating C came into DLR for no start concern. Warranty Admin-AB stated DLR diesel specialist was able to isolate concerns to open circuit in engine room wiring harness. Warranty Admin-AB stated after preforming repairs approved by C, VEH was able to crank but no stay running. Warranty Admin-AB stated electrical concerns were ruled out and DLR determined that more than one cylinder is having compression reading concerns and engine will need to be replaced. Warranty Admin-AB stated C is off GW grid and DLR does not recommend GW and C is 3rd owner of VEH. *** STATEMENT OF DECISION *** RCAS-JD advised C the Case has been thoroughly reviewed and documented. RCAS-JD stated due to relative age and mileage of VEH, [redacted]A is not in a position to offer GW FA at tis time. RCAS-JD closing as no further assistance is required at this time.

[redacted]

NAME: [redacted] **VIN:** [redacted] **TRIM:** PRO4X

CITY: [redacted] **MODEL:** **A61** YR: **2016** **OPTIONS:** C03K03K04L11S01X02Z6

STATE: [redacted] **DT:** 2/17/2016 **SERVICING DLR** MAUS [redacted]

SVC DT: 3/24/2016 **DLR STATE:** [redacted]

OPEN_DT: 4/7/2022 **MILEAGE:** 121,911 **ACCIDENT:** N **AIRBAG:** N

CLOSE_DT: 5/4/2022

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Engine Assembly

CAR VERBATIM

4/7/2022

4/7/2022 12:45:47 PM

[redacted]S-DD VERIFIED Account Info including: C's name, home & email address, phone# & best contact#. [redacted]DD VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History. [redacted]DD CHECKED for open recalls/campaigns and found: 0 [redacted]DD CHECKED for previous UNRELATED Case(s) and found: 0 [redacted]DD CHECKED previous RELATED Case(s) and found: 0 [redacted]DD NOTED concern is: OOW Best Contact# [redacted]DD asked C how would C like NNA to assist. C stated C has a Nissan Titan. C stated VEH is at DLR as crank shaft broke and warranty expired recently. C stated C wanted to know if Nissan can assist as VEH has been at DLR for 1 month and this C?s third Nissan VEH. [redacted]DD empathized. [redacted]DD asked C how would C like NNA to assist. C Stated DLR needed to replace full Engine and cost if repair is higher than debt owed. C stated C purchased VEH at DLR and has al maintenance with DLR C stated C would like OOW GW. [redacted]DD empathized. [redacted]DD asked to put C on hold. C accepted. [redacted]S-DD advised C can apply for financial assistance evaluation. [redacted]S-DD informed C that the program is an evaluation where the service history, the VEH conditions and mileage are taking into account. [redacted]S-DD informed C that the outcome of this evaluation can be that NNA is in position to assist can assist partially or that NNA is not in position to assist. [redacted]DD advised C needs to have VEH diagnosed at a Nissan DLR before further assistance. C accepted. C stated [redacted] assisted C. C stated had 2015 titan XD previously and a 2018 pathfinder both purchased in Maus Nissan. C stated C had two 2008 Arm[redacted]a and 2011 Armada previously with different DLR. [redacted]S-DD set FUD for 4/13/2022. C accepted. [redacted]S-DD asked if there was something else C needed assistance with? C declined. [redacted]DD requested POO. [redacted]S-DD provided C with case# & name. [redacted]DD branded call. Call ended mutually.

4/7/2022 12:49:45 PM

[redacted]S-DD unable to Data Net case This Case can not be shared with the Dealer because the Dealer is not Enabled for the Dealer Portal.

4/7/2022 12:50:52 PM

[redacted]DD emailed SD-BM, SM-ZJ, SM-MC and Cc FOM-AR requesting GW information.

4/7/2022 3:43:47 PM

[redacted]S-DD received an email from [redacted]: ? *MILEAGE: 121,911 *CUSTO[redacted]S CONCERN: CUSTO[redacted]R STATES THE TRUCK STARTED TO MAKE A CLICKING/CLUNKING NOISE. THEN STALLED OUT. *CAUSE OF FAILURE: CRACKED CRANKSHAFT *REQUIRED REPAIR:REPLACEMENT OF ENGINE *PRIMARY FAILED PART NUMBER:10102EZ40A +PARTS TOTAL: $28,610.09 +LABOR TOTAL:$2,266.00 +TOTAL CLAIM:$30,876.09 *IS THIS WITHIN DSA/DCAL EMPOWERMENT: NO

4/8/2022 9:21:38 AM

[redacted]S-DD received POO and updated VEH ownership.

4/8/2022 11:37:50 AM

[redacted]DD submitted CST for GW review

4/13/2022 1:08:34 PM

[redacted]S-DD placed an outbound call to C at [redacted]. [redacted]DD noting no answer set FUD for 4/19/22. [redacted]S-DD noting if C calls advised case continues under review.

4/13/2022 1:34:22 PM

[redacted]S MT VERIFIED Account Info including: C's name, home & email address, phone# & best contact#. [redacted] MT VERIFIED VEH Info including: [redacted] MT CHECKED for open recalls/campaigns and found: 0 [redacted] MT CHECKED for previous UNRELATED Case(s) and found: 0 [redacted] MT CHECKED previous RELATED Case(s) and found: 0 [redacted] MT NOTED concern is: Call missed. Last and First name: [redacted]. [redacted] MT asked the C how [redacted]S MT can assist. C stated C missed a call by the case owner. [redacted] MT thanked the C for calling back. [redacted] MT advised that C's request for assistance is still under review. [redacted]S MT advised the C of FUD for 04/19. C understood and appreciated the assistance. [redacted] MT inquired if C had any questions. C stated no. [redacted] MT provided C with name. [redacted] MT thanked C for calling NNA. **call ended mutually** Best contact #: [redacted].

4/13/2022 1:35:12 PM

[redacted]S MT sent courtesy email to case owner | Cc: TL-RR and Senior.

4/19/2022 8:44:54 AM

[redacted]DD emailed FOM-AR regarding CST review.

4/19/2022 11:31:50 AM

[redacted]S-DD placed an outbound call to C at [redacted]. [redacted]DD ADVISED ?This call may be recorded for quality and training purposes.? [redacted]DD AUTHENTICATED there has not been recent changes with home & email address & phone numbers since last contact with the C. [redacted]S-DD Informed C case continues under review. C accepted. [redacted]S-DD set FUD for 4/22/2022. C accepted. Call ended mutually.

4/22/2022 1:23:45 PM

SPARCAS-DD emailed [redacted] and asked if DLR can test drive VEH with C.

4/22/2022 1:23:53 PM

SPARCAS-DD received an email from SM [redacted]: DLR could not duplicate the concern but opened a case. SPARCAS-DD emailed [redacted] asked if DLR can test drive VEH with C.

4/22/2022 1:24:42 PM

****previous case notes added in Error please disregard***

4/22/2022 1:50:43 PM

SPARCAS-DD emailed [redacted] as per RCAM recommendation to review case with RAM due to empowerment concern.

4/22/2022 3:07:26 PM

SPARCAS-DD placed an outbound call to C at [redacted]. SPARCAS-DD ADVISED ?This call may be recorded for quality and training purposes.? SPARCAS-DD AUTHENTICATED there has not been recent changes with home & email address & phone numbers since last contact with the C. SPARCAS-DD informed C NNA CA continues to wait for response on GW case. C accepted. C stated has been two weeks by know. SAPRCAS-DD empathized. SPARCAS-DD informed C case will continue under review and set FUD for 4/27/2022. C accepted. Call ended mutually.

4/26/2022 9:17:14 AM

SPARCAS-DD emailed [redacted]-AR requesting update as per RCAM-LD recommendation to have RAM contacted.

4/27/2022 12:11:45 PM

TL-RR emailed [redacted]-AR requesting an update. Awaiting reply.

4/27/2022 2:08:59 PM

SPARCAS-DD placed an outbound call to C at [redacted]. SPARCAS-DD ADVISED ?This call may be recorded for quality and training purposes.? SPARCAS-DD AUTHENTICATED there has not been recent changes with home & email address & phone numbers since last contact with the C. SPARCAS-DD C stated case is going on for 3 weeks and wants to know if there is anybody C can call for review. SPARCAS-DD Informed C case is under review by regional management. SPARCAS-DD Informed C regional management is not customer facing. C accepted. SPARCAS-DD set FUD for 5/2/2022. C accepted. Call ended mutually.

5/2/2022 1:24:04 PM

TL-RR placed an outbound call to C at [redacted]. There was no answer. VXM left indicating no decision has been made yet by NNA CA higher management team. TL-RR advised a new follow up call will be placed to C within the next 3 business days. TL-RR is changing FUD to 05/05/22.

5/2/2022 1:24:36 PM

TL-RR emailed [redacted] if there were any updates on the case. Awaiting reply.

5/4/2022 9:17:00 AM

SRCAS-NS emailed [redacted] requesting update on CST, or if RAM has been contacted.

5/4/2022 1:39:17 PM

SPARCAS-DD received email from SRCAS-NS to RCAM-LD regarding [redacted]-AR?s response. [redacted] spoke to the service manager and NNA declining assistance.

5/4/2022 1:40:34 PM

SPARCAS-DD placed an outbound call to C at [redacted]. SPARCAS-DD left VMX and requested a call back.

5/4/2022 1:49:59 PM

SPARCAS-PK VERIFIED Account Info including: C's name, home address, phone# & best contact# SPARCAS-PK CHECKED for open recalls/campaigns and found: 0 SPARCAS-PK CHECKED for previous UNRELATED Case(s) and found: 0 SPARCAS-PK CHECKED previous RELATED Case(s) and found: 0 SPARCAS-PK NOTED concern is: Case update [redacted] C called for Case update. SPARCAS-PK asked C how CRR-PK could be of assistance. C stated that the C was trying to contact SPARCAS-DD/ SPARCAS-PK apologized for C?s concerns. SPARCAS-PK advised the C that SPARCAS-DD is unavailable at this time. SPARCAS-PK provided the GW denial as per TL-RR. C understood. SPARCAS-PK asked C if C had any additional concerns. C declined. Call ended mutually. Best Contact [redacted]

5/4/2022 1:50:13 PM

SPARCAS-PK sent a courtesy email to the case owner.

5/4/2022 1:59:39 PM

SPARCAS-DD is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted Nissan CA regarding OOW GW for Engine SPARCAS-DD reviewed Case with [redacted] GW assistance. *** STATEMENT OF DECISION *** SPARCAS-DD advised C the Case has been thoroughly reviewed and documented and Nissan is not in the position to offer assistance at this time due to the vehicle being outside of warranty.

[redacted], March 6, 2024

CONSUMER ASSISTANCE REQUEST

[redacted]

NAME: [redacted]
CITY: [redacted]
STATE: [redacted]
OPEN_DT: 4/29/2022
CLOSE_DT: 5/6/2022

VIN: [redacted]
MODEL: A61 YR: 2016
DT: 8/23/2016
SVC DT: 11/30/2016
MILEAGE: 108,000

TRIM: PLAT
OPTIONS: B11B92B96C03K11L12M
SERVICING DLR [redacted]
DLR STATE: [redacted]
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Engine Assembly

CAR VERBATIM

4/29/2022

4/29/2022 3:57:02 PM

[redacted] VERIFIED Account Info including: C's name, home & email address, phone# & best contact# [redacted] verified VEH Info: VIN#, Current Mileage. [redacted] checked and found 0 related cases. [redacted] checked and found 0 unrelated cases. [redacted] found the concern was case update. [redacted] received call from [redacted]. C C said C took truck to DLSHP because of check engine light. C said technicians were not able to diagnose. C said technician got on highway and engine seized. C said C was told to call NNA for help. C said C was told it would cost more than 18000$. C said C asked technician not to drive the VEH. C said C knew it was crankshaft positioning sensor code. C said C therefore C told technician not to drive VEH. [redacted] said C had no open campaigns. [redacted] said would try to help as much as could. [redacted] said would refer case to regional representative who would call in 1-3 hours. [redacted] asked if anything else could help with. C declined. Best no [redacted]

4/29/2022 3:57:59 PM

CASE SUMMAR[redacted] received call from C regarding engine OOW FA. [redacted] referred case to RCAS for review.

5/2/2022 9:22:25 AM

RCAS-TG sent email to SM-LAVAR UMBLES seeking GW information.

5/3/2022 3:24:24 PM

RCAS-TG received email from GM-[redacted]: Mileage: 108248 Diagnosis: Internal failure per DTS-[redacted], of some sort, possible crankshaft, knocks badly and will stall if you try to accelerate. P0335,p0088-00 only codes in system, had one glow plug code cylinder 7, bad connection Primary Failed Part: long block Primary Failed Part Number: 30077150 Warranty part normally falls under: powertrain Warranty Labor Cost: 16779.00 Warranty Parts Cost: 4140.00 GW Recommendation: Would recommend some assistance, has done maintenance with this dealer, first Nissan Purchase, used.

5/3/2022 4:57:48 PM

RCAS-TG sent email to [redacted]C seeking GW.

5/4/2022 3:12:18 PM

RCAS-TG made outbound call to C at [redacted]. RCAS-TG left VMX stating RCAS-TG was following up with case.

5/5/2022 4:15:38 PM

RCAS-TG received call from FOM[redacted]. FOM-CF stated [redacted]C is going to approve 90% GW here but that is above FOM-CF's limit so FOM-CF would not be able to do so. RCAS-TG understood and thanked FOM-CF for time. Call ended mutually.

5/5/2022 4:15:54 PM

RCAS-TG sent email to [redacted] asking for 90% GW confirmation.

5/6/2022 3:39:50 PM

RCAS-TG received email from [redacted] [redacted]-KK approved 90/10 GW per grid.

5/6/2022 3:39:57 PM

RCAS-TG made outbound call to C at [redacted]. RCAS-TG confirmed now was a good time for C to speak. RCAS-TG VERIFIED C?s name, home & email address. RCAS-TG ADVISED, ?This call may be recorded for quality and training purposes.? Previous UNRELATED Case(s) Found: 1 Previous RELATED Case(s) Found: 0 RCAS-TG CHECKED and ADVISED C of open recalls/campaigns and found: 0 RCAS-TG advised case has been escalated to RCAS-TG and RCAS-TG will be RCAS reviewing case. RCAS-TG confirmed C had concerns with long block and was seeking OOW FA. RCAS-TG empathized with C. RCAS-TG stated RCAS-TG has spoken with the DLR and SM. RCAS-TG stated RCAS-TG also reviewed the warranty terms thoroughly to confirm there is no applicable warranties that would cover this repair. RCAS-TG stated after doing the additional research, NNA is going to cover 90% of the cost of this repair. C understood and thanked RCAS-TG. RCAS-TG referred C to DLR for repairs. RCAS-TG confirmed no additional questions. RCAS-TG thanked C for time. Call ended mutually.

5/6/2022 3:41:25 PM

RCAS-TG unable to datanet.

5/6/2022 3:41:33 PM

RCAS-TG is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting OOW FA with engine. [redacted]-[redacted] provided repair information. [redacted] approved 90% GW. ***STATEMENT OF DECISION*** RCAS-TG advised C the Case has been thoroughly reviewed and Nissan is in the position to assist with 90% of the repair. RCAS-TG noting C accepted assistance & was pleased with outcome.

[redacted]

NAME: [redacted] **VIN:** [redacted] **TRIM:** SL 4X4

[redacted]Y: [redacted] **MODEL:** **A61** YR: **2017** **OPTIONS:** B09B12B14C03M11Z66

STATE: [redacted] **DT:** 11/16/2016 **SERVICING DLR** [redacted]

SVC DT: 2/18/2017 **DLR STATE:** [redacted]

OPEN_DT: 6/7/2022 **MILEAGE:** 128,323 **ACCIDENT:** N **AIRBAG:** N

CLOSE_DT: 6/9/2022

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Engine Assembly

CAR VERBATIM

6/7/2022

6/7/2022 11:50:57 AM

[redacted]<OPENED or VERIFIED> Account information including: C's name, home & e-mail address, and best contact number. [redacted]-DH VERIFIED VEH Information including: VIN #, Current Mileage, Warranty [redacted] CHECKED for open recalls/campaigns and found: [redacted] CHECKED for previous UNRELATED Case(s) and found: [redacted] CHECKED previous RELATED Case(s) and found: [redacted] NOTED concern is: OOW for engine [redacted]-DH received inbound call from [redacted] [redacted]-DH thanked C for calling [redacted] and was glad to assist. C stated C was driving down the highway and the engine completely shut off. C stated the DLR informed C would need a new engine. C stated it is around $18,000 for a new engine. C stated issue might be a broken crank. [redacted]-DH apologized for concern and asked for VIN. C stated C towed VEH last night. C stated current mileage at 128,323. C stated C bought VEH in April. C stated name of [redacted]. C stated VEH won't start. C stated this is C's third Nissan Titan. [redacted] asked C if there was anything else [redacted]-DH could assist with. C declined. [redacted]-DH informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by 1-3 business days regarding C?s concern. C understood. [redacted]-DH provided C with agent name and case number 46541232. [redacted]-DH noting C?s best contact number is [redacted]. Call ended mutually.

6/7/2022 11:51:46 AM

CASE SUMMARY C contacted [redacted] concerning OOW for engine. [redacted]-DH provided warranty information to C and is sending it to RCAS.

6/7/2022 3:53:12 PM

RCAS-TG sent email to FOM[redacted] asking about GW.

6/8/2022 8:31:15 AM

RCAS-TG received email from FOM-[redacted] RCAS-TG can decline assistance.

6/9/2022 2:57:01 PM

RCAS-TG made outbound call to C at [redacted]. RCAS-TG confirmed now was a good time for C to speak. RCAS-TG VERIFIED C?s name, home & email address. RCAS-TG ADVISED, ?This call may be recorded for quality and training purposes.? Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found: 0 RCAS-TG CHECKED and ADVISED C of open recalls/campaigns and found: 0 RCAS-TG advised case has been escalated to RCAS-TG and RCAS-TG will be RCAS reviewing case. RCAS-TG confirmed C had concerns with engine and was seeking OOW FA. C stated yes, the crankshaft broke in half, which is a common occurrence on early generation of Titans with Cummins engine and Cummins has realized this and updated to new crankshaft but the 18 and 19 Titans got these. C stated C is a big believe in [redacted] products. C stated C had an 06 and 08. C stated C got newer Titan for the camper. C stated C bought VEH in April, had 100,000 miles and C has only put 28,000 miles and C has oil change records as C has done 5 just to maintain VEH. C stated C was just driving down interstate and this happened. RCAS-TG empathized with C. RCAS-TG stated RCAS-TG has spoken with the DLR and SM. RCAS-TG stated RCAS-TG also reviewed the warranty terms thoroughly to confirm there is no applicable warranties that would cover this repair. RCAS-TG stated after doing the additional research, [redacted]A is unable to offer FA. C stated okay. C asked why not. RCAS-TG advised C this is all reviewed on a case by case basis. C stated this costs about $20,000 to repair and C has paid $30000 for this VEH. C stated this was a design flaw and RCAS-TG could look. C stated this generation has had bad luck with crank shaft breaking. C stated C can provide oil change records. C stated this is a 20k repair bill to get VEH back is astronomical. C stated [redacted] has put defective part in VEH and has tried to fix. C stated C is a big believer in [redacted] b[redacted]as this is C's 3rd b RCAS-TG advised C there is no C stated this DLR just warrantied and entire long block replacement. C stated C understands that DLR had MAINT agreement but that is picking and choosing. C stated if C's VEH does the exact same thing, that is wrong. RCAS-TG understood. RCAS-TG advised C RCAS-TG cannot speak on that VEHs particular situation. RCAS-TG confirmed C did purchase VEH used right at end of warranty or OOW. C stated if [redacted] has put bad part in VEH, that is bad business decision on [redacted]. C stated C took it in good faith VEH would last. C stated 20,000 repair bill when VEH was bought last year, that is 50,000 for a VEH that is worth less than 30,000. C stated that is bad business practices. RCAS-TG empathized with C. RCAS-TG advised C there is no recall or campaign that would cover this and C is 28,000 miles OOW. C stated if RCAS-TG looks up the Cummins engines in Titans, RCAS-TG would see this is common. RCAS-TG advised C RCAS-TG has to rely on information on C's VEH and current recalls and campaigns. C stated this is made from 2016-2019 and 16 and 17 had inferior part that C stated then this was discontinued. C stated the Titan XD with Cummins can no longer be ordered. C stated C understands there has been no recalls. C stated [redacted]A is putting cost on consumer. C stated regardless of buying used. RCAS-TG understood. RCAS-TG advised C [redacted]s stance remains the same at this time. C stated so [redacted]s defect falls on C. RCAS-TG stated RCAS-TG is just stating [redacted] would not be providing FA. RCAS-TG confirmed no additional questions. RCAS-TG thanked C for time. Call ended mutually.

6/9/2022 2:57:42 PM

RCAS-TG unable to datanet.

6/9/2022 2:58:19 PM

RCAS-TG is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with GW on engine repair. FOM-[redacted] declined FA. ***STATEMENT OF DECISION*** RCAS-TG advised C the Case has thoroughly reviewed and Nissan is not in the position to offer assistance at this time. RCAS-TG noting C displeased with outcome.

[redacted]

NAME: [redacted], **FLOYD**
CITY: [redacted]
STATE: [redacted]
OPEN_DT: 6/21/2022
CLOSE_DT: 7/19/2022

VIN: [redacted]
MODEL: **A61** YR: **2016**
DT: 8/6/2016
SVC DT: 4/18/2017
MILEAGE: 81,909

TRIM: PLAT
OPTIONS: B11B92C03K11L12M11N
SERVICING DLR LEBLANC NISSAN
DLR STATE: [redacted]
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Engine Assembly

CAR VERBATIM

6/21/2022

6/21/2022 3:14:12 PM

CRR-HG VERIFIED Account Info including: C's name, home & email address, phone# & best contact# CRR-HG VERIFIED VEH Info including: VIN#, Current Mileage, Warranty CRR-HG CHECKED and ADVISED for open recalls/campaigns and found: 0 CRR-HG CHECKED for previous UNRELATED Case(s) and found: 0 CRR-HG CHECKED previous RELATED Case(s) and found: 0 CRR-HG NOTED concern is: OOW FA for engine CRR-HG received a call from [redacted] known as C C called for warranty information . CRR-HG provided C with the warranty information and informed C that based on the expiration date the powertrain warranty has expired as well on 4/18/2022 C stated the VEH started making noise and when C took the VEH to DLRSHP C stated DLR told C that it?s the engine and as per C?s VEH service history and record C might be eligible for assistance from Nissan regarding the repair CRR-HG informed C that C will be receiving an email for PO documents to update the ownership of the VEH under the account. CRR-HG asked for 2 min hold to review the parameters for FA CRR-HG informed C that as per the current mileage and age of the VEH, C might be eligible for goodwill assistance from Nissan CRR-HG informed C that Nissan will review the request for goodwill assistance based vehicle's age, mileage, and condition and service history. Nissan is not committing to award and may request C to pay for part of a repair. The Regional specialist assigned to the Case will coordinate the request with the dealer and/or regional personnel. CRR-HG informed C that the Case will be transferred to a Regional Consumer Affairs Specialist who will contact C in 1-3 business days for further assistance C understood and appreciated the assistance. CRR-HG asked C if there?s anything else to assist C with. C declined. Best contact # [redacted] CRR-HG provided C with Case # 46621757 Call ended mutually

6/21/2022 3:14:31 PM

****** [CASE SUMMARY] ****** C called for OOW FA engine CRR-HG sending case to RCAS for OOW assistance for engine repair.

6/22/2022 8:52:41 AM

PREFERRED METHOD OF CONTACT RCAS-HF sent email to [redacted] and [redacted]. RCAS-HF provided case information. RCAS-HF asked for diagnosis, warranty cost and GW recommendation. RCAS-HF requested return communication.

6/22/2022 8:52:53 AM

RCAS-HF is moving follow up date to 6/23 due to pending more info from the DLR.

6/23/2022 9:08:03 AM

RCAS-HF received email from [redacted] with VEH information. This C came in for the initial DIAG. The tech was able to determine the noise in centered from #7 cylinder. He was informed that it was no longer under warranty, and that any repairs would have to be submitted to Nissan for Good Will consideration. DLR explained the next steps with bore scoping the engine and further DIAG but the C declined further DIAG at this time. The C wanted to know if the vehicle would be safe to drive to C home town and bring it to the DLR there, which it is. There is no drivability or safety concerns with this vehicle. So he stated that he was going to bring it to his home town DLR.

6/23/2022 2:17:58 PM

RCAS-HF made outbound call to C at [redacted]. RCAS-HF asked if now is a good time to speak. RCAS-HF ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-HF VERIFIED C?s name, home & email address, concern, phone. RCAS-HF CHECKED and ADVISED C of open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found: 0 RCAS-HF advised that case has been escalated to RCAS-HF and RCAS-HF will be RCAS reviewing case. RCAS-HF apologized for engine concerns. RCAS-HF advised DLR advised further DIAG needs to be completed to get information needed for OOW FA review. RCAS-HF referred C to DLR for further DIAG. C stated ok. C stated C is away from home on vacation when VEH started making noise. C stated C does not have enough time for DLR to look into VEH further. C stated DLR advised C to take VEH to local. RCAS-HF advised C to contact [redacted] CA after DIAG is completed. RCAS-HF asked if C has any further questions. C declined. RCAS-HF provided direct line and case number. RCAS-HF thanked C for time. Call ended mutually.

6/23/2022 2:18:40 PM

RCAS-HF is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with OOW FA engine concerns. [redacted] advised VEH needs further DIAG for OOW FA information to be gathered. ***STATEMENT OF DECISION*** RCAS-HF advised C Nissan has created a case to document C?s concern, and this case will remain in [redacted]?s system. RCAS-HF referred C to DLR for further assistance.

7/7/2022

7/7/2022 9:05:48 AM

CRR-AA Opened Account Info including: C's name, home & email address, phone# & best contact CRR-AA VERIFIED VEH Info including: N/A CRR-AA CHECKED /informed open recalls/campaigns and found: 0 CRR-AA CHECKED for previous UNRELATED Case(s) and found: 0 CRR-AA CHECKED previous RELATED Case(s) and found: 0 CRR-AA received inbound call from C CRR-AA NOTED concern is: Case Update C stated C is calling into CA for case update. C stated C has case number with CA. C stated C was working with S already. C stated C has been trying to follow up with S for a few days and no one has followed up with C. CRR-AA noting case information. CRR-AA noting that C was advised to get diagnosis done. C stated C got diagnosis done. C stated C took the VEH into Nissan. C stated C spoke with at the dealership. C stated C would like to know what the next steps of the case would be. C stated C has been trying to follow up with CA on next steps on fixing C?s truck. C stated the dealership pulled the oil pan and found metal shavings in the VEH. C stated the mechanic thinks it is a broken crank shaft. CRR-AA advised C that case number will remain the same. CRR-AA advised C that case update has been documented. CRR-AA advised C of follow up date within 1-3 business days. C agreed. CRR-AA asked C if C would like any further assistance. C declined. Call ended mutually.

7/7/2022 12:43:48 PM

HF noting OPEN RO at 5895 NIS.

7/8/2022 8:13:10 AM

unable to datanet. This Case can not be shared with the Dealer because the Dealer is not Enabled for the Dealer Portal. Please Datanet the Case.

7/8/2022 8:13:58 AM

emailed requesting C's VEH diagnosis and next steps.

7/8/2022 8:15:08 AM

sent email to r- requesting more information about C's VEH. noting email is DLR's preferred method of contact. ********** RCAS- moving follow-up to 7/12/2022 pending DLR response.

7/12/2022 11:20:49 AM

emailed stating C's VEH was recommended for a long block engine assembly replacement but C is OOW.

7/12/2022 11:21:13 AM

emailed requesting GW info for Engine block replacement.

7/12/2022 11:31:03 AM

made outbound call to C at ADVISED, ?This call may be recorded for quality and training purposes.? VERIFIED C?s name, home & email address, concern, phone. CHECKED and ADVISED C of open recalls/campaigns and found:0 Previous UNRELATED Case(s) Found:0 Previous RELATED Case(s) Found: 0 advised that case has been escalated to and will be reviewing case. asked about C's concerns. C stated DLR stated engine needs to be replaced and will cost $20,000. C stated C spoke with two DLR's and DLR's stated C is a good Nissan customer with VEH at 80,000 miles. C stated DLR stated for C to call CA for OOW FA review. apologized for C's engine concerns and wait.
stated can review for possible OOW FA. stated asked where VEH is. C stated . confirmed and stated will begin review.
stated review can take 3-5 business days. C confirmed. C asked if part replaced will C receive a new PT warranty. stated VEH will not receive a new PT warranty. stated VEH comes with a part warranty for parts replaced of 12 month, 12,000 miles.
C confirmed. set follow up for 7/15/2022.
C confirmed. asked C if C has any more questions. C declines. provided direct line and case number thanked C for their time. C thanked . Call ended mutually.

7/15/2022 9:41:24 AM

emailed providing the following GW info: Mileage:83441 Diagnosis: BEARING MATERIAL/POSSIBLE BROKEN CRANKSHAFT Primary Failed Part: LONG BLOCK ENGINE Primary Failed Part Number: 10102EZ40A What warranty does part fall under: ITS OUT 04/18/2022 OR 100,000 MILES Warranty Labor Cost: $1430.00 Warranty Parts Cost: $18,332.42 Service History: YES DLR Participation: Customer Pay: $20,338.33 Related Repair History: yes Location of Vehicle: HERE IN SHOP DLR providing Loaner: How many days down at the DLR: GW Recommendation: 70/30

7/15/2022 9:50:18 AM

submitted GW CST for further review.

7/15/2022 10:03:44 AM

made outbound call to C at ADVISED, ?This call may be recorded for quality and training purposes.? stated received info from DLR and is currently reviewing. stated also received PO from DLR. C confirmed. apologized for C's wait,. stated will continue to follow up with C. C confirmed. set follow up for 7/20/2022. C confirmed. asked C if C has any more questions. C declines. JD provided direct line and case number thanked C for their time. C thanked . Call ended mutually.

7/18/2022 12:36:01 PM

FOM Goodwill Request feedback from SF1 **Goodwill Request was partially approved by CA Field Staff ** Action: Partially Approved Approval Options: 70/30% Approver Detail: 70/30 Approved per AGM . Last Action By: Date of Last Action: 2022-07-18 12:35:59 CA Agent Name/Phone extensior / CA Case number: 46621757

7/18/2022 5:10:07 PM

S-TG made outbound call to C at . S-TG ADVISED, ?This call may be recorded for quality and training purposes.? S-TG confirmed now was a good time for C to speak. S-TG advised C S-TG is assisting on case today. S-TG confirmed C had concerns with engine and was seeking OOW FA. S-TG empathized with C. S-TG stated S-TG has spoken with the DLR and SM further and NNA is going to offer to cover 70% of the total cost of this repair. C thanked S-TG. S-TG stated S-TG would forward this decision to DLR and C may work with DLR for repairs. C confirmed C would follow up with DLR. C stated with engine being swapped out, does C get any additional warranty besides 12 months 12,000 miles. S-TG stated no, only 12/12. C understood. C thanked S-TG. S-TG confirmed no additional questions. S-TG thanked C for time. Call ended mutually.

7/19/2022 11:07:35 AM

S advised to close under TL- due to VEH switching DLR's.

7/19/2022 11:07:42 AM

[redacted]S-JD is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan seeking OOW FA for engine concerns. [redacted] advised [redacted]-JD providing GW info for VEH engine repairs. [redacted]- [redacted] approved 70% assistance with repair. ***STATEMENT OF DECISION*** [redacted] advised C the Case has thoroughly reviewed and Nissan is in the position to assist with 70% of repair. [redacted]-JD noting C accepted assistance & was pleased with outcome.

[redacted]

NAME: [redacted] **VIN:** [redacted] **TRIM:** PLAT

CITY: [redacted] **MODEL:** **A61** YR: **2016** **OPTIONS:** B11B92B95B96C03K11L1

[redacted]: [redacted] **DT:** 6/11/2016 **SERVICING DLR** ED HICKS NISSAN, LTD.

OPEN_DT: 6/23/2022 **SVC DT:** 8/29/2016 **DLR** [redacted]:

CLOSE_DT: 9/26/2022 **MILEAGE:** 83,091 **ACCIDENT:** N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Engine Assembly

CAR VERBATIM

6/23/2022

6/23/2022 4:53:59 PM

******DUE TO ATTORNEY REPRESENTATION DO NOT CONTACT THIS CLIENT. IF CLIENT SHOULD CALL PLEASE REFER CLIENT TO THEIR ATTORNEY****** Previous cases found: N/A Open recalls/campaigns: N/A ROC-LH in receipt of Attorney Letter received dated 06/22/22, letter dated 06/17/22, sent via [redacted] mail William Huebner ROC rec'd letter 06/23/22. Atty Ltr attached for your review Law cited: N/A Non-Conformities: engine, drive shaft bearing, pistons Requesting: repairs Requesting contact within: 30 days - contact C directly Letter attached

6/24/2022 10:33:11 AM

ROC-LH sent email requesting sales docs and title application. ROC-LH sent email requesting all ROs, including PDI.

6/24/2022 10:42:32 AM

ROC-AM obtained & attached factory invoice to the case.

6/24/2022 1:05:06 PM

ARBS-AB attached Carfax to case noting damage reported: 12/24/2019 Damage Report Accident reported: very minor damage - It hit a parked motor vehicle - Damage to rear - Airbags did not deploy

6/24/2022 1:06:35 PM

ARBS notes initial review ********** 2016 Titan XD Veh purchased: New-Retail Open campaigns :0 Warranty cases: 0 Additional cases found: 24087064 Tech line case found: 35155388 DTS involved: 0 VSC found: 0 Extended warranties: 0 Miles beyond basic warranty: 42,840 Months beyond basic warranty: 34 Miles beyond powertrain warranty: 0 Months beyond powertrain warranty: 10 Amount paid to DLR: $6119.14 Total Nissans Owned: 2 State: TX In-service Date: 8/29/2016 Previous checks: 0

6/24/2022 1:07:55 PM

ARBS-AB notes response due by 7/23.

6/24/2022 1:19:11 PM

ROC-LH received email containing sales docs and title application. ROC-LH attached to case.

6/27/2022 11:23:28 AM

ROC-LH sent email requesting all ROs, including PDI.

6/28/2022 8:37:47 AM

ROC-LH sent email requesting all ROs, including PDI.

6/28/2022 10:43:29 AM

ROC-LH received an email from [redacted] and was advised of not being able to find all RO's. ROC-LH attached DBS and RHR.

6/29/2022 1:57:08 PM

ARBS-AB notes no open ROs per tableau.

6/30/2022 1:38:26 PM

ARBS-AB placed outbound call to [redacted] @[redacted]. ARBS spoke with [redacted]. ARBS asked about last repair. SA stated that the rotary turbine valve malfunctioned, but was an emissions 5/50 repair and would not be covered. SA advised that diesel tech left so C would have to go to [redacted] or [redacted] Nissan. ARBS thanked SA. Call ended mutually.

6/30/2022 1:40:52 PM

ARBS notes the following RHR: 08/29/2016 @13 miles RO: 901072 2 Days Down Concern: 1. C/S driver rear fender bubbling up and paint peeling Action: 1. Swapped fender panels from one truck to another per sales dept. 10/06/2016 @2,925 miles RO: 901553 15 Days Down Concern: 1. Rear glass leaking water when it rains 2. C/s driver side fog light hanging loose while driving Action: 1. Water test roof and found body seam is leaking 2. Replace fog lamp assembly (FW) 10/18/2017 @38,655 miles RO: 904810 2 Days Down Concern: 1. Perform ntb17-095 2. Perform ntb17-088 3. C/s when reversing you hear a whining noise \moaning noise Action: 1. Completed 2. No parts available 3. Reprogram ECM (FW) 01/14/2019 @61,323 miles RO: 908496 18 Days Down Concern: 1. C/s veh hard to turn jerks while driving and turning 2. C/s squeaking noise while driving 3. Perform ntb17-088 4. C/s the a/c does not blow cold on driver side at times Action: 1. Verify concern. Reservoir is almost empty. Fill with fluid. No leaks found. Gearbox is back pressuring fluid through the cap and it is low. Order ps pump and gear box. Replace gear box and ps pump and bleed system to fix concern 2. Adjust hood stops for noise (DI) 3. Completed 4. Perform driver side temp door actuator replacement to fix concern (FW) 03/29/2019 @66,058 miles RO: 909152 54 Days Down Concern: 1. C/s filled fuel tank completely full with unleaded fuel while vehicle is running 2. C/s program 2 i key fob customer provided Action: 1. drop and empty fuel tank. flush all lines from tank to fuel rails. replace and bleed out fuel filters. add fuel and test drive no codes in any system. (CP) 2. cut and program c?s aftermarket remote install 2 new cr2032 batteries in remote they didnt come with batteries. (CP) 07/15/2019 @66,456 miles RO: 910189 8 Days Down Concern: 1. C/S crank no start Action: 1. low fuel light is on and primary pump is not kicking on. replace sending unit in the tank and primary pick up pump on the rail. purge system of air and turn it on. clear all ses lights and test drive. runs good starts up much faster (CP - Extended warranty) 02/05/2020 @71,417 miles RO: 912575 1 Day Down Concern: 1. C/S oil leak coming from engine area Action: 1. clean off oil seapage found oil filter is not nissan and it is loose (DI) 09/07/2021 @78,839 miles RO: 917965 3 Days Down Concern: 1. Perform ntb20-030 2. C/s service engine light on Action: 1. Completed 2. verify concern has rotary turbine valve malfunction code p00af stored in engine diag (DI) Days Down for FW repairs within 24 months or 24000 miles: 17 Days Down for FW repairs Total: 35 Days Down Total: 103

6/30/2022 1:43:31 PM

ARBS-AB notes the following Summary: 0 FW repairs for Driver rear fender bubbling up and paint peeling @13 miles - swapped fender panels (DI) 1 FW repair for Rear glass leaking water when it rains @2,925 miles - Replace body seam 1 FW repair for Driver side fog light hanging loose @2,925 miles - replace fog lamp assy 1 FW repair for When reversing hear a whining/moaning noise @38,655 miles - Reprogram ECM 1 FW repair for Veh hard to turn jerks while driving and turning @ 61,323 miles - Replace gear box and ps pump and bleed system 0 FW repair for Squeaking noise while driving @61,323 miles - adjusted hood stops for noise 1 FW repair for AC does not blow cold on driver side @61,323 miles - LH side air mix actuator 0 FW repair for Filled fuel tank with unleaded fuel while vehicle is running @66,058 miles - drop and empty fuel tank. flush all lines from tank to fuel rails. replace and bleed out fuel filters. add fuel and test drive no codes in any system (CP) 0 FW repair for Program 2 ikey fobs @66,058 miles - cut and program c?s aftermarket remote install 2 new cr2032 batteries in remote (CP) 0 FW repair for Crank no start @66,456 miles - replace sending unit in the tank and primary pick up pump on the rail. purge system of air and turn it on. clear all ses lights and test drive.(CP - Extended warranty) 0 FW repair for Oil leak from engine @71,147 miles - clean off oil seapage found oil filter is not nissan and it is loose 0 FW repair for Check engine light on @78,839 miles - verify concern has rotary turbine valve malfunction code p00af stored in engine diag

6/30/2022 2:12:40 PM

ARBS-AB placed outbound call to C at [redacted]. ARBS reached VMX, stated case and contact. ARBS stated responding to the letter, and after review, NNA needs an updated diagnosis to review. ARBS stated that C is welcome to schedule with either [redacted] Nissan or [redacted]. ARBS will attempt contact tomorrow. ARBS advised office is closed 7/4-7/5.

7/1/2022

7/1/2022 12:15:00 PM

ARBS-AB placed outbound call to C at [redacted]. ARBS asked if C had a moment to discuss case. C confirmed. ARBS received letter, and will be POC. ARBS understood C has a 2016 Titan XD with 80,000 miles. ARBS understood according to LTR C was informed C needs an engine drive shaft, and pistons. C stated has not had a diagnosis from Nissan only Cs own techs.
ARBS stated according to service history, the last visit to a DLR was on 9/7/21. ARBS stated in order for NNA to review, NNA would need an updated diagnosis. ARBS was advised that would have to visit either [redacted] Nissan or [redacted] Nissan at Cs choice. C asked about diagnosis fee.
ARBS explained diagnosis fee is a DLR fee, and is considered customer responsibility, NNA would not assist with diagnosis. C asked if it is the motor, C does not want to pay $200 just to be told no. ARBS advised cannot make a decision unless ARBS has confirmation of what the repairs are and costs. C stated if NNA is not going to assist, than C purchased vehicle new, and diesel should last at least 400k miles. ARBS understands, and advised will send an email, and to let ARBS know when C gets diagnosis, and ARBS can follow up with the DLR for diagnostic details to review. ARBS advised offices closed 7/4-7/5. C verified Cs email [redacted], and will let ABRS know when C goes or diag. ARBS thanked C for time. Call ended mutually

7/1/2022 12:16:47 PM

From: [redacted] (EXTERNAL) Sent: Friday, July 1, 2022 12:16 PM To: '[redacted]> Subject: Case: 46635471 / [redacted] / 2016 Nissan Titan XD / [redacted] / Good Afternoon, Thank you for taking the time to speak with me today. Please let me know when you are scheduled for a diagnosis and which dealer you plan to go to, and I can follow up to obtain the diagnostic information for my review. Thank you, Upcoming Office Closures/Vacations: July 4th and July 5th office closed [redacted] Arbitration Specialist I, Dispute Resolution Customer Quality & Dealer Network Development

7/8/2022 9:33:30 AM

ARBS-AB notes per tableau no open RO.

7/13/2022 4:57:36 PM

ARBS-AB notes no open ROs.

7/21/2022 10:45:18 AM

ARBS-AN notes per Tableau RO opened on 7/19/22 at 83,091 miles, C/s truck turns on and there is engine noise knocking may need an engine.

7/21/2022 10:48:47 AM

From: [redacted] (EXTERNAL) Sent: Thursday, July 21, 2022 10:48 AM To: [redacted]> ; '[redacted]> Subject: Case: 46635471 / [redacted] / 2016 Nissan Titan XD / [redacted] / Hello, Customer is working with us in regards to diagnosis requesting assistance. Once the vehicle is diagnosed, please advise of the following information for me review: WO# with Line # Dealer Code VIN WO Open Date [redacted] PFP Service Manger Last Name Customer Name Total Amounts for Parts Labor Expns Would this component be covered under PT/Basic/Emissions? Thank you, [redacted] Arbitration Specialist I, Dispute Resolution Customer Quality & Dealer Network Development

7/21/2022 11:01:05 AM

ARBS-AN notes attached NNAs response letter that is due on 7/25 to case and to email to C: From: [redacted] (EXTERNAL) Sent: Thursday, July 21, 2022 11:00 AM To:[redacted]> Subject: RE: Case: 46635471 / [redacted] / 2016 Nissan Titan XD / [redacted] / Ms. [redacted], I am aware that the vehicle has returned to the dealership for diagnosis as of 7/19/22. As requested I have attached the written response that was required within 30 days of receiving your letter. I have already reached out to the dealership to let them know to inform me of any recommended repairs so I can complete my review. Thank you, [redacted]| Arbitration Specialist I, Dispute Resolution ? Customer Quality & Dealer Network Development| Nissan Motor Co., Ltd.| Phone: [redacted]|

7/26/2022 3:18:17 PM

ARBS-AN received email from C at 11:10AM: Can you give me a call [redacted]

7/26/2022 3:24:29 PM

ARBS-AN placed outbound call to [redacted]. C stated diagnostics have been completed, and asked if ARBS received update. ARBS asked who C was working with. C stated [redacted] and [redacted] at the DLR, C is thinking that DLR already knows it is the motor, and that NNA would need additional tests. ARBS advised DLR has to diagnose to verify exact repairs. C stated that DLR wanted C to approve for additional work to be done to be charged for this. C was advised that long engine recommended but needed confirmation of debris or not. ARBS advised that DLR may have reviewed with technical resources for this recommendation. ARBS will see if ARBS can get details for review instead of having to dive deeper, but if required will let C know. C thanked ARBS for working with C, and trying to assist. ARBS will follow up By Thursday. ARBS thanked C for time and patience and hopes C has a good day. Call ended mutually.

7/26/2022 3:26:00 PM

From[redacted] (EXTERNAL) Sent: Tuesday, July 26, 2022 3:26 PM To:[redacted]> ; '[redacted]> Subject: RE: Case: 46635471 / [redacted] / 2016 Nissan Titan XD / [redacted] / Good Afternoon, The customer is advising me that additional diagnosis is required. Is there anyway to verify the repairs without additional diagnosis? I need the following to review for goodwill: WO# with Line # Dealer Code VIN WO Open Date [redacted] PFP Service Manger Last Name Customer Name Total Amounts for Parts Labor Expns Would this component be covered under PT/Basic/Emissions? Thank you, [redacted]

7/27/2022 2:12:23 PM

ARBS-AN placed outbound call to [redacted] Nissan @[redacted]. ARBS spoke with SA-[redacted]. SA advised that tech line was advised to pull engine and check for debris, more than likely will need debris. SA stated that C is not understanding that C is responsible for additional diagnosis. ARBS advised that C is responsible for diagnosis fee at least. SA stated will need an additional hour at least. SA stated ARBS can speak to Tech. ARBS asked what it seems like. Tech is leaning towards needing an engine, but has to verify if it is due to lack of maintenance, or manufacture defect. ARBS will let C know to complete diagnosis first. ARBS thanked [redacted]/Tech. Call ended mutually.

7/27/2022 2:13:58 PM

ARBS-AN sent an email to C at 2:14pm: Good Afternoon, I verified with the dealership that the additional diagnosis required is to verify cause of failure, which I have to know in order to complete my review. If you want us to complete our review, you would need to authorize the completion of the diagnosis. It is at your discretion of course. Thank you[redacted]

8/2/2022 2:00:46 PM

ARBS-AN received email from C at 1:31pm: Any update?

8/2/2022 2:05:53 PM

ARBS-AN sent email to C at 2:06pm: Good Afternoon, If the diagnosis has been approved, I can request an update. Please let me know if it was approved. Thank you, [redacted]

8/2/2022 2:22:35 PM

ARBS-AN received email from C at 2:18pm: Approved by who there has already been an initial diagnosis that I was waiting for you to respond to and tell me what the next steps will be

8/2/2022 2:23:25 PM

ARBS-AN sent an email to C at 2:23pm: I sent this email to you on 7/27 at 1:24pm: Good Afternoon, I verified with the dealership that the additional diagnosis required is to verify cause of failure, which I have to know in order to complete my review. If you want us to complete our review, you would need to authorize the completion of the diagnosis. It is at your discretion of course. Thank you, [redacted]

8/8/2022 1:06:48 PM

ARBS-AN received 4email from [redacted]: Consumer Affairs , [redacted] has requested Goodwill assistance on behalf of our customer. We have verified the vehicle requires the repair below. Please reply with the approved Goodwill split or Goodwill denial. Dealer Requested Goodwill Split: Recommended Repair: Long block replacement Warranty Case: [redacted] WO: 693587 Job Line: A Dealer Code: 977 VIN: [redacted] Make/Model: 2016 Nissan Titan XD Mileage: 83,091 [redacted] outside Powertrain Warranty : Months outside Powertrain Warranty : 11

8/8/2022 1:07:08 PM

ARBS-AN notes email from a [redacted], Attached is the completed CA form for your review. I have listed the PCC case and techline case numbers at the bottom. You should be receiving an email from PCC shortly. Customer is working with us in regards to diagnosis requesting assistance. Once the vehicle is diagnosed, please advise of the following information for me review: WO# with Line # 693587A Dealer Code - 977 VIN - [redacted] WO Open Date - 7.19.2022 [redacted] - 83091 PFP - 12201-EZ40A Service Manager Last Nam[redacted]-Long Customer Name - [redacted] Total Amounts for Parts - $29,387.00 Labor - $2,393.00 Expns - $0.00 Would this component be covered under PT/Basic/Emissions? No [redacted]# 46635471 Jcase[redacted] Techline# 46894553

8/8/2022 1:38:43 PM

From: [redacted] (EXTERNAL) Sent: Monday, August 8, 2022 1:38 PM To:[redacted]> ; [redacted]n> ; [redacted]> Subject: RE: Case: 46635471 / [redacted] / 2016 Nissan Titan XD / [redacted] / Can you please confirm that this is warranty cost. Sincerely, [redacted]

8/8/2022 1:48:46 PM

ARBS-AN received email from SM-[redacted]: Yes, This is priced at our rate of parts cost plus 80.17% and 15.9 hours of labor at $150.50 per hour. I did verify with DPIC that a remanufactured long block is not available. I have attached said email.

8/8/2022 2:10:46 PM

ARBS-AN sent an email to DLR requesting confirmation of cause of failure.

8/8/2022 2:14:56 PM

ARBS-AN received email from SM: Crankshaft cracked between cylinder 7 and 8.

8/8/2022 2:33:56 PM

ARBS-AN placed outbound call to C at [redacted]. ARBS reached VMX, stated case and contact. ARBS received additional info and has a decision requested a call back.

8/8/2022 3:09:28 PM

ARBS-AN sent email to DLR: Good Afternoon, I am trying to contact the customer with the decision. NNA is not in a position to offer financial assistance with the repairs. If you are in contact with the customer, advise her to give me a call to provide her the decision as I would prefer she hear it from me. Thank you [redacted]

8/9/2022 1:35:58 PM

ARBS-AN placed outbound call to C at [redacted]. ARBS reached VMX, stated case and contact. ARBS received additional info and has a decision requested a call back.

8/9/2022 1:54:36 PM

ARBS-AN received inbound call from C at [redacted]. ARBS notes no response, ARBS disconnected the call. ARBS-AN received inbound call from C at [redacted]. ARBS thanked C for the call. C confirmed. ARBS NNA reviewed the case and able to confirm the amount of the estimate with the dealer. At this time, NNA is not a position to offer financial assistance with the estimate provided by NISSAN DEALER. ARBS stated however can review for reimbursement on diagnosis and towing charges, C would just need to send in receipts. C stated that NNA will reimburse towing and diagnostic. ARBS confirmed. C stated that NNA is not going to pay for motor. C stated okay, and asked where C sends the receipts. ARBS stated that ARBS can consider just to send in documents clear photos. C asked how money would be sent. ARBS stated to send photo of all documents, and ARBS can review, can send by check.
C understood. ARBS thanked C for time. Call ended mutually.

8/9/2022 1:57:33 PM

ARBS-AN received email from C at 1:46pm: Can you can me when you have a chance [redacted]

8/11/2022 10:50:46 AM

ARBS-AN received email from C with a receipt attachaed at 10:34AM: Here's one receipt so far can you call me when you get a chance

8/11/2022 10:51:55 AM

ARBS-AN notes receipt dated for 7/19/22 for the vehicle towed to DLR - $225.

8/11/2022 11:01:31 AM

ARBS-AN placed outbound call to C at [redacted]. C asked what is the recommended repair. ARBS advised a motor. C stated why NNA is not wanting to assist. ARBS stated that with estimate and being out of warranty. C stated even though there is only 20K miles, and the motor is bad. ARBS apologized for any frustration however this is the decision. ARBS stated would be more than happy to reimburse C stated that NNA will reimburse towing and diagnostic. ARBS confirmed. C stated that NNA is not going to pay for motor. C stated okay, and asked where C sends the receipts. ARBS advised C would need to send all receipts and would reimburse collectively. C understood. ARBS thanked C for time. Call ended mutually.

8/19/2022 11:41:38 AM

ARBS-AN notes still waiting on invoices/receipts from diagnosis and towing.

8/26/2022 1:33:12 PM

ARBS-AN sent an email to C: Good Afternoon, Just checking in to see if you had a chance to gather the other receipts. Thank you, [redacted]

8/26/2022 2:06:17 PM

ARBS-AN received email from C: I'm still working on this

9/2/2022 9:09:00 AM

ARBS-AN notes no documents received. ARBS pushing followup to 9/16.

9/20/2022 11:34:03 AM

ARBS-AN notes received email from C on 9/14: Hello here are the finale receipts. Are yall doing anything to help customers with the Diesels Titans since yall know it's a bad truck and that is why yall stopped making it. I couldn't find a dealership to buy it back even if it had a good motor Nissan sales reps told me it's the worst truck yall made and that is why yall stopped making it.

9/20/2022 11:37:32 AM

ARBS notes Towing amount from 7/19/22 amount: $225 ARBS notes Dealer Paid Amount: $681.50 ARBS notes final towing on 9/12/22 Amount: $118.80 $225+ $681.50+$118.80=$1,025.3

9/20/2022 11:46:45 AM

DUE TO ATTORNEY REPRESENTATION, DO NOT CONTACT THIS CLIENT. IF CLIENT SHOULD CALL, PLEASE REFER CLIENT TO THEIR ATTORNEY

9/20/2022 12:03:30 PM

ARBS-AN sent an email to C: Hi there, I apologize for the delayed response. I was going into to submit for the check and I realized I did not have your registration. Please send me the current registration and I can go ahead and submit for it. Sincerely, Out of Office: 9/28 at [redacted]

9/20/2022 1:03:47 PM

ARBS-AN notes email from C: What do you mean registration

9/20/2022 1:05:07 PM

ARBS-AN sent an email to C: The document that you get the sticker for your tags that shows the owner, address, VIN, and expiration date. Thanks, Out of Office: 9/28 at [redacted]

9/20/2022 1:15:38 PM

ARBS-AN received email from C: I attached it on the last email

9/20/2022 1:16:20 PM

ARBS-AN responded: I went through the emails and I do not see it attached. Please resend it when you have a chance. Thanks, Out of Office: 9/28 at [redacted] Nations

9/20/2022 3:58:11 PM

ARBS-AN sent email to C: Do you have current registration? This expired August 2021. Thank you, Out of Office: 9/28 at [redacted]

9/20/2022 3:59:22 PM

ARBS-AN received email from C: I don't know where it's at

9/20/2022 4:00:28 PM

ARBS-AN responded to C - I need the current registration for processing.

9/22/2022 1:47:26 PM

ARBS-AN created CST00409098 and submitted CR0544495 for $1,025.30 paid to [redacted] and [redacted] address: [redacted]

9/22/2022 1:48:07 PM

ARBS-AN sent an email to C: Good afternoon, I have submitted your check, it will take 2-3 business days to process and will be sent out by mail and arrive within 4 weeks. The address the check will be sent to is as follows: 829 S 19th St Kingsville, TX 78363 Thank you, Out of Office: 9/28 at [redacted]

9/22/2022 3:09:16 PM

ARBS-AN notes Cs email: Thank you

9/22/2022 3:10:27 PM

ARBS-AN attached email correspondence to case.

9/23/2022 8:12:23 AM

ARBS-AN sent email to C: Good Morning, The check department declined processing due to having the registration renewal rather than the actual registration document. Can you please send that when you have chance. Thank you, Out of Office: 9/28 at [redacted]

9/23/2022 11:07:53 AM

ARBS-SRPLR-JW approves attached registration renewal with current expiration May 2022, please process check.

9/23/2022 11:11:34 AM

ARBS-AN notes email from C: can you call me when you get a chance i'm confused on what you are needing [redacted]

9/23/2022 11:16:12 AM

ARBS-AN sent an email to C: Ms. [redacted], I was able to go ahead and get it pushed through. I apologize for any frustration. Thank you, Out of Office: 9/28 at Noon [redacted]

9/23/2022 2:39:09 PM

Attorney demand voluntary settlement due to 2 visits and 58 days out service for the service engine light on and 35 cumulative days out of service for all warranty repairs.

9/23/2022 2:39:10 PM

Attorney demand voluntary settlement due to 2 visits and 58 days out service for the service engine light on and 35 cumulative days out of service for all warranty repairs.

9/26/2022 3:59:00 PM

ARBS-AN is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted NNA CA requesting finanical assistance with engine replacement. ***STATEMENT OF DECISION*** ARBS-AN notes case has been thoroughly reviewed and Nissan is not in the position to offer financial assistance but was able to reimburse diagnosis and towing costs. Consumer affairs voluntary settlement due to 2 visits and 58 days out service for the service engine light on and 35 cumulative days out of service for all warranty repairs.

CONSUMER ASSISTANCE REQUEST

[redacted]

NAME: [redacted]
CITY: [redacted]
STATE: [redacted]

OPEN_DT: 9/19/2022
CLOSE_DT: 9/22/2022

VIN: [redacted]
MODEL: A61 YR: 2016
MFG DT: 3/29/2016
SVC DT: 5/25/2017
MILEAGE: 46,116

TRIM: PLAT
OPTIONS: B11C03K11L12M11N11T
SERVICING DLR GRAY-DANIELS NIS BRANDO
DLR STATE: [redacted]
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AA	Crankshaft/Camshaft

CAR VERBATIM

9/19/2022

9/19/2022 2:15:27 PM

[redacted]-LR VERIFIED Account information including: C's name, home & email address and best contact number. [redacted]-LR VERIFIED VEH Information including: VIN #, current mileage. [redacted] CHECKED for open recalls/campaigns and found: 0 [redacted] CHECKED for previous UNRELATED Case(s) and found: 0 [redacted]-LR CHECKED previous RELATED Case(s) and found: 0 [redacted] NOTED concern is: crankshaft broke. [redacted]-LR received inbound call from C: [redacted]. C stated owned a 2016 Titan XD. C stated was driving VEH on Thursday to [redacted] and no warning light and engine broke the crankshaft on the interstate. C stated has had VEH at DLRSHP on Friday 16th. C stated has VEH diagnosed for a broken crank. C stated it is a serious concern and DLR told has changed a lot of engine and crank shaft broke and contacted the factory rep. and trunk is 4 month at 46000 miles and there is nothing to do about it and would like someone to make an exception and it is a known concern and don?t want to get attorney involved. C stated would like NNA to do the repair if not full ,a large discount. C stated it is a known problem and replaced a lot of engine. [redacted]-LR is sending C an email for PO. [redacted]-LR provided C with agent name and case number 47227544. [redacted]-LR informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 2022/09/20 regarding C?s concern. [redacted]-LR explained C ?While our goal is to contact you within 1 business day, due to unusually high call volumes, it could take up to 3 business days. We appreciate your understanding and patience. [redacted]-LR advised C would receive a call from a [redacted] area code phone number. C acknowledged and thanked [redacted]-LR for assistance. [redacted]-LR asked if there was anything else to assist with at this time. C declined. [redacted]-LR gave agent name and thanked C for calling NNA. C understood and thanked [redacted]-LR for assistance. Call ended mutually. Best contact # [redacted].

9/19/2022 2:17:12 PM

****** [CASE SUMMARY] ****** C called for crankshaft broken/ needed assistance. [redacted]-LR sending case to RCAS.

9/20/2022 9:01:45 AM

RCAS-CW is unable to datanet due to DLR not enabled in dealer portal. Error This Case can not be shared with the Dealer because the Dealer is not Enabled for the Dealer Portal. Please Datanet the Case.

9/20/2022 9:02:05 AM

Previous related cases found: N/A Previous unrelated cased found: N/A Open Recalls/Campaigns: N/A Number of Vehicles Owned: 1 VSC Contracts: N/A Warranty Extensions: N/A Purchased New or Pre-owned: Pre-Owned Current Mileage: 46,116 Beyond Basic Warranty Miles: 10,116 Beyond Basic Warranty Months: 28 Beyond PT Warranty Miles: 0 Beyond PT Warranty Months: 4 Amount paid (in dollars) to dealer: $204.25 What is your customer seeking? C contacted [redacted] seeking OOW FA with broken crankshaft repair.

9/20/2022 9:04:18 AM

RCAS-CW sent an email to [redacted] regarding Cs VEH concerns and GW questions.

9/20/2022 9:04:31 AM

RCAS-CW moving case to 9/22/22 pending DLR response.

9/20/2022 12:21:12 PM

*** Chat Summary *** C connected to submit documents via SMS text which were attached by the Automated Process for review.

9/20/2022 12:22:00 PM

[redacted]: ATTN: [redacted] Case # 47227544 [redacted]: Thank you. The document has been added to your case.

9/22/2022 10:54:21 AM

RCAS-CW received an email from [redacted]. Mileage:46116 Diagnosis: Engine quit running appears to be seized. Primary Failed Part:? Primary Failed Part Number: ? What warranty does part fall under: n/a Warranty Labor Cost: n/a Warranty Parts Cost: n/a Service History: none DLR Participation: none Customer Pay:100% Related Repair History: n/a Location of Vehicle: Gray [redacted] Nissan Brandon DLR providing Loaner: no such thing as a loaner. How many days down at the DLR: 3 GW Recommendation: n/a Discussed with the FOM and not eligible for any Goodwill. [redacted]-JK suggested that DBS be researched for warranty history and contact the FOM[redacted]-JK stated SD-JK was present when C called and no one told C that engine had issues in 2016. [redacted]-JK stated C has not given any authorization for tear down and at this time, no accurate estimate.

9/22/2022 11:43:58 AM

RCAS-CW sent an email to FOM-[redacted] confirming that no GW would be offered to C.

9/22/2022 12:32:20 PM

RCAS-CW received an email from FOM-[redacted] stating GW was declined for VEH.

9/22/2022 12:45:47 PM

RCAS-CW made outbound call to C at [redacted]. RCAS-CW ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-CW VERIFIED C?s name, home & email address, concern, phone #. RCAS-CW CONFIRMED C's VEH make/model, mileage, and servicing DLR. RCAS-CW CHECKED and ADVISED C of open recalls/campaigns and found: N/A Previous UNRELATED Case(s) Found: N/A Previous RELATED Case(s) Found: N/A RCAS-CW advised that case has been escalated to RCAS-CW and will be RCAS reviewing case. RCAS-CW verified reason for call with C. RCAS-CW confirmed C contact NNA seeking OOW FA with broken crankshaft repair. RCAS-CW informed C that RCAS-CW requested repair information from DLR. RCAS-CW informed C that after completing research regarding case, CA wouldn?t be able to offer any type of FA towards repair. RCAS-CW empathized with C. RCAS-CW informed C that RCAS-CW would have to work with DLR for further assistance. C stated it isn't a DLR problem. C stated that there are aa number of engines that have suffered the same issue starting in 1963. C stated it is apparent that it is a design problem or a manufacturing problem. C stated all the engine failures are the same. C stated it is the crankshaft. C stated C understand VEH was 4 months OOW. C stated NNA didn?t issue an extended warranty on crankshaft because NNA knew it was a flaw. C stated NNA knew about concern and didn?t do anything to eliminate or provide additional relief to Cs that the concern has happened to. C stated C is surprised a class action lawsuit hadn't come about. C stated C might do that. RCAS-CW empathized with C. RCAS-CW reiterated that C had to work with DLR for further assistance C stated if C buys VEH at DLR that has 92,000, would crankshaft break on VEH. RCAS-CW informed C that RCAS-CW wasn?t able to answer that question. RCAS-CW informed C that C would have to follow up with DLR regarding that concern. C stated ok. RCAS-CW asked if C had any additional questions regarding the case. C stated no. RCAS-CW asked if C would like case # or direct line. C asked if it could be sent in an email. RCAS-CW thanked C and said to have a great day. Call ended mutually.

9/22/2022 12:50:45 PM

RCAS-CW sent C case # and contact email.

9/22/2022 12:53:19 PM

RCAS-CW is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted Nissan CA seeking OOW FA with broken crankshaft repair. RCAS-CW reviewed Case with : [redacted] who provided GW information. [redacted] stated VEH was discussed with FOM and C isn't eligible for GW. FOM-[redacted] stated GW was denied for C. *** STATEMENT OF DECISION *** RCAS-CW noting Nissan has created a case to document C's concern, and this case will remain in NNA's system. RCAS-CW informed C that GW wouldn?t be provided to C for VEH repair. C was displeased with outcome.

CONSUMER ASSISTANCE REQUEST

[redacted]

[redacted]
CITY: [redacted]
STATE: [redacted]

OPEN_DT: 11/14/2022
CLOSE_DT: 3/24/2023

VIN: [redacted]
MODEL: A61 YR: 2018
MFG DT: 12/22/2017
SVC DT: 3/19/2018
MILEAGE: 54,000

TRIM: SV 4X4
OPTIONS: A95B93C03E10K05K14L9
SERVICING DLR [redacted]
DLR STATE: [redacted]
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
NI	OA	Vehicle Concerns	108000	Paint
	CB	Exterior	5E	Body (complete)

CAR VERBATIM

11/14/2022

11/14/2022 11:33:54 AM

CRR-AK VERIFIED account Info including: C's name, home & email address, phone# & best contact# CRR-AK VERIFIED VEH Info including: VIN#, Current Mileage, Warranty CRR-AK CHECKED and ADVISED for open recalls/campaigns and found: 0 CRR-AK CHECKED for previous UNRELATED Cases and found: 0 CRR-AK CHECKED previous RELATED Cases and found: 47295504 CRR-AK NOTED concern is - OOWFA -Paint CRR-AK RECEIVED incoming call from C ? Fernando Martinez C provided previous case # 47295504 and stated C has not heard back anything. CRR-AK apologized for concern and indicated happy to assist. CRR-AK advised NNA was waiting to hear from C that VEH has been diagnosed. C stated VEH was at DLR with Service Director-[redacted]. C stated then VEH was taken to -[redacted] Auto Body [redacted] ([redacted]) C stated pictures and video were taken of alot of paint peeling off. CRR-AK advised would document Cs concerns in case. CRR-AK stated that Cs case would be forwarded to RCAS for review. CRR-AK explained that Nissans goal is contact C within one business day however it could be up to 3 due to high call volumes. CRR-AK advised that call would come from a [redacted] area code. C understood. CRR-AK provided C with Case # and offered additional assistance. C declined. Call ended mutually. BEST CONTACT # [redacted] or [redacted]

11/14/2022 11:34:30 AM

*** CASE SUMMARY *** C contacted NNA for OOWFA -Paint Issue. CRR-AK forwarding case to RCAS for review.

11/15/2022 11:57:24 AM

Previous related cases found:0 Previous unrelated cased found:1 Open Recalls/Campaigns:0 Number of Vehicles Owned: VSC Contracts: Sec+Plus Gold Pref 3/19/24 100,000 Warranty Extensions: none Purchased New or Pre-owned: new Current Mileage:54000 Beyond Basic Warranty Miles:1800 Beyond Basic Warranty Months:20 Beyond PT Warranty Miles:0 Beyond PT Warranty Months:0 Amount paid (in dollars) to dealer: $2601.87 What is your customer seeking? C seeking OOW FA with paint

11/15/2022 11:58:22 AM

CRT-AS data net failed 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.

11/15/2022 2:07:51 PM

CRT-AS sent email to [redacted] and delivery failed Mileage: C VEH complain: Diagnosis: Primary Failed Part: Primary Failed Part Number: What warranty does part fall under: Warranty Labor Cost: Warranty Parts Cost: Service History: DLR Participation: Customer Pay: Related Repair History: Location of Vehicle: DLR providing Loaner: How many days down at the DLR: GW Recommendation:

11/15/2022 2:09:58 PM

CRT-AS sent email to [redacted] Mileage: C VEH complain: Diagnosis: Primary Failed Part: Primary Failed Part Number: What warranty does part fall under: Warranty Labor Cost: Warranty Parts Cost: Service History: DLR Participation: Customer Pay: Related Repair History: Location of Vehicle: DLR providing Loaner: How many days down at the DLR: GW Recommendation:

11/15/2022 3:56:36 PM

CRT-AS made outbound to C. CRT-AS left VMX with follow up o 11/18 and direct line

11/15/2022 4:11:27 PM

CRT-AS made outbound to DLR and was advised C's VEH was serviced in [redacted]

11/15/2022 4:18:44 PM

CRT-AS made outbound to [redacted] [redacted]-BP stated C came in April last visit C has paint issues and paint is peeling off on most of the panels. C sent SM pictures of VEH and estimate from a body shop. [redacted]-BP stated not sure If body shop is NNA certified or not

11/15/2022 4:21:28 PM

CRT-AS sent email to [redacted] Mileage: C VEH complain: Diagnosis: Primary Failed Part: Primary Failed Part Number: What warranty does part fall under: Warranty Labor Cost: Warranty Parts Cost: Service History: DLR Participation: Customer Pay: Related Repair History: Location of Vehicle: DLR providing Loaner: How many days down at the DLR: GW Recommendation:

11/16/2022 4:14:11 PM

CRT-AS received email with pictures and estimate from [redacted]

11/18/2022 2:27:02 PM

CRT-AS made outbound call to C at CRT-AS ADVISED, ?This call may be recorded for quality and training purposes.? CRT-AS VERIFIED C?s name, home & email address, concern, phone. CRT-AS CONFIRMED C?s VEH make/model, mileage, and servicing DLR. CRT-AS CHECKED and ADVISED C of open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found:0 Previous RELATED Case(s) Found:0 CRT-AS confirmed C is having paint issues C confirmed CRT-AS confirmed Paint peeling C yes CRT-AS advised CRT will have to double check if the body shop is a certified NNA DLR C ok C stated when body shop started working on VEH, the body shop advised C that the paint is just peeling off VHE C stated VEH is at body shop. C asked if someone can come take a look at VEH. CRT-AS apologized and advised C has to take VEH to DLR. C asked if C has to cover cost for IRF CRT-AS yes. C asked which DLR C should go to CRT-AS advised [redacted] C understood CRT-AS advised that case has been escalated to CRT-AS and CRT-AS will be RCAS reviewing case. CRT-AS provided direct line and case number. CRT-AS C has no further questions CRT-AS thanked C for their time Call ended mutually.

11/22/2022 12:37:54 PM

DT[redacted] Open case review. DTSM suggests pulling a CarFax report on the vehicle and review for possible prior body shop repairs.

11/23/2022 12:02:33 PM

CRT-AS made outbound call to C at [redacted] CRT-AS ADVISED, ?This call may be recorded for quality and training purposes.? CRT-AS asked if C had a chance to take VEH to a NNA certified Nissan DLR C stated had it dropped off earlier today. CRT-AS advised C of email that C can attach estimate to If DLR gets estimate today. C stated ok CRT-AS advised follow up on 11/28 CRT-AS C has no further questions CRT-AS thanked C for their time Call ended mutually.

11/28/2022 9:32:41 AM

[redacted]-JD transferring case to CRT-[redacted] Brown for further case review.

11/29/2022 9:41:42 AM

CRT-DB made outbound call to [redacted] Nissan at [redacted] CRT-DB requested to speak with SM or SA regarding the case CRT-DB spoke with [redacted] Get update on paint estimate: Mileage: 4/11/2022 59,246 Diagnosis: C stated 2 paint chips on the front bumper and ding on right fender and sublet to body shop ([redacted]'s auto center) Primary Failed Part: Primary Failed Part Number: What warranty does part fall under: not sure Warranty Labor Cost: Warranty Parts Cost: Service History: DLR Participation: Customer Pay: Related Repair History: Location of Vehicle: DLR providing Loaner: How many days down at the DLR: GW Recommendation: [redacted]DD stated [redacted]n the warranty administrator would be able to answer my questions and [redacted] not be back in office until 11/30. CRT-DB thanks [redacted]-DD for [redacted]DD's time. call ended mutually

11/29/2022 9:48:16 AM

CRT-DB made outbound call to C at [redacted] CRT-DB ADVISED, ?This call may be recorded for quality and training purposes.? CRT-DB VERIFIED C?s name, home & email address, concern, phone. CRT-DB CONFIRMED C?s VEH make/model, mileage, and servicing DLR. CRT-DB CHECKED and ADVISED C of open recalls/campaigns and found: Previous UNRELATED Case(s) Found: Previous RELATED Case(s) Found: CRT-DB advised that case has been escalated to CRT-DB and CRT-DB will agent reviewing case for resolution. CRT-DB asked the C the mileage on the VEH and concerns with the VEH. C stated the VEH has 40k or 50k miles. C stated peeling of paint on VEH. C stated C went [redacted] collison Center who the DLR referred C to. C stated that the DLR stated the body shop was the DLR's Certified Nissan repair shop. C stated the body shop stated they were going to get a quote and send to [redacted]. CRT-DB stated CRT-DB spoke with the SM at the DLR and the DLR and the warranty administrator will not be in until tomorrow. CRT-DB stated CRT-DB needed to speak with the warranty administrator to get questions answered to move further with the case. CRT-DB stated follow up date is 11/2. C stated that is okay. CRT-DB provided/confirmed direct line and case number. CRT-DB thanked the C for the C's time. Call ended mutually.

11/30/2022 4:13:50 PM

CRT-DB sent email to [redacted] regarding DLR questions.

12/2/2022 2:03:39 PM

CRT-DB made outbound call to [redacted] Nissan Orlando at [redacted] CRT-DB requested to speak with SM or SA regarding the case CRT-DB spoke with [redacted] [redacted]-DD transferred CRT-DB to Warranty administrator [redacted] WA-OG advised [redacted]'s auto center came to the DLR and fixed the VEH in the parking lot. WA-OG stated the VEH has been fixed and the paint chips were caused by outside influences. CRT-DB thanked WA-OG for WA's time call ended mutually.

12/2/2022 2:49:02 PM

CRT-DB made outbound call to C at [redacted] CRT-DB ADVISED, ?This call may be recorded for quality and training purposes.? CRT-DB stated WA-OG advised the VEH has been repaired and the cause of the paint chips was from outside influences. C stated the [redacted]'s auto center would send a paint estimate to the DLR and someone will reach out regarding the VEH. C stated C still does not have the VEH. CRT-DB advised CRT-DB will reach out to the SM directly to see the next step with the VEH and follow up date is 12/7. C stated that is okay. CRT-DB asked C if C has any other questions or concerns. C stated no. CRT-DB thanked C for C's time. Call ended mutually.

12/6/2022 10:52:19 AM

[redacted]Bk notes that the wrong DLR was on the case and corrected to [redacted]. [redacted]-Bk is sending case to correct RCAS agent for further handling.

12/7/2022 1:24:24 PM

RCAS-[redacted] made outbound call to C at407) [redacted]. RCAS-SH ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-SH VERIFIED C?s name, home & email address, concern, phone. RCAS-[redacted] CHECKED and ADVISED C of open recalls/campaigns and found:0 Previous UNRELATED Case(s) Found:0 Previous RELATED Case(s) :0 RCAS-SH confirmed good time. RCAS-SH confirmed 2018 Nissan Titan XD at [redacted] RCAS-SH confirmed mileages of 54,000. RCAS-SH advised was RCAS over the district and makes all decision on behalf of NNA. RCAS-SH advised that was assisting CRT-DB on today. RCAS-SH advised that after reviewing case that NNA CA will not be able to assist with paint concern. RCAS-SH advised that it seem that concern was caused by outside influence. C stated that let's stop right has spoken with [redacted] [redacted] who informed C that DLR had been provided estimate. C stated that where RCAS get information or who was RCAS spoking with at this time. C stated there is no way that someone from DLRSHP provided that because C was informed that body shop is diagnosing concern so how can it be determine that it was caused by outside influence. RCAS-SH advised that after reviewing case it seem that previous agent spoke with warranty admin - [redacted]. RCAS-SH advised that once a warranty decision has been made it can't be overturned. RCAS-SH advised that NNA CA is not able to overturn a warranty or make a warranty decision. RCAS-SH advised that understands C 's frustration but RCAS does have to go with what was provided to RCAS from DLR. RCAS-[redacted] advised that if claim was being reviewed for warranty C will need to continue working with DLR to get concern resolved. C stated that is not good enough for C and would like to speak with someone else. C stated that wanted to speak with warranty and would be going to DLRSHP to speak with [redacted]. RCAS-SH advised that at this time call had been escalated as NNA put RCAS in position to remove and make decision. RCAS-SH advised that warranty is a department that does not assistance with customers directly as DLR will need to speak on behalf of C. RCAS-SH advised that if C needs further outside of concern could call back. RCAS-[redacted] advised that would email C case number and direct contact per request. C stated that wants to speak with RCAS supervisor. C stated that does not know how RCAS feels that makes sense. RCAS-SH advised that call will be escaladed. RCAS-SH thanked C for time. Call ended mutually

12/7/2022 1:34:35 PM

RCAS-SH emailed [redacted] CC'D Warranty Admin- [redacted]n , SRCAS-NS, [redacted]- [redacted] [redacted] of concern with paint and requesting that it be confirmed if it was denied by warranty or could be reviewed for GW.

12/8/2022 1:29:37 PM

SRCAS-NS placed outbound call to DLR, Sutherlin Nissan Orlando. SRCAS-NS disconnected after holding over 5 minutes.

12/8/2022 1:55:33 PM

**********ESCALATION********** SRCAS-NS placed outbound call to C @ [redacted]. SRCAS-NS advised "this call may be recorded for quality and training purposes". SRCAS-NS confirmed C had a moment to discuss case. SRCAS-NS stated SRCAS is calling in regards to C request to speak with a supervisor. C stated a few months ago the VEH had a small paint chip on the hood. C stated C took the body shop and to have the paint corrected. C stated the body shop contacted C and found more areas of concern. C stated the body shop found the paint was peeling off. C stated the body shop directed C to the DLR as the concern should be covered under warranty. C stated the DLR advised C to contact [redacted] C stated CA directed C to a body shop, but the body shop was not certified. C stated C contacted the DLR for a certified body shop. C stated the body shop advised the estimate would be sent to the DLR. C stated C spoke with [redacted] and was advised SM would submit the estimate once received. C stated C was contacted and advised that NNA would not be in position to assist. C stated that would not be possible as the VEH has not even been diagnosed yet. SRCAS-NS apologized for circumstances with paint concerns as SRCAS knows it's not an ideal situation to be in. SRCAS-NS stated SRCAS has re-reviewed the case and noted all information provided by RCAS-S[redacted] ([redacted]s) is correct. SRCAS-NS apologized if there has been any miscommunication regarding the VEH and diagnosis. SRCAS-NS advised CA is unable to make, or overturn, warranty decisions, as CA agents are not technically trained. SRCAS-NS advised RCAS-SH and SRCAS have reached out to the DLR for further information. SRCAS-NS advised, because the VEH is a 2018 Titan with 54k miles, the VEH is still within NNA warranty. SRCAS-NS advised the DLR will need to submit photos and the estimate to the NNA warranty department to be reviewed. C understood. C stated C spoke with [redacted] yesterday. C stated SM stated SM will be OOO until Monday, 12/12, but had not received the estimate as of yesterday. SRCAS-NS understood. SRCAS-NS advised SRCAS will confirm with RCAS-[redacted]. SRCAS-NS advised while CA is unable to make warranty decision, CA may keep C updated concerning the status of the claim. C understood. SRCAS-NS advised RCAS-SH will follow up 12/13/22 and asked if C has RCAS contact. C stated C does not. SRCAS-NS advised SRCAS will email info to [redacted] agreed. Call ended mutually.

12/8/2022 1:57:12 PM

SRCAS-NS transferring case to RCAS[redacted]H for further handling.

12/13/2022 3:35:39 PM

RCAS-SH emailed [redacted] CC'D Warranty Admin- [redacted] requesting diagnosis and GW information. RCAS-SH nothing preferred method of contact.

12/13/2022 3:39:16 PM

RCAS-SH made outbound call to C at [redacted]. RCAS-SH left VMX for C providing case number an direct contact/ follow up 12/16. RCAS-SH advised that email will be sent advising that attempted to make contact.

12/13/2022 3:39:33 PM

RCAS-SH sent attempt to contact email.

12/16/2022 8:39:49 AM

CAS-SH made outbound call to C at [redacted]. RCAS-SH left VMX for C providing case number an direct contact. RCAS-SH advised that email will be sent advising that attempted to make contact.

12/16/2022 8:40:51 AM

RCAS-SH sent attempt to contact email.

12/16/2022 8:43:29 AM

RCAS-SH is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted NNA seeking OOW FA for paint concern. RCAS-SH emailed [redacted] requesting assistance with C's concern. *** STATEMENT OF DECISION *** RCAS-SH nothing C was unable to be contacted after two attempts and escalation.

1/12/2023

1/12/2023 8:17:07 AM

CRR-LS Verified Info including: C's name, home & email address, phone# & best contact # CRR-LS VERIFIED VEH Info including: VIN#, Current Mileage CRR-LS CHECKED and ADVISED for open recalls/campaigns and found: 0 CRR-LS CHECKED for previous UNRELATED Case(s) and found: CRR-LS CHECKED previous RELATED Case(s) and found: CRR-LS NOTED concern is: Follow Up C called in to advise that the is still waiting for VEH to be viewed by the warranty department. C stated was told by the body shop that nobody has been there and it has been weeks. C would like assistance from NNA in getting the work approved. CRR-LS advised would request that an agent follow up with [redacted]RR-LS provided name and advised case number would remain the same. Call ended mutually. Best Contact # [redacted]

1/12/2023 8:17:59 AM

CRR-LS re-opened case and changed follow up date. ****** Call Summary *** C stated is still waiting for warranty department to view VEH and would like assistance with delay.

1/12/2023 11:31:53 AM

RCAS-SH received email [redacted] Attached is the estimate from the body shop. [redacted]-BP advised From what DLR has been told and show in images, the paint was peeling from various parts of the body and not from outside sources. Please advise on next steps.

1/13/2023 8:25:58 AM

RCAS-SH submitted CST00414501 for GW review.

1/13/2023 10:40:51 AM

RCAS-SH made outbound call to C at407[redacted]. RCAS-SH ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-SH advised was it a good time to speak with [redacted] confirmed. RCAS-SH advised that wants to apologize to C for miscommunication with beginning of cases. C stated thanks. RCAS-[redacted] advised that have received everything needed to review to see if NNA will be in position to assist with paint concern. RCAS-SH advised that at this time case is still being reviewed and would schedule follow up 1/19. C stated that body shop advised that no one from NNA has come out to look at VEH for estimate. RCAS-[redacted] advised that all information needed for review has been received. C requested for email to be sent with case number and direct contact. RCAS-SH thanked C for time. Call ended mutually

1/13/2023 10:41:53 AM

RCAS-SH emailed C case number and direct contact.

1/19/2023 9:03:58 AM

RCAS-SH made outbound call to C at [redacted]. RCAS-SH left VMX for C providing case number an direct contact/ F/U 1/24 RCAS-SH advised that email will be sent advising that attempted to make contact.

1/19/2023 9:04:20 AM

RCAS-SH sent attempt to contact email.

1/23/2023 11:23:39 AM

RCAS-SH emailed FOM[redacted] requesting update on CST.

1/24/2023 7:54:21 AM

RCAS-SH made outbound call to C at [redacted] RCAS-SH left VMX for C providing case number and direct contact/ F/U 1/31. RCAS-SH advised that will be OOO Friday and Monday and apologized for inconvenience. RCAS-SH advised that attempt to contact email will be sent.

1/24/2023 7:54:39 AM

RCAS-SH sent attempt to contact email.

1/31/2023 7:55:06 AM

RCAS-SH emailed FOM[redacted] requesting update on CST.

1/31/2023 8:07:03 AM

RCAS-[redacted] made outbound call to C at407[redacted]. RCAS-SH ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-SH advised was it a good time to speak with [redacted] confirmed. RCAS-SH advised that would like to apologize for delay in case but due to the amount of repairs it called for additional representative review. RCAS-SH advised that is hoping to have some new information for C on next follow up. C stated that DLRSHP has VEH since Sept and didn't even offer a VEH to [redacted] stated that C has another VEH to get around but was looking to be compensated due to the time of repair. RCAS-SH advised that could review for additional assistance once completion of repairs but would not be able to guarantee. RCAS-SH advised that want to assure that concern is resolved before offering or reviewing for compensation. C stated okay. RCAS-SH assured C had case number and direct contact/ F/U 2/3. RCAS-SH thanked C for time. Call ended mutually

2/3/2023 10:59:13 AM

RCAS-SH emailed FOM[redacted] requesting update on CST.

2/3/2023 2:47:12 PM

RCAS-SH made outbound call to C at [redacted] RCAS-SH left VMX for C providing case number and direct contact/ F/U 2/8. RCAS-SH advised that attempt to contact email will be sent.

2/3/2023 2:49:32 PM

RCAS-SH sent attempt to contact email.

2/8/2023 7:31:59 AM

RCAS-SH emailed FOM[redacted] CC'D TL- KP requesting update on CST.

2/8/2023 4:07:13 PM

RCAS-SH made outbound call to C at[redacted]. RCAS-SH left VMX for C providing case number and direct contact/ F/U 2/13. RCAS-SH advised that attempt to contact email will be sent.

2/8/2023 4:08:41 PM

RCAS-SH sent attempt to contact email.

2/13/2023 12:38:15 PM

RCAS-SH submitted RHR FILTER.

2/13/2023 1:23:35 PM

PREV. CASE (9.30.22) (47295504) CASE SUMMAR[redacted] received call from C regarding paint. [redacted]JM referred C to DLSHP for diagnostic and closed case pending diagnosis

2/13/2023 1:41:14 PM

FILTER RHR After careful evaluation, Nissan will not be able to offer repurchase or replacement at this time. NNA will continue to honor the terms and conditions of all applicable warranties. ARSBPL Recommends RCAS Continue to work with Dealer and Region to Resolve C Concerns with PAINT ---------- C Concerns: C stated VEH was at DLR with Service Director-[redacted]. C stated then VEH was taken to - [redacted] Auto Body [redacted] ([redacted]) C stated pictures and video were taken of alot of paint peeling off. (1.31.23) C stated that DLRSHP has VEH since Sept and didn't even offer a VEH to [redacted] stated that C has another VEH to get around but was looking to be compensated due to the time of repair. (1.13.23) -- C stated that body shop advised that no one from NNA has come out to look at VEH for estimate. (1.12.23) ---RCAS-SH received email [redacted] advising Attached is the estimate from the body shop. SD-BP advised From what DLR has been told and show in images, the paint was peeling from various parts of the body and not from outside sources. Please advise on next steps. [redacted] Titan XD [redacted] 3.19.18 [redacted] WHITE Retail Sale ---------- CARFAX Damage Reported 11.12.18 Damage to rear Damage to right rear 1 OWNER LAST Reported Odometer Reading - 59,246 (4.13.22) ---------- Selling Dealer - REED [redacted] - 19029 - FL PREV. CASES - 1 DPIC CASES - 0 VCS CASES - 0 Approved Checks - 0 Tech line cases -0 Warranty cases -3 Open Campaigns - 0 VSC - Sec+Plus Gold Pref LIENHOLDER: NMAC DTS - 0 TABLEAU - NO OPEN ROs DBS - LAST Closed RO: 420862 (4.11.22 - 4.13.22) @ 59,240 [redacted] / [redacted], HOLLEN 1) C/s THERE ARE TWO PAINT CHIPS ON THE FRONT BUMPER AND A DING ON THE RIGHT REAR FENDER TOWARDS THE FRONT --- SUBLET TO BENNY AUTO CENTER --- Completed (IP) RO:416769 ([redacted]) @ 56,102 [redacted] O / [redacted]N 1) C/s HEARS A LOUD KNOCK NOISE IN THE ENGINE THEN VEHICLE DIED. NOW WILL START AND DIE. --- NO DTCS PRESENT.HEAR EXCESSIVE KNOCKING NOISE. STALL AND START.FOUND DEFORMED CRANKSHAFT ASSY.12207-EZ40B ---- REF NUMBER [redacted] REPLACED LONG BLOCK ASSY AND ONE TIME USED PARTS EVACUATED AND RECHARGED AC SYSTEM CLEARED CODE ROAD TEST VEHICLE NO LIGHT OR CODE PRESENT VEHICLE WORKING TO MANUFACTURE SPECS. (WP)

2/13/2023 2:51:56 PM

TL-KP noting per DLR and FO[redacted] stating on email that concern is from outside influence TL is noting okay to proceed with NWF and close

2/13/2023 3:01:00 PM

RCAS-[redacted] made outbound call to C at407) [redacted]. RCAS-SH ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-SH advised was it a good time to speak with [redacted] confirmed. RCAS-SH advised that after reviewing case with DLRSHP due to VEH being warranty regarding claim. RCAS-SH advised that after a careful review it does seem claim was submitted to warranty and decision has been made. RCAS-SH advised that claim was denied due to outside influence. C stated that why did it take months. C stated that would have been mad before but C has been without VEH since Oct of last year. C stated that NNA has not been able to provide any information at all and what was the outside influence. RCAS-SH apologized for any inconvenience caused by decision. RCAS-[redacted] advised that truly apologetic that process took a little longer than C expected as review was still progress. RCAS - SH advised as stated previously NNA CA would not be able to make or overturn a warranty decision. RCAS-SH advised that warranty is not customer facing and DLRSHP would need to speak on behalf of C. RCAS-SH advised that would sending a letter to C with information from sop 5.4 say statement. C stated that would go all over social media and blast everyone apart of review including RCAS-[redacted]. RCAS-SH thanked C for call. Call ended mutually

2/13/2023 4:31:16 PM

RCAS-SH received email from FOM[redacted] advising After reviewing this claim with the dealer, we will not offer goodwill for the repaint of this vehicle. FOM-EP advised that The request was originally denied for warranty by the dealer due to a concern for outside influence

2/13/2023 4:34:26 PM

RCAS-SH received email from TL- KP CC'D FOM[redacted] advising that there was no never a submissions to warranty , and was DLR able to make call.

2/13/2023 4:37:11 PM

RCAS-SH received email from FOM-[redacted] CC'D TL- KP advising that that DLRSHP can make the call , that it's non- warrantable concern. FOM- EP advised if the dealer does not want to make the decision, the issue can be passed on to WCC, so they can decide.

2/13/2023 4:40:36 PM

RCAS-SH received email from FOM-[redacted] advising that DLRSHP has advised that there was a mistake with C's claim and to hold off on calling C. FOM-EP advised that the C was at the DLRSHP moments ago and would follow up with RCAS.

2/16/2023 10:57:24 AM

TL-KP noting no call to C is needed until FOM decision on case.

2/16/2023 11:02:01 AM

RCAS-SH emailed FOM[redacted] CC'D TL- KP advising about update in case for decision.

2/21/2023 8:40:33 AM

RCAS-SH reviewed warranty / JCASE still not submitted completely at this time.

3/24/2023 12:52:05 PM

RCAS-SH is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted NNA seeking assistance warranty dispute for a paint concern. RCAS-SH emailed [redacted] who provided information for about warranty for paint concern. RCAS-SH reviewed case with FOM-[redacted] who advised that claim will be submitted to warranty and reviewed. RCAS-SH reviewed case with TL- KP who advised that after confusion with denial being given to C no more customer contact and warranty will review. *** STATEMENT OF DECISION *** RCAS-SH nothing warranty approved for repairs to be completed on paint.

CONSUMER ASSISTANCE REQUEST

[redacted]

NAME: [redacted] **VIN:** [redacted] **TRIM:** [redacted]

CITY: [redacted] **MODEL:** **A61** YR: **2016** **OPTIONS:** B11B92B95C03K11L12S0

STATE: [redacted] **DT:** 1/27/2016 **SERVICING DLR** [redacted]

SVC DT: 1/16/2017 **DLR STATE:** [redacted]

OPEN_DT: 1/26/2023 **MILEAGE:** 86,967 **ACCIDENT:** N **AIRBAG:** N

CLOSE_DT: 3/15/2023

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Engine Assembly

CAR VERBATIM

1/26/2023

1/26/2023 3:27:31 PM

CRR-KT VERIFIED Account information including: C?s name, home & e-mail address, phone number & best contact number. CRR-KT VERIFIED VEH Information including: VIN #, Current Mileage, warranty and service history. CRR-KT CHECKED for open recalls/campaigns and found: 0 CHECKED for previous UNRELATED Case(s) and found: 2 CRR-KT CHECKED previous RELATED Case(s) and found: 0 CRR-KT NOTED concern is: OOW FA ? Engine Seized CRR-KT empathized with C, and stated CRR-KT would look into the matter. CRR-KT received a call from [redacted], also known as C. C stated C owns NISSAN. C stated crank shelf broke and engine seize C stated DLRSHP is going to charge approx. $28000/- to fix engine. CRR-KT asked for VIN and mileage. C provided VIN # [redacted]. C provided mileage 86,000 CRR-KT informed how can Nissan help C in this matter? C stated C wants engine to be fixed and replaced under GW FA . C stated clear the loan and take keep the VEH. CRR-KT informed C that C did qualify for a GW review. CRR-KT informed C that C's case would be forwarded to RCAS. CRR-KT informed C that there was no guarantee of outcome. CRR-KT informed C that C would be contacted by EOB in 1 to 3 business days. CRR-KT asked if there was anything else CRR-KT could assist with at this time. C declined. CRR-KT provided C with name and case # 48141517. CRR-KT thanked C and branded the call. Call ended mutually. Best contact # [redacted].

1/26/2023 3:28:32 PM

******* [CASE SUMMARY] ****** C called for GW OOW FA. CRR-KT informed C that VEH was eligible for GW OOW FA review. CRR-KT sending case to RCAS for OOW assistance for repair.

1/27/2023 8:54:25 AM

[redacted]MJ unable to datanet.

1/27/2023 9:10:33 AM

Previous related cases found: None Previous unrelated cased found: 2 Open Recalls/Campaigns: 0 Number of Vehicles Owned: 1 VSC Contracts : 0 Purchased New or Pre-owned: preowned Current Mileage: Beyond Basic Warranty Miles: 50,000 Beyond Basic Warranty Months: 36 Beyond PT Warranty Miles: 0 Beyond PT Warranty Months: 12 Amount paid (in dollars) to dealer: 0 What is your customer seeking? C contacted CA seeking OOW GW FA for engine replacement or possible buyback.

1/27/2023 9:44:18 AM

Correction to case template Previous related cases found: 0 Previous unrelated cased found: 0 Open Recalls/Campaigns: 0 Number of Vehicles Owned: 1 VSC Contracts : Sec+Plus Gold Pref (Pre-Own)-[redacted] Warranty Ext: TIATAN DIESEL HIGH PRESSURE TURBO, TITAN DIESEL TURBO ACTUATOR Purchased New or Pre-owned: preowned Current Mileage: 86,000 Beyond Basic Warranty Miles: 50,000 Beyond Basic Warranty Months: 36 Beyond PT Warranty Miles: 0 Beyond PT Warranty Months: 12 Amount paid (in dollars) to dealer: 0 What is your customer seeking? C contacted CA seeking OOW FA for engine replacement or possible buyback.

1/27/2023 10:26:37 AM

[redacted] made an outbound call to [redacted] Nissan. [redacted]MJ requested to speak with the SM. [redacted]MJ spoke with [redacted]. [redacted]MJ stated that the C called in to CA and stated that the VEH's engine seized. [redacted]-LP advised that the engine locked up and is going to need a full engine assembly. [redacted]-LP advised that the engine has not been disassembled and do not have an idea on the parts needed yet. [redacted]-LP advised that technician has not checked the maintenance status on the VEH. [redacted]-LP advised that the C has not been serviced at the DLR before. [redacted]-LP advised that the approximate price of repair would be $28,000. [redacted]-LP advised that the VEH is currently with the DLR. [redacted]MJ thanked the SM for SM's time. Call ended.

1/27/2023 10:42:45 AM

Correction to DLR outbound template [redacted]MJ made an outbound call to [redacted] Nissan. [redacted]MJ requested to speak with the SM. [redacted]MJ spoke with [redacted]. [redacted]MJ stated that the C called in to CA and stated that the VEH's engine seized. [redacted]-LP advised that the engine locked up and is going to need a full engine assembly. [redacted]-LP advised that the engine has not been disassembled and do not have an idea on the parts needed yet. [redacted]-LP advised that technician has not checked the maintenance status on the VEH. [redacted]-LP advised that the C has not been serviced at the DLR before. [redacted]-LP advised that the current mileage on the VEH is 86,967. [redacted]-LP advised that the approximate price of repair would be $28,000. [redacted]-LP advised that the VEH is currently with the DLR. [redacted]MJ thanked the SM for SM's time. Call ended.

1/27/2023 11:55:46 AM

[redacted] made an outbound call to FOM-[redacted] [redacted]MJ advised that the C was seeking OOW-FA not based on a formal diagnosis. [redacted]MJ advised that the C has does not have service repair history with Nissan. [redacted]MJ advised that the C's was quoted $28,000 for the engine repair. FOM-BC advised that NNA would not be able to offer assistance due to service history and not having a formal diagnosis.

1/27/2023 2:15:04 PM

[redacted]MJ made outbound call to C at [redacted] [redacted]MJ left [redacted] advising of the case number, [redacted]MJ contact number, and advised that [redacted]MJ will follow up on 1/28/2023.

1/30/2023 12:09:04 PM

[redacted] made outbound call to C at [redacted] [redacted]MJ ADVISED, ?This call may be recorded for quality and training purposes.? [redacted]MJ VERIFIED C?s name, home & email address, concern, phone. [redacted]MJ CONFIRMED C?s VEH make/model, mileage and servicing DLR. [redacted] ESTABLISHED credentials. [redacted] CHECKED and ADVISED C of open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found: 0 [redacted] asked C if there were any other problems or concerns with the VEH. C stated that that the cabin of VEH smelled like fuel. C stated that is that C was told that the motor would have to be replaced. [redacted]MJ expressed empathy to C. [redacted]MJ advised C that the DLR stated that the engine seized up and would probably have to be replaced. [redacted]MJ advised that the DLR would need to formally diagnose the VEH in order to review for OOW FA. C asked if [redacted] would cover the diagnosis fee. [redacted]MJ advised that the diagnosis fee is at the DLR's discretion. [redacted]MJ advised that after the VEH has been diagnosed, [redacted] would have to review case to see if OOW FA could be offered. C asked if [redacted] would be able to cover the cost. [redacted]MJ stated that [redacted] would need to know exactly what is wrong with the VEH in order to review case. C asked what is covered under warranty. C stated that if the VEH is under warranty, [redacted] should cover the cost. C stated that the process is ridiculous and would get a lawyer involved if needed. [redacted]MJ reiterated that in order to possibly offer assistance, [redacted] would need the VEH diagnosed. C stated that the VEH is less than 100,000 miles. C stated that the VEH should not being having this concern. [redacted]MJ stated the C's concerns are underst[redacted]ble. [redacted] reiterated that the VEH would need a diagnosis in order to move forward with reviewing the C's case. C stated that he would see about contacting the DLR about diagnosing the VEH. [redacted]MJ provided/confirmed direct line and case number. [redacted]MJ thanked the C for the C's time. Call ended mutually.

1/31/2023 12:08:20 PM

[redacted] made outbound call to [redacted] Nissan [redacted]MJ spoke with SA [redacted] [redacted]-JS advised that the DLR is needing take engine apart to see what kind of repairs are needed. [redacted]-JS advised that this is ordered by the technician and authorized by the C. [redacted]-JS advised that the DLR is waiting to see is [redacted] would assist in some of the cost. [redacted]-JS advised that the DLR would be reaching out to the C and advise of DLR next steps.

1/31/2023 1:50:11 PM

[redacted]MJ made outbound call to C at [redacted] [redacted]MJ left [redacted] advising of the case number, [redacted]MJ contact number.

2/1/2023 8:09:14 AM

[redacted]MJ made outbound call to C at [redacted] [redacted]MJ ADVISED, ?This call may be recorded for quality and training purposes.? [redacted]MJ advised C that [redacted] wanted to follow-up with C about authorizing further diagnosis on VEH. C stated that C did. That DLR is going to break engine down for diagnosis. [redacted]MJ asked for clarity if C authorized diagnosis. C stated yes and that C will call DLR back for further details. [redacted]MJ advised that when DLR provides C with diagnosis, C can call back to move forward with potential OOW FA case. C understood. [redacted]MJ thanked the C for the C's time. Call ended mutually.

2/3/2023 8:30:13 AM

[redacted]MJ received [redacted] from C on 2/2/2023 @2:29 requesting a call back following diagnosis results.

2/3/2023 8:56:18 AM

[redacted] made outbound call to C at [redacted]. [redacted]MJ ADVISED, ?This call may be recorded for quality and training purposes.? [redacted]MJ stated to C that [redacted] was returning call. [redacted]MJ asked C if VEH was diagnosed. C stated yes. [redacted]MJ advised that [redacted]MJ would reach out to DLR for more information regarding diagnosis and would review case. [redacted]MJ advised C that review would take 3 business days and would follow-up with C with a decision no later than 2/8/2023. C understood. [redacted] asked C if there are any other problems or concerns at this time. C stated no but re-iterated that he is currently out of VEH. [redacted]MJ provided empathy and advised C that [redacted]MJ would be reviewing the case for a decision as quick as possible. C understood. [redacted]MJ thanked the C for the C's time. Call ended mutually.

2/3/2023 4:16:17 PM

[redacted]MJ emailed proof of ownership request to C.

2/7/2023 4:39:24 PM

[redacted]MJ contacted [redacted] Nissan. [redacted]MJ advised to speak with SM or next available person. SM spoke with SM [redacted]. [redacted]-JS stated that the engine connecting rod is either bent or broken. [redacted]-JS stated that there maybe brass in oil. [redacted]-JS stated that DLR is waiting on fuel sample. [redacted]-JS stated that VEH needs a new engine. [redacted]-JS stated that VCAT is needing further review of VEH before advising how to move forward with repair. [redacted]-JS stated that DLR is needing FA from [redacted]A to complete diagnosis.

2/8/2023 4:27:10 PM

[redacted]MJ made outbound call to C at [redacted]. [redacted] asked C if this is a good time to discuss case. [redacted]MJ ADVISED, ?This call may be recorded for quality and training purposes.? [redacted]MJ advised C [redacted]MJ spoke with the SM. [redacted]MJ stated that the engine connecting rod is either bent or broken. [redacted]MJ stated that there are objects in oil pan. [redacted]MJ stated that DLR is waiting on fuel sample. [redacted]MJ asked C if C had any further contact with DLR. C stated that C was given that update last week. [redacted]MJ stated that [redacted] would further review case and gather more info. [redacted]MJ stated that [redacted]MJ would follow up with C no later than 2/13/2023. C understood. [redacted]MJ thanked the C for the C's time. Call ended mutually.

2/10/2023 5:17:46 PM

[redacted]MJ emailed [redacted] [redacted] regarding how to move forward with assessing VEH concerns.

2/10/2023 5:18:53 PM

[redacted]MJ emailed FOM [redacted] in regards to how to move forward with diagnosing VEH concerns.

2/13/2023 4:43:15 PM

[redacted]MJ received an email from FOM [redacted]. FOM-BC stated that based on outside influences, FOM would not be able to assist with case.

2/13/2023 4:49:38 PM

Correction to last case comment [redacted]MJ received an email from FOM [redacted] @3:32pm 2/13/23. FOM-BC stated that based on outside influences, FOM would not be able to assist with case.

2/13/2023 4:51:22 PM

[redacted] made an outbound call to [redacted] Nissan and received [redacted].

2/13/2023 4:55:24 PM

made outbound call to C at . -MJ left VMX advised that -MJ will follow up on 2/14/23.

2/13/2023 4:57:19 PM

-MJ received an email from DTS . DTS-NF asked how can DTS-NF assist with case.

2/14/2023 3:52:18 PM

made outbound call to Nissan. -MJ spoke with SM Leon Priole. -MJ asked for update on engine repair. -LP stated that the VEH fuel samples are still being reviewed. -MJ asked SM-LP if had suspect any reason why fuel samples would have to be reviewed. -LP advised that the thinks the fuel has been contaminated. -LP advised fuel smelled like paint thinner. -MJ asked if FA could be provided in cases like this. -LP stated usually no. -MJ thanked SM-LP for SM-LP's time. Called ended.

2/14/2023 4:28:07 PM

-MJ made outbound call to C at . - asked was a good time to discuss case. C stated yes. -MJ ADVISED, ?This call may be recorded for quality and training purposes.? -MJ advised C that the R is still waiting on fuel samples to return to complete diagnosis on VEH. C was contacted around noon from SM. C stated that the tech is the one did have results but test appeared normal. -MJ asked who C spoke with. C stated that C was contacted by SM . C stated that C was contacted by SM-JM. -MJ advised that -MJ would contact to confirm information. C asked what were the next steps. -MJ advised that VEH would have to be diagnosed be for reviewed for GW. -MJ advised that GW is not guaranteed but case would be reviewed based on dealer results. C stated that C would like a conference call with due to being told different answers. -MJ advised that -MJ would not be able to do conference calls. C asked why. -MJ advised -MJ is not allow to do 3 way calls. C stated that C would like to speak a supervisor. - advised that - is the case manager for case. C asked to speak with supervisor. -MJ advised again that - is the case manager in charge of case. C stated that C know but would still like to speak with a supervisor regarding case. -MJ advised that a supervisor would contact C within 24 hours. C stated thank you. Call ended.

2/15/2023 7:54:48 AM

-MJ received VMX @8:55am 2/14/23 from stated C was returning call from -MJ made on 2/13/23.

2/15/2023 12:26:26 PM

-Bk made outbound call to at . -Bk spoke with SA- (SM unavailable) SA stated that request was submitted through VCAT. stated that further tests were needed. SA stated that engine is locked up and may needs a new fuel system as there is metal in the fuel sample. DC asked if the concerns were caused by an outside influence. SA stated that there was a fuel warning and R is not able to say what caused concerns. SA stated that R is waiting on VCAT to know what to do next. -BK understood. Call ended mutually.

2/15/2023 12:27:29 PM

Bk sent email to DTSM- and - advising of Cs concerns and inquired if there is any assistance that can be provided to assist the R in diagnosing or repairing the VEH.

2/15/2023 12:53:27 PM

Bk made outbound call to C at . -Bk verified C. -BK asked if now was a good time to speak. C agreed. -BK advised that the call may be recorded for quality and training purposes. -Bk advised that C is a Nissan supervisor and understands that C would like to discuss the case further. C stated that the had the fuel sample however the R called C and said fuel samples had already arrived. -Bk understood and apologized for C being without the VEH at this time. -Bk advised that DC spoke with SA- and was advised that the did further testing and has submitted all information to warranty for further review. -Bk advised that DC does not work with warranty and cannot approve or deny any claims however DC has reached out to other resources if the R is in need of further assistance in the VEH diagnosis and repair. C stated that the engine only has 86K miles. C stated that C does not know if something is wrong with the engines. C asked where the fuel sample was taken from. C stated that the sample was from the fuel tank before the filters. -Bk understood. -Bk advised that the looks at the fuel tank and also the system after the filters including the injectors. C understood. -BK advised that the has provided all information for review and is pending the decision of warranty at this time on what the next steps would be. Bk advised that NNA will stay in contact with the and the C while claim is being reviewed. -Bk advised of follow up no later than 2/20/23 and asked if there were any questions at this time. C declined and thanked . -Bk confirmed that C had case and contact information. C agreed. -Bk thanked C for Cs time. Call ended mutually.

2/17/2023 8:20:05 AM

-MJ received an email from Brook Cicale @3:36pm 2/16/23. -BC advised that the reports the cool air intake as modification and dirty VEH as abuse. -BC advised R reports oil is overfilled. -BC advised states that engine will not crank and will not rotate by hand. -BC advised states that crankshaft has failed causing engine to seize. -BC advised photos show minimal debris in the lower oil pan. -BC advised states that fuel does not appear correctly and smells of additives. -BC advised collected samples and sent them off to Blackstone for analysis. -BC advised that there is possible contaminated fuel causing engine failure due to C tampering with engine. -BC advised that C does not have any history with NNA and purchased truck from a used car lot. -BC advised that is not offering any sort of FA to C at this time.

2/20/2023 4:13:56 PM

-MJ received an email from Brook Cicale @9:01am 2/20/23. -BC stated that no decisions have been made until it is determined if VEH concern is caused by any outside influence. -BC advised that SM cannot submit VCAT for FG assistance until SM know the cause of concerns.

2/20/2023 4:17:57 PM

made outbound call to Nissan. -MJ left a VMX requesting for someone to respond back to -MJ email regarding the C.

2/20/2023 4:26:46 PM

-MJ made outbound call to C at . -MJ left VMX advising of the case number, -MJ contact number, and advised that -MJ will follow up on 2/21/23.

2/21/2023 10:07:05 AM

-MJ made outbound call to Nissan. -MJ advised to speak with SM or next available person. -MJ spoke with SM Leon Priole who advised SM was unavailable. -MJ advised -MJ would send an email regarding update.

2/21/2023 10:29:21 AM

-MJ made outbound call to C at . -MJ asked C if now would be a good time to discuss case. C stated yes. -MJ ADVISED, ?This call may be recorded for quality and training purposes.? -MJ advised that the DLR is still waiting on samples to return for results and how to proceed with repairing VEH. -MJ advised C that when DLR and warranty has reached a decision, NNA would be able to move forward with assistance. C stated what specifically are the samples taken from VEH. -MJ stated that is not sure, that -MJ reached out to DLR but did not receive any additional info. C stated that C did not understand process. C stated that there are current lawsuits in regards to Nissan Titan VEH due to recalls -MJ advised that there is not currently a recall for C's VEH. -MJ advised that CA and Warranty are separate division within NNA. -MJ advised that the DLR is waiting on test result to see if NNA would be able to assist. C understood. -MJ advised C to continue working with DLR for updates and information. C asked if C could receive test results in writing. -MJ advised C to contact DLR for results or information regarding to VEH. -MJ asked if there were any further questions or concerns at this time. C stated yes but none that -MJ can provided. -MJ apologized for concerns and advised that -MJ would follow up with C 2/26/23. C understood. provided/confirmed direct line and case number. MJ thanked the C for the C's time. Call ended mutually.

2/21/2023 10:30:39 AM

Corrections to last case template. -MJ made outbound call to C at . -MJ asked C if now would be a good time to discuss case. C stated yes. -MJ ADVISED, ?This call may be recorded for quality and training purposes.? -MJ advised that the DLR is still waiting on samples to return for results and how to proceed with repairing VEH. -MJ advised C that when DLR and warranty has reached a decision, NNA would be able to move forward with assistance. C stated what specifically are the samples taken from VEH. -MJ stated that is not sure, that -MJ reached out to DLR but did not receive any additional info. C stated that C did not understand process. C stated that there are current lawsuits in regards to Nissan Titan VEH due to recalls advised that there is not currently a recall for C's VEH. -MJ advised that CA and Warranty are separate division within NNA. -MJ advised that the DLR is waiting on test result to see if NNA would be able to assist. C understood. -MJ advised C to continue working with DLR for updates and information. C asked if C could receive test results in writing. -MJ advised C to contact DLR for results or information regarding to VEH. asked if there were any further questions or concerns at this time. C stated yes but none that -MJ can provided. -MJ apologized for concerns and advised that -MJ would follow up with C 2/24/23. C understood. -MJ provided/confirmed direct line and case number. MJ thanked the C for the C's time. Call ended mutually.

2/24/2023 2:54:32 PM

-MJ made outbound call to Nissan -MJ spoke with SM . -JS advised FOM has denied GW claim. -JS advised C has been advised of results. -JS advised C's VEH is at the DLR and has not authorized repairs other than engine tear down.

2/24/2023 3:20:16 PM

-MJ made outbound call to C at . asked C if now is a good time to discuss case. C stated yes. -MJ ADVISED, ?This call may be recorded for quality and training purposes.? -MJ advised C that DLR stated that FA assistance would not be provided to C at this time. -MJ advised DLR GW was denied do to outside influence causing engine failure. -MJ advised DLR stated that C has been contacted in regards to diagnosis results. C stated what are the outside influences that caused damage. -MJ referred C to DLR for more information. -MJ advised C that DLR informed VEH damage was due to outside influence and that warranty has denied claim. C stated that -MJ is warranty and should have an answer as to the damage. -MJ advised that represents the manufacturer not warranty and that any additional information would have to be through the DLR. C stated why is C talking to CA if CA does not have the answers for VEH. C stated that -MJ should know what is wrong with VEH. -MJ referred C to DLR for more information at this time. -MJ advised C that NNA would not be able to provided FA at this time. C stated C would like to speak with a supervisor. -MJ advised C that is the case manager. C stated C would like to speak with a supervisor at this time. -MJ advised C that -MJ is the agent reviewing the case. C stated that C would like to speak with a supervisor. -MJ advised a supervisor would contact customer within 24 hours no later than 2/27/23. C said Thank you. C ended call.

2/27/2023 9:47:48 AM

-BK made outbound call to C at . -BK left VMX advising that the claim has been denied at this time and C would need to work with the DLR regarding information and repairs. -BK advised of case and contact information.

2/27/2023 9:59:17 AM

-Bk is transferring case to - proper closure.

2/27/2023 11:13:23 AM

-MJ is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted Nissan CA requesting assistance with<Insert specific concern or complaint here> . -MJ advised C Nissan has created a Case to document C's concern and this Case will remain in NNA's system. reviewed Case with: SM who advised VEH is needing an engine replacement due to engine failure. -JS advised DLR sent off multiple samples from VEH due to suspected outside influence concerns. -JS advised that a claim was submitted to warranty seeking FA to continue repairs. -JS advised claim was denied by FOM and C has been informed of decision. FOM advised that FOM-BC would not offer FA assistance due to DLR suspecting C tampered with VEH or engine failure is due to outside influence. DC advised to contact DTS for further assistance. -BC received escalation case from requested by C. DTS advised that DTS-NF was unable to assist due to DLR findings suspecting C did not properly maintained VEH and VEH was modified. *** STATEMENT OF DECISION *** -MJ advised C the Case has been thoroughly reviewed and documented and Nissan is not in the position to offer FA at this time due to FOM-BC denying claim for FA. -MJ advised C to contact DLR for further assistance. -BC advised C to contact DLR for further assistance. -MJ noting C was displeased with the outcome.

3/14/2023 8:23:13 AM

-MJ received a VMX from C 3.13.2023 @11:06am requesting a call back from a supervisor.

3/14/2023 8:39:00 AM

-MJ made outbound call to C at . -MJ asked if now would be a good time to discuss case. C stated yes. -MJ ADVISED, ?This call may be recorded for quality and training purposes.? -MJ advised that was returning C call in regards to speaking with a supervisor. -MJ advised that a supervisor attempted to contact C 2.27.2023 and left a VMX stating that the decision in regards to case did not change at that time. C stated that C did not receive a call from anyone. C stated that C's insurance company did not find any contamination with fuel samples. C stated that C did not understand why NNA gave C that information and has received different answers. -MJ apologized for concerns. -MJ advised C that decision in regards to DLR findings stands at this time. C stated that C wants to speak with a supervisor. -MJ stated that is the one making decision in regards to case. C stated that C would like to speak with a supervisor. -MJ advised again that is the one making decisions on case and the decision stands at this time. C stated who was the supervisor that contacted C last previously. -MJ advised DC and that C was contacted on 2.27.2023. C stated that C would like to speak with supervisor again. -MJ advised C that a supervisor would contact C EOB 2.15.2023 in regards to case. C stated thank you. -MJ provided/confirmed direct line and case number. -MJ thanked the C for the C's time. Call ended mutually.

3/14/2023 8:44:04 AM

CRT-MJ has escalated case at this time due to C asking for a supervisor after 3 attempts to de-escalate C.

3/15/2023 9:07:01 AM

[redacted] contacted C at [redacted] but C was unavailable and advised [redacted] to contact C at 12:00. [redacted] confirmed. Call ended mutually.

3/15/2023 11:44:45 AM

**********ESCALATION********** [redacted] contacted C at [redacted] [redacted] advised C call may be recorded for quality and training purposes. [redacted] confirmed now was a good time to speak. [redacted] stated that [redacted]D is calling in regard to C's request for a supervisor. [redacted] JD asked if C has any additional questions. C stated C's case was denied for reasons C does not know. C asked for [redacted] why c's case was denied. C stated C was told because fuel was contaminated. C stated C's insurance company ran furl and it was not contaminated. C stated C is being told different things. [redacted] apologized for C's VEH engine concerns. [redacted] stated DLR and warranty reviewed C's case and stated that there was contaminated fuel in system. [redacted] stated for those reasons NNA is not in a position to provide FA at this time. C stated fuel system is taken out of fuel tank. C stated sample was not taken from engine directly. C stated that sample would have to be taken directly from engine correct? [redacted] stated at CA representatives including [redacted] are not mechanics and [redacted] takes recommendation from DLR as DLR are NNA certified mechanics. [redacted] stated DLR and internal mechanics stated VEH has contaminated fuel and at this time NNA is not in a position to provide FA. C stated C will retain an attorney then [redacted] stated will email C with whom C's attorney can contact at Nissan. C confirmed. [redacted] asked C if C has any more questions. C declines. [redacted] provided direct line and case number [redacted] thanked C for their time. C thanked [redacted] JD. Call ended mutually.

3/15/2023 11:45:05 AM

[redacted] emailed C attorney letter of rep info.,

3/15/2023 11:45:27 AM

[redacted] transferring to CRT-[redacted] Johnson for case closure.

3/15/2023 2:02:21 PM

C contacted CA seeking OOW GW FA for engine replacement or possible buyback.

3/15/2023 2:10:09 PM

CRT-MJ is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted Nissan CA requesting OOW FA for engine replacement. CRT-MJ reviewed Case with: SM [redacted] who advised VEH is needing an engine replacement due to engine failure. [redacted]-JS advised DLR sent off multiple samples from VEH due to suspected outside influence concerns. [redacted]-JS advised that a claim was submitted to warranty seeking FA to continue repairs. [redacted]-JS advised claim was denied by FOM and C has been informed of decision. FOM [redacted] advised that FOM-BC would not offer FA assistance due to DLR suspecting C tampered with VEH or engine failure is due to outside influence. DC [redacted] advised to contact DTS for further assistance. [redacted]BC received escalation case from CRT-MJ requested by C. DTS [redacted] advised that DTS-NF was unable to assist due to DLR findings suspecting C did not properly maintained VEH and VEH was modified. [redacted] received escalation case from CRT-MJ requested by C. *** STATEMENT OF DECISION *** CRT-MJ advised C the Case has been thoroughly reviewed and documented and Nissan is not in the position to offer FA at this time due to FOM-BC denying claim for FA. CRT-MJ advised C to contact DLR for further assistance. [redacted]BC advised C to contact DLR for further assistance. [redacted] advised C that attorney information would be sent to C. CRT-MJ is closing case noting C was displeased with the outcome.

[redacted]

NAME: [redacted]
CITY: [redacted]
STATE: [redacted]

OPEN_DT: 2/14/2023
CLOSE_DT: 3/8/2023

VIN: [redacted]
MODEL: A61 YR: 2019
MFG DT: 3/12/2019
SVC DT: 7/25/2019
MILEAGE: 40,000

TRIM: SL 4X4
OPTIONS: B12B93C03L92M11W10
SERVICING DLR MAUS NIS OF CRYSTAL RIVE
DLR STATE: [redacted]
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
NI	OI	Non Vehicle Concerns	337630	Roadside Assistance
	CP	Roadside Assistance	6O	Request for Service - In Warranty

CAR VERBATIM

2/14/2023

2/14/2023 11:56:41 AM

[redacted]-LR VERIFIED Account information including: C's name, home & email address and phone number and best contact number. [redacted]-LR VERIFIED VEH Information including: VIN #, current mileage. [redacted]-LR CHECKED for open recalls/campaigns and found: 0 [redacted]-LR CHECKED for previous UNRELATED Case(s) and found: 0 [redacted]-LR CHECKED previous RELATED Case(s) and found: 0 [redacted]-LR NOTED concern is: Engine blew up. [redacted]-LR received inbound call from C: [redacted] owned Wood Sewer Excavating Co. C called and stated got 3 diesel trucks and would like to file a complaint. C stated has been at DLRSHP for multiple times and engine blew while was on vacation and has had to have VEH towed and has to be without a VEH. C stated there was no injury nor accident. C stated would like a compensation about all the money put in the VEH and something wrong with the VEH and wanted some kind of compensation. [redacted]-LR provided C with agent name and case number 48188214. [redacted]-LR informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 2023/02/15 regarding C?s concern. [redacted]-LR explained C ?While our goal is to contact you within 1 business day, due to unusually high call volumes, it could take up to 3 business days. We appreciate your understanding and patience. [redacted]-LR advised C would receive a call from a [redacted] area code phone number. C acknowledged and thanked [redacted]-LR for assistance. [redacted]-LR asked if there was anything else to assist with at this time. C declined. [redacted]-LR gave agent name and thanked C for calling NNA. C understood and thanked [redacted]-LR for assistance. Call ended mutually. Best contact # [redacted].

2/14/2023 11:57:15 AM

****** [CASE SUMMARY] ****** C called for engine blew up while on vacation. [redacted]-LR sending case to RCAS.

2/15/2023 8:32:58 AM

[redacted]MJ unable to datanet.

2/15/2023 8:33:32 AM

Previous related cases found: 0 Previous unrelated cases found: 0 Open recall/campaign: 0 Number of VEH owned: 3 VSC contract: 0 Warranty Ext.: 0 Purchased New/Pre-owned: New Current Mileage: 40,000 Beyond Basic Miles: 0 Beyond Basic Months: 0 Beyond Powertrain Miles: 0 Beyond Powertrain Months: 0 Amount paid to DLR: 5430.98 What is your customer seeking? C contacted CA seeking compensation for VEH engine concern.

2/15/2023 3:08:12 PM

[redacted] made an outbound call to [redacted] OF CRYSTAL RIVER. [redacted]MJ advised to speak with SM or next available person. [redacted]MJ was on hold for over 2 minutes and ended call. [redacted]MJ unable to leave a VMX.

2/15/2023 4:27:47 PM

[redacted]MJ made outbound call to C at [redacted]. [redacted]MJ ADVISED, ?This call may be recorded for quality and training purposes.? [redacted]MJ VERIFIED C?s name, home & email address, concern, phone. [redacted]MJ CONFIRMED C?s VEH make/model, mileage, and servicing DLR. [redacted]MJ CHECKED and ADVISED C of open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 2 Previous RELATED Case(s) Found: 0 [redacted]MJ advised that case has been escalated to [redacted] and [redacted]MJ will agent reviewing case for resolution. C stated engine blew at 36,000 C stated VEH has been repaired c stated engine has had several repairs C stated that VEH is running at the moment. C has complaint on 3 VEH. C stated that all VEHs have had major issues and spent thousands of dollars for repairs. C stated that C has a construction company. C stated that Nissan titan 2016 had caught fire while son was driving. C stated insurance company totaled VEH. C bought Nissan titan 2019 bought in chi. C drove 2019 VEH to [redacted] and engine blew. C stated that 3rd truck has 77,000 miles and VEH has been in shop for 7 times. [redacted]MJ asked what C was seeking from Nissan. C had to pay for towing expenses. [redacted]MJ asked when did concern happened. C stated that VEH expense last was last January. [redacted]MJ ask what expenses was C wanting reimbursed. C stated C had to pay for towing expenses C stated that C had a rental VEH. C stated that C was also given a loaner from DLR [redacted] asked C if C has receipts of expenses. C stated that receipt maybe on credit card. C stated that C would have to find documentation. [redacted]MJ advised that [redacted]MJ would have to contact DLR for additional information. [redacted]MJ advised that C would receive a follow up call no later than 2/20/23. [redacted]MJ advised that C would contact C for additional information as well. [redacted]MJ provided/confirmed direct line and case number. [redacted] thanked the C for the C's time. Call ended mutually.

2/20/2023 3:06:34 PM

[redacted]MJ made outbound call to [redacted] OF CRYSTAL RIVER. [redacted]MJ spoke with SM [redacted]. [redacted]-LW advised VEH had to reduce engine power. [redacted]-LW advised VEH was towed from road side. [redacted]-LW advised VEH would not run engine seized due to broken crank shaft. [redacted]-LW advised VEH had engine and turbo replaced. [redacted]-LW advised repair took place January 10, 2022 - January 22, 2022 SM-LW advised C was only charged after market information that was changed. [redacted]-LW sent RO#2119791

2/20/2023 3:15:58 PM

[redacted]MJ made outbound call to C at [redacted]. [redacted]MJ left VMX advising of the case number, [redacted]MJ contact number, and advised that [redacted]MJ will follow up on 2/21/23. [redacted]MJ advised that an email request reimbursement info will be sent.

2/20/2023 3:30:01 PM

MJ made outbound call to C at . MJ spoke with C's husband. MJ asked C if now was a good time to discuss case. C stated yes. advised that MJ would send an email requesting reimbursement information for C's towing and reimbursement expenses. C advised that VEH concerns have been a on going issue. C stated that VEHs have malfunctioned several times. MJ apologized for VEH concerns. MJ advised that MJ is currently responsible for 2019 Nissan Titan case. C understood. C stated that C owns 2 2019 titans. MJ advised that this case is for the VEH that was serviced at MAUS OF CRYSTAL RIVER in . C stated ok. C stated that the C is driving in VEH currently. MJ reiterated that reimbursement request email will be sent shortly following the call. C understood. MJ thanked the C for the C's time. Call ended mutually.

2/20/2023 3:51:01 PM

MJ made outbound call to C at . MJ spoke with C's husband. MJ asked C if now was a good time to discuss case. C stated yes. ADVISED, ?This call may be recorded for quality and training purposes.? MJ advised C that MJ would have to specify reimbursement procedure. C stated that wife would be the best point of contact for information. C stated wife's cell phone. MJ thanked alled ended.

2/20/2023 4:02:00 PM

MJ made outbound call to C at . asked if this was a good time to discuss case. C stated yes. MJ ADVISED, ?This call may be recorded for quality and training purposes.? MJ asked to remove numbers on case and add number: . C stated yes. MJ advised that MJ received information from DLR pertaining to January 2022 VEH concern. MJ advised for reimbursement review MJ would need towing and rental car receipt or bank/credit card statement showing transaction. MJ advised C that an email would be sent following the call. C stated that C has towing but would have to find information for another expensive made at DLR. MJ advised to send information through email. C understood. MJ provided/confirmed direct line and case number. MJ thanked the C for the C's time. Call ended mutually.

2/20/2023 4:03:19 PM

MJ sent email requesting C for reimbursement information.

2/20/2023 4:05:07 PM

Correction to last case template MJ made outbound call to C at . asked if this was a good time to discuss case. C stated yes. MJ ADVISED, ?This call may be recorded for quality and training purposes.? MJ asked to remove numbers on case and add number: . C stated yes. MJ advised that MJ received information from DLR pertaining to January 2022 VEH concern. MJ advised for reimbursement review MJ would need towing and rental car receipt or bank/credit card statement showing transaction. MJ advised C that an email would be sent following the call. C stated that C has towing but would have to find information for another expensive made at DLR. MJ advised to send information through email. C understood. MJ advised that a follow up call will be made 2/23/23 for any case update. MJ provided/confirmed direct line and case number. thanked the C for the C's time. Call ended mutually.

2/21/2023 11:50:44 AM

CRR-RK VERIFIED Account information including: C?s name, home & e-mail address, phone number & best contact number. CRR-RK VERIFIED VEH Information including: VIN #, Current Mileage N/A CRR-RK CHECKED for open recalls/campaigns and found: 0 CHECKED for previous UNRELATED Case(s) and found: 0 CRR-RK CHECKED previous RELATED Case(s) and found: 48288214 CRR-RK NOTED concern is: case follow-up CRR-RK received a call from owner of company WOOD INC, also known as stated C wants to talk to MJ before send the documents. C stated C wants to explain one of the document. CRR-RK informed C that CRR-RK would look into it. CRR-RK informed C that C can send the documents and explain in brief in the email. CRR-RK provided C with FUD. C understood. CRR-RK asked if there was anything else CRR-RK could assist with at this time. C declined. CRR-RK provided C with name and case # 48288214. CRR-RK thanked C and branded the call. Call ended mutually Best contact # .

2/21/2023 11:51:06 AM

****** [CASE SUMMARY] ****** C called for case update CRR-RK updated case notes.

2/23/2023 3:31:46 PM

MJ made outbound call to C at . asked C if now is a good time to discuss case. C stated yes. MJ ADVISED, ?This call may be recorded for quality and training purposes.? MJ advised C that MJ received proof of purchase for towing and DLR expenses. MJ advised C that MJ would submit information for review. MJ advised to follow up with C 2/28/23 for updates or decision. C stated ok. MJ advised if C had any questions at this time. C stated no. MJ provided/confirmed direct line and case number. MJ thanked the C for the C's time. Call ended mutually.

2/28/2023 5:05:53 PM

MJ made outbound call to C at . MJ left VMX advising of the case number, MJ contact number, and advised that MJ will follow up on 3.3.23 MJ advised C that NNA is still reviewing for reimbursement at this time.

2/28/2023 5:07:30 PM

MJ sent attempt to contact email to C.

2/28/2023 5:13:27 PM

MJ sent check request review to DC .

3/1/2023 7:09:30 AM

Bk approves towing reimbursement in the amount of $304.00.

3/3/2023 3:10:33 PM

AV made outbound call to C at . AV left VMX providing case and 's contact information and follow up on 3/6.

3/3/2023 3:11:01 PM

AV transferred case to .

3/6/2023 3:17:40 PM

MJ made outbound call to C at . MJ left VMX advising of the case number, MJ contact number, and advised that MJ will follow up on 3.7.2023.

3/6/2023 3:18:26 PM

MJ made outbound call to C at . MJ left VMX advising of the case number, MJ contact number, and advised that MJ will follow up on 3.7.2023.

3/6/2023 3:20:00 PM

[redacted]MJ made outbound call to C at [redacted]. [redacted]MJ spoke with C's husband who stated that C was unavailable and to contact C tomorrow - [redacted].

3/6/2023 3:21:26 PM

[redacted]MJ sent an attempt to contact email.

3/7/2023 8:48:56 AM

[redacted]MJ made outbound call to C at [redacted]. [redacted]MJ left [redacted] advising of the case number, [redacted]MJ contact number.

3/7/2023 8:49:31 AM

[redacted]MJ made outbound call to C at [redacted]. [redacted]MJ left [redacted] advising of the case number, [redacted]MJ contact number.

3/7/2023 8:54:10 AM

[redacted]MJ made outbound call to C at [redacted]. [redacted]MJ spoke with C's husband who stated that C was busy and to contact - [redacted]. [redacted]MJ advised C's husband that number has been contacted. C's husband stated that C is busy and is running a business. [redacted]MJ understood. [redacted]MJ stated that husband's number will be removed. Call ended.

3/7/2023 8:55:33 AM

[redacted]MJ sent an attempt to contact email to C.

3/7/2023 9:05:47 AM

[redacted]MJ is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted Nissan CA requesting assistance with towing and VEH repair reimbursement. [redacted]MJ reviewed Case with: SM [redacted] who advised C had an engine repair completed January 10, 2022 - January 22, 2022. [redacted]-LW did confirm that VEH was towed and had repairs completed to C's aftermarket parts on VEH - RO#2119791. [redacted] advised that check request review was approved for $304.00 but would not received reimbursement for aftermarket parts repair. *** STATEMENT OF DECISION *** [redacted]MJ closing case after 2 contact attempts were made to C.

3/8/2023 8:36:52 AM

[redacted]MJ received a [redacted] from C 3.7.2023 @12:54pm requesting a call back.

3/8/2023 9:25:12 AM

[redacted]MJ made outbound call to C at [redacted]. [redacted]MJ asked if now would be a good time to discuss case C stated yes. [redacted]MJ ADVISED, ?This call may be recorded for quality and training purposes.? [redacted]MJ advised C was approved for 304.00. [redacted]MJ confirmed C address. [redacted]MJ advised C the check may take 2-3 business days to process, then 2-4 weeks to reach you by mail. If you have any concerns before then or the check does not reach you in 5 weeks, you may contact me. If there are any concerns with the check request process, we will contact you immediately. [redacted] asked C if there are any further questions at this time. C stated no. [redacted]MJ provided/confirmed direct line and case number. [redacted]MJ thanked the C for the C's time. Call ended mutually.

3/8/2023 9:29:31 AM

[redacted]MJ reviewed check request with [redacted]. [redacted]MJ submitting check request [redacted]MJ verified account mailing address as follows: [redacted]. Reasoning for the reimbursement: Towing reimbursement. Name of Dealer/Retailer: [redacted] OF CRYSTAL RIVER Invoice Date: 1.8.2022 Current Mileage: 40,000 C is eligible for towing reimbursement ONLY. Towing: 304.00 Total: 304.00

3/8/2023 9:35:18 AM

[redacted]MJ submitted check request.

3/8/2023 9:38:49 AM

C contacted CA seeking compensation for VEH engine concern.

3/8/2023 9:38:50 AM

C contacted CA seeking compensation for VEH engine concern.

3/8/2023 9:44:05 AM

[redacted]MJ is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted Nissan CA requesting assistance with towing reimbursement for engine concerns. [redacted]MJ reviewed Case with SM [redacted] who advised C had engine repair completed January 10, 2022 -January 22, 2022. [redacted]-LW advised C has VEH towed to DLR. [redacted] approved towing reimbursement for 304.00. *** STATEMENT OF DECISION *** [redacted] advised C that NNA would approve for towing reimbursement. [redacted]MJ noting C accepted assistance and was pleased with the outcome.

CONSUMER ASSISTANCE REQUEST

[redacted]

NAME: [redacted]
CITY: [redacted]
STATE: [redacted]

OPEN_DT: 2/28/2023
CLOSE_DT: 3/21/2023

VIN: [redacted]
MODEL: A61 YR: 2017
MFG DT: 5/19/2017
SVC DT: 9/14/2017
MILEAGE: 105,677

TRIM: PLATINUM 4X4
OPTIONS: B10B11B13B92C03E10L1
SERVICING DLR PATTERSON NISSAN/LONGVI
DLR STATE: [redacted]
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Engine Assembly

CAR VERBATIM

2/28/2023

2/28/2023 8:11:34 PM

[redacted]-FC OPENED Account information including: C's name, Home address, Phone number & best contact number. [redacted]-FC VERIFIED VEH Information including: VIN#, Current mileage. [redacted]-FC CHECKED for open recalls/campaigns and found: 0. [redacted]-FC CHECKED for previous UNRELATED Case(s) and found: 0 [redacted]-FC CHECKED previous RELATED Case(s) and found: 0 [redacted]-FC NOTED concern is: Engine OOW assistance. [redacted]-FC received inbound call from C: [redacted] wife of [redacted]. C stated VEH is having issue . C stated tech stated VEH engine has died. C stated C want to know if NNA can assist. [redacted]-FC apologized for concern and agreed to look into this for C. [redacted]-FC informed C that VEH is OOW[redacted]-FC informed C that [redacted]-FC can?t guarantee what assistance C will get from Nissan but if C need assistance from Nissan regarding CVT repair C need to go for diagnose at Nissan DLR. [redacted]-FC informed C that C can call back with full diagnose report then CA can forward case to RCAS for review. [redacted]-FC provided case# . C acknowledged and thanked [redacted]-FC for assistance. [redacted]-FC asked if there was anything else to assist with at this time. C declined. [redacted]-FC gave agent name and thanked C for calling NNA. C understood and thanked [redacted]-FC for assistance. Call ended mutually. Best contact # [redacted].

2/28/2023 8:11:41 PM

****** [CASE SUMMARY] ****** C called for Engine OOW assistance. [redacted]-FC closing case pending diagnosis.

3/15/2023 2:39:01 PM

[redacted] < VERIFIED> Account information including: C's name, home & e-mail address, phone number & best contact number [redacted] VERIFIED VEH Information including: Current Mileage, VIN [redacted] CHECKED for open recalls/campaigns and found: 0 [redacted] CHECKED for previous UNRELATED Case(s) and found: 0 [redacted] CHECKED previous RELATED Case(s) and found: 0 [redacted] NOTED concern is: OOW FA [redacted] received inbound call from C. C stated C is currently having VEH concerns. C stated C went to the DLRSHP who diagnosed the concern with the crank shaft. C stated C was quoted $31,299.97 for parts and labor. C stated C spoke with [redacted]. C stated C was advised that the part must be replaced. C stated C is calling looking for GW as the DLRHSP advised C to do. [redacted] understood and empathized with C?s concern. [redacted] understood and advised that NNA would review further to offer a resolution. [redacted] asked C if there was anything else [redacted]-JR could assist with. C declined. [redacted] informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C within three business days regarding C?s concern. C understood. [redacted] provided C with case number and as well as branded the call. C understood. [redacted] noting C?s best contact number is [redacted]. Call ended mutually.

3/15/2023 2:39:18 PM

Case Summary C called for OOW FA. [redacted] sending case to RCAS.

3/16/2023 8:09:15 AM

SRCAS-TG transferring case to RCAS-TJ for case ownership.

3/16/2023 3:30:34 PM

Previous related cases found:0 Previous unrelated cased found:0 Open Recalls/Campaigns:0 Number of Vehicles Owned:1 VSC Contracts:0 Warranty Extensions:2 Purchased New or Pre-owned:PREOWNED Current Mileage:105677 Beyond Basic Warranty Miles:69677 Beyond Basic Warranty Months:30 Beyond PT Warranty Miles:5677 Beyond PT Warranty Months:6 Amount paid (in dollars) to dealer:0 What is your customer seeking? C contacted NNA seeking OOWFA for crank shaft.

3/16/2023 3:35:51 PM

RCAS-TJ sent follow-up email to [redacted], and copied FOM- Americo Galdos requesting GW information.

3/17/2023 4:59:29 PM

RCAS-TJ received follow-up email from [redacted] who advised: SM- RN advised This customer came in for engine malfunction and engine shut down. SM- RN advised Here is the techs cause line on RO.....CHECKED VEHICLE HAS A BLOWN ENGINE. BROKEN CRANK SHAFT AND LEAKING BETWEEN ENGINE AND TRANSMISSION . RECOMMEND REPLACE THE LONG BLOCK AND RETEST MAY NEED MORE SM- RN advised Repair Order is still open. SM- RN advised Vehicle is in down condition and still here. SM- RN advised Customer was given a quote to repair and left stating they would get back with the DLR. SM- RN advised The called back and notified the DLR C had contacted Nissan for help. SM- RN advised The last time and only time this vehicle was here was 4/12/21 at 75K miles for an oil change. SM- RN advised SM opinion is customer concern is due to lack of proper maintenance and hard use. SM- RN advised SM can get RCAS warranty pricing if RCAS still need, however tech feels there could be more needed other than long block and unable to determine that until we have that installed. Please advise.

3/17/2023 5:01:40 PM

RCAS-TJ sent follow-up email from FOM- Americo Galdos requesting GW decision.

3/20/2023 11:22:37 AM

RCAS-TJ received follow-up email from FOM- Americo Galdos advising the GW denial.

3/20/2023 11:25:21 AM

[redacted]TJ made outbound call to C at [redacted]. [redacted]TJ left a VMX including Case number, name, and [redacted]TJ contact of [redacted] and [redacted] -TJ?s office hours.

3/20/2023 11:26:27 AM

[redacted]TJ made outbound call to C at [redacted]. [redacted]TJ notes the VMX is not setup.

3/20/2023 11:26:36 AM

[redacted]TJ sent email to C for follow up.

3/21/2023 12:43:59 PM

[redacted]TJ made outbound call to C at [redacted]. [redacted]TJ ADVISED, ?This call may be recorded for quality and training purposes.? [redacted]TJ notes [redacted]-TJ is speaking with C's wife, [redacted], now referred as C. [redacted]TJ ASKED if this is a good time to speak. [redacted]TJ VERIFIED C?s name, home & email address, concern, phone. [redacted]TJ CONFIRMED C?s VEH make/model, mileage, and servicing DLR. [redacted]TJ CHECKED and ADVISED C of open recalls/campaigns and found:0 Previous UNRELATED Case(s) Found:0 Previous RELATED Case(s) Found:0 [redacted]TJ requested PO to notify of any upcoming recalls or campaigns. [redacted]TJ advised [redacted]TJ has sent an email requesting PO. [redacted]TJ advised C to respond to the email with the approve documents listed in the email. [redacted]TJ advised that case has been escalated to [redacted]TJ and [redacted]TJ will be RCAS reviewing case. [redacted]TJ verified C's concerns: seeking OOWFA for crank shaft. C stated the DLR advised the VEH need a new engine. [redacted]TJ apologized for the engine concern. [redacted]TJ confirmed that an engine is needed for the VEH. [redacted]TJ stated has reviewed case and any time NNA reviews for OOW FA, each case is viewed case by case. [redacted]TJ stated C is OOW and NNA is not in the position to assist and advised for C to work with DLR for any discounts. [redacted]TJ apologized for outcome C asked So NNA wont cover the parts of the VEH. [redacted]TJ confirmed. C stated C's husband got in 2017 and does the oil change constantly. C stated C doesn?t know why the engine broke down in less than 5 year. [redacted]TJ apologized for the outcome. [redacted]TJ stated NNA is not in the position to assist with the engine repair. C confirmed and stated C will tell hubby to let it go and picked up the VEH as C will use the money to buy a new VEH. C thanked RCAS. [redacted]TJ thanked C for time and patience. [redacted]TJ confirmed C has [redacted] and case number via email .

3/21/2023 12:45:57 PM

[redacted]TJ is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted NNA seeking OOWFA for engine. [redacted]TJ reviewed Case with : [redacted] advised This customer came in for engine malfunction and engine shut down. FOM- Americo Galdos advising the GW denial. *** STATEMENT OF DECISION *** [redacted]TJ stated C is OOW and NNA is not in the position to assist and advised for C to work with DLR for any discounts. C understood and was displeased with outcome.

3/21/2023 12:46:07 PM

C contacted NNA seeking OOWFA for crank shaft.

3/21/2023 12:46:08 PM

C contacted NNA seeking OOWFA for crank shaft.

[redacted]

NAME: [redacted], **GRANT**
CITY: [redacted]
STATE: [redacted]

OPEN_DT: 6/22/2023
CLOSE_DT: 7/25/2023

VIN: [redacted]
MODEL: **A61** YR: **2017**
MFG DT: 3/30/2017
SVC DT: 11/25/2017
MILEAGE: 92,600

TRIM: SL 4X4
OPTIONS: B12B93C03L92M11S92Z6
SERVICING DLR SPECK NISSAN
DLR STATE: [redacted]
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Output Speed Sensor

CAR VERBATIM

6/22/2023

6/22/2023 3:21:32 PM

CRR-NS VERIFIED Account information including: C s name, home & e-mail address, phone number & best contact number. CRR-NS VERIFIED VEH Information including: VIN #, Current Mileage, Service History CRR-NS CHECKED for open recalls/campaigns and found: 0. CRR-NS CHECKED for previous UNRELATED cases and found: 0. CRR-NS CHECKED previous RELATED cases and found: 0. CRR-NS NOTED concern is: OOW-FA PT. CRR-NS received a call from [redacted] stated that the VEH engine motor blew up and DLRSHP quoted a new motor for $33000 + tax. C stated that C tried multiple DLRSHPs and finally the current DLRSHP was able to help in repairs but the amount is much more than C could pay. C stated that C needs goodwill to help in repairs so that C can get the VEH repaired easily. CRR-NS informed that the VEH is out of warranty so NNA cannot cover the repairs under warranty CRR-NS informed C that Case will be transferred to a Regional Consumer Affairs Specialist. CRR-NS stated its NNA s goal is to contact C within 1 business day CRR-NS advised PO request email will be sent. C understood. CRR-NS asked if there was anything else CRR-NS could assist with at this time. C declined. CRR-NS provided C with name and case # 49100358. CRR-NS thanked C and branded the call. Call ended mutually Best contact # [redacted].

6/22/2023 3:21:47 PM

****CASE SUMMARY***** C called regarding OOW-FA PT. CRR-NS sent PO email and waiting for docs. CRR-NS escalated the case to RCAS.

6/23/2023 12:39:36 PM

CRT-BB was unable to datanet the case.

6/23/2023 12:43:32 PM

Previous related cases found: 0 Previous unrelated cased found: 0 Open Recalls/Campaigns: 0 Number of Vehicles Owned: 0 VSC Contracts: 0 Warranty Extensions: 2; TITAN DIESEL HIGH PRESSURE TURBO and TITAN DIESEL TURBO ACTUATOR Purchased New or Pre-owned: Pre-owned Current Mileage: 92,600 Beyond Basic Warranty Miles: 56,600 Beyond Basic Warranty Months: 31 Beyond PT Warranty Miles: 0 Beyond PT Warranty Months: 7 Amount paid (in dollars) to dealer: $3,011.02 What is your customer seeking? C contacted CA seeking OOW FA for engine motor.

6/23/2023 12:55:26 PM

CRT-BB made outbound call to Speck Nissan. CRT-BB requested to speak with SM or SA. CRT-BB spoke with SA-[redacted]. CRT provided last 8 of VIN. CRT asked what was diagnosis of VEH. SA advised DLR found metal shavings in oil pan and recommended engine replacement. CRT advised CRT had questions for GW. [redacted] provided the following information: Mileage: 92,411 Diagnosis: engine replacement Primary Failed Part: engine bare Primary Failed Part Number: 10102EZ40A What warranty does part fall under: Powertrain Warranty Labor Cost: 4,009 Warranty Parts Cost: 29,790.82 CRT asked if cost was warranty or C price. SA advised SA doesn't have warranty prices. CRT thanked SA and asked if SM was available for rest of questions. SA advised SM is OOO until Monday or Tuesday of next week. CRT thanked SA and advised CRT has no further questions. SA thanked CRT. Call ended mutually.

6/23/2023 1:59:56 PM

CRT-BB sent an email to PM- [redacted] and SM- [redacted] on 6/23/23 at 1:58 pm requesting answers to the following questions: Diagnosis: Primary Failed Part: Primary Failed Part Number: What warranty does part fall under: Warranty Labor Cost: Warranty Parts Cost: Service History: DLR Participation: Customer Pay: Related Repair History: Location of Vehicle: DLR providing Loaner: How many days down at the DLR: GW Recommendation:

6/23/2023 2:14:59 PM

CRT-BB made outbound call to C at [redacted]. CRT-BB ADVISED, This call may be recorded for quality and training purposes. CRT-BB REQUESTED proof of ownership from [redacted] s VEH make/model, mileage, and servicing DLR. CRT-BB CHECKED and ADVISED C of open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found: 0 CRT-BB advised that case has been escalated to CRT-BB and CRT will be agent reviewing case for resolution. CRT asked what is C seeking from Nissan. C stated C believes C is out of Powertrain warranty by 4 months and motor on VEH detonated while going 25 mph. C stated C was quoted 36,000 for new motor. CRT asked if C is seeking financial assistance. C stated yes. CRT advised CRT can review for OOW FA since C's VEH is only 7 months OOW. CRT-BB advised that when NNA reviews for goodwill NA consider a few factors. CRT-BB advised that NNA reviews to see if there were any duplicate repairs within the warranty. CRT-BB advised that NNA checks to see if there are any open recalls or campaigns related to the current concern. CRT-BB advised that NNA check to see if there was an extension for the concern applied by Nissan. CRT-BB advised that NNA considers how far the VEH is OOW. CRT advised CRT is waiting on more information from DLR to begin review and hopefully DLR responds to CRT today. CRT advised CRT will email C case number and direct line. CRT advised CRT will also send proof of ownership email. CRT asked if C had any questions. C stated C's VEH has only been to Nissan DLRS for service. CRT advised CRT will note this in case and take into consideration. C understood and advised C was drinking coffee and driving 25 mph when C heard a boom and saw oil coming out of side of VEH. C stated C was driving o a flat surface. CRT apologized C experienced VEH breaking down. CRT advised hopefully CRT can finish review soon and determine C's options. CRT advised CRT will call C on 6/28/23 or sooner if CRT has decision. C understood and advised truck has been good otherwise. CRT stated CRT is glad C likes truck. CRT asked if C had other questions or comments. C stated no. CRT thanked C for time and advised C to have a great day. C thanked CRT. Call ended mutually.

6/23/2023 2:15:53 PM

CRT-BB sent C follow up email with case number and direct line.

6/23/2023 2:16:50 PM

CRT-BB sent Proof of Ownership email request to C.

6/28/2023 1:37:49 PM

CRT-BB made outbound call to Speck Nissan. CRT-BB requested to speak with SM or SA. CRT-BB spoke with SA-[redacted]. CRT provided last 6 of VIN. CRT advised Nissan is reviewing for OOW FA for engine repair. CRT asked if SA knew warranty cost for parts and labor. SA advised warranty won't cover repair. CRT understood and advised if Nissan decided to cover repair, Nissan would pay warranty price point instead of customer price point. CRT advised CRT emailed PM and SM with GW questions. SA advised SA will inform PM, [redacted], and SM, [redacted]. CRT thanked SA and advised CRT will resend email. SA thanked CRT. Call ended mutually.

6/28/2023 1:39:07 PM

CRT-BB sent an email to PM- [redacted] and SM- [redacted] on 6/28/23 at 1:39 pm requesting answers to the following questions: Diagnosis: Primary Failed Part: Primary Failed Part Number: What warranty does part fall under: Warranty Labor Cost: Warranty Parts Cost: Service History: DLR Participation: Customer Pay: Related Repair History: Location of Vehicle: DLR providing Loaner: How many days down at the DLR: GW Recommendation:

6/28/2023 2:11:39 PM

CRT-BB made outbound call to C at [redacted]. CRT-BB left VMX advising CRT is still reviewing for OOW FA for engine repair. CRT-BB left VMX advising of the case number, CRT-BB contact number, and advised that CRT-BB will follow up on 7/5/23.

6/28/2023 2:12:20 PM

CRT-BB sent Unable to contact email to C.

7/5/2023

7/5/2023 9:38:14 AM

CRT-BB made an outbound call to Speck Nissan and received VMX. CRT-BB left a VMX requesting for SM to respond back to CRT-BB email regarding the C.

7/5/2023 9:42:35 AM

CRT-BB sent an email to PM- [redacted], [redacted]- [redacted], and [redacted]- [redacted] on 7/5/23 at 9:42 am requesting answers to the following questions as soon as possible so CRT can begin review for Goodwill: Diagnosis: Primary Failed Part: Primary Failed Part Number: What warranty does part fall under: Warranty Labor Cost: Warranty Parts Cost: Service History: DLR Participation: Customer Pay: Related Repair History: Location of Vehicle: DLR providing Loaner: How many days down at the DLR: GW Recommendation:

7/5/2023 11:55:06 AM

CRT-BB made outbound call to Speck Nissan. CRT-BB requested to speak with SM or SA. CRT-BB spoke with SA- [redacted]. CRT provided last 8 of VIN. [redacted] advised SA will transfer CRT to SA for C. CRT understood. CRT noting CRT waited on hold for over 4 minutes and disconnected call. CRT was unable to leave a message.

7/5/2023 11:57:10 AM

CRT-BB received an email from SM- [redacted] on 7/5/23 at 11:54 am advising SM isn't sure of failed part number and found massive bearing material in side pan. SM advised VEH is OOW and no GW can be offered to C from DLR.

7/5/2023 1:34:28 PM

CRT-BB made outbound call to [redacted] and reached VMX. CRT-BB left VMX advising CRT has a question about C's engine repair and potential GW. CRT-BB advised CRT would send email after call for [redacted] to respond at convenience.

7/5/2023 1:42:45 PM

CRT-BB sent an email to [redacted]- [redacted] on 7/5/23 at 1:39 pm advising C needs an engine replacement and was quoted $36,000. CRT advised SM hasn't responded to CRT's emails with requested GW information so CRT can begin review. CRT advised C has spent about $3,000 at DLRS and is within 90% parameter for GW on grid. CRT advised C is OOW by 7 months.

7/5/2023 1:46:17 PM

CRT-BB made outbound call to C at [redacted]. CRT-BB left VMX advising of the case number, CRT-BB contact number, and advised that CRT-BB will follow up on 7/6/23. CRT-BB advised to continue review for OOW FA for engine repair CRT will need PO. CRT advised CRT can re-send email requesting document.

7/5/2023 1:47:00 PM

CRT-BB sent Unable to contact email to C.

7/5/2023 1:48:07 PM

CRT-BB sent PO email to C.

7/6/2023 9:06:26 AM

CRT-BB received an email from [redacted]- [redacted] on 7/5/23 at 5:50 pm asking if C is able to provide service records. [redacted] advised [redacted] spoke with SM at Speck Nissan and DLR hasn't seen VEH before.

7/6/2023 9:07:17 AM

CRT-BB sent an email to [redacted]- [redacted] on 7/6/23 at 9:05 am advising CRT will call C today and request C provide service records to CRT and DLR.

7/6/2023 11:05:13 AM

SECRR-MH received email document through case 49175198 & attached to case 49100358 for review. SECRR-MH updated VEH ownership. SECRR-MH exited case.

7/6/2023 3:40:17 PM

[redacted]-JD transferring to CRT-[redacted] for case assistance to call C and request documentation and push 3 days.

7/6/2023 4:14:03 PM

CRT-CP made outbound call to [redacted] and received VMX. CRT-CP left a VMX requesting information on the time frame for the C s service documents that were requested.

7/6/2023 4:17:44 PM

CRT-CP received an inbound call from [redacted]. [redacted]-DH stated that [redacted]-DH needs as much service history as possible. [redacted]-DH stated that [redacted]-DH needs to verify that VEH was properly maintained before offering GW. CRT-CP asked if there is a specific time frame that [redacted]-DH is looking for. [redacted]-DH said the more history the C can provide the better. CRT-CP thanked [redacted]-DH for help.

7/6/2023 4:31:13 PM

CRT-CP made outbound call to [redacted] CRT-CP ADVISED, This call may be recorded for quality and training purposes. CRT-CP verified C s name. CRT-CP asked if this was a good time to speak about case with NNA. CRT-CP ADVISED, This call may be recorded for quality and training purposes. CRT-CP advised that CRT-CP would be assisting CRT-BB with case. CRT-CP stated that the next step in the review process is to review the C s service history. CRT-CP asked if C could send copies of service history receipts from Nissan DLRs or any IRF. CRT-CP stated that CRT-CP would send a follow up email after the call and C can reply to the email with documents. C said yes C can do that. C said pretty much everything has been done at a Nissan DLR. C said that this VEH is C s main form of transportation and would like to move the process along. CRT-CP understood. CRT-CP said once the documents are received then the process can continue. CRT-CP stated that CRT-BB will follow up with C no later than Tuesday July 11. C said okay. CRT-CP asked if there are any other questions or concerns. C asked if there is anything else that C needs to do as this VEH is C s main source of transportation. CRT-CP said the next step in the process is to review the service history and then the process can continue from there. C said C should have the documents sent over by 9AM tomorrow. CRT-CP said that would be great. CRT-CP asked if there is anything else CRT-CP can assist with. C said no. CRT-CP confirmed customer still has CRT-BB s direct line and case number. CRT-CP thanked the C for the C's time. Call ended mutually.

7/6/2023 4:35:33 PM

CRT-CP sent follow up email to C requesting service history documents.

7/6/2023 4:38:33 PM

CRT-CP transferred case ownership back to CRT-[redacted].

7/11/2023 7:29:36 AM

SECRR-MH received email documents through case 49191688 & attached to case 49100358 for review. SECRR-MH exited case.

7/11/2023 4:07:55 PM

CRT-JL made outbound call to C at [redacted] CRT-JL left VMX advising of the case number, and advised that a CRT will follow up on 07/12.

7/12/2023 5:40:10 PM

CRT-[redacted] made outbound call to Speck Nissan. CRT-BB requested to speak with SM or SA. CRT-BB noting CRT waited on hold for over 3 minutes and disconnected the call.

7/12/2023 5:43:12 PM

CRT-BB sent an email to SM- [redacted] and [redacted]- [redacted] on 7/12/23 at 5:42 pm with C's service records attached.

7/12/2023 5:52:30 PM

CRT-BB made outbound call to C at [redacted]. CRT-BB ADVISED, This call may be recorded for quality and training purposes. CRT advised CRT received service history documents as well as PO. CRT thanked C for submitting documents. CRT advised CRT sent documents to DLR as well and hopefully CRT will have an update by end of this week. C advised C's daughter turns 5 months this week and situation is putting strain on family. C stated VEH is main form of transportation. C asked how much longer will it be before decision. CRT advised decision shouldn't take much longer once DLR and CRT reviews documents. CRT advised CRT can ask if DLR has loaner although may be unlikely. C stated C understands C is OOW. C stated motor shouldn't blow up at 92,000 miles. CRT apologized case is taking longer than anticipated. CRT advised CRT will follow up with C o later than 7/17/23 and hopefully has update. CRT confirmed C has case number and direct line. C stated yes. C stated C called a couple times but didn't leave VMX because C knows CRT is busy. CRT thanked C for patience. CRT thanked C for time and advised C to have a great day. C thanked CRT and advised CRT to have a great day as well. Call ended mutually.

7/17/2023 4:27:01 PM

CRT-BB received an email from [redacted]- [redacted] on 7/17/23 at 1:13 pm advising because of lack of loyalty to DLR and lack of maintenance receipts, C isn't a candidate of GW.

7/17/2023 4:27:47 PM

CRT[redacted]B sent an email to [redacted]- [redacted] on 7/17/23 at 4:26 pm asking if case is sludge in engine as this will change what CRT tells C.

7/17/2023 4:30:39 PM

CRT-BB noting CRT remembers conversation with SM who advised DLR found massive bearing material and didn't mention sludge diagnosis.

7/17/2023 4:48:59 PM

[redacted]-BB made outbound call to C at [redacted]. [redacted]-BB ADVISED, This call may be recorded for quality and training purposes. [redacted] advised [redacted]T was able to gather information to review for OOW FA for engine repair. [redacted] advised at this time, there isn't enough service history information provided to offer OOW FA. [redacted]T asked if C has additional documents of service history. C advised C can find more documents. C advised motor blew up at 92,000 miles. C stated C isn't happy with SM at DLR. C stated C has had VH towed to 3 Nissan DLRS. C stated SA at DLR informed C DLR isn't certified by Nissan to even do repair on engine if approved. C stated C's VEH will have to be sent somewhere else. C stated first Nissan didn't have diesel mechanic and 2nd Nissan referred C to Speck Nissan. C stated C then decided to call [redacted]. C stated C has a daughter and needs truck for work. C stated C has been borrowing sister's VEH. C stated C hasn't had VEH for 3 months. C stated C owns plumbing company and doesn't understand how DLR can't have estimate on parts. C stated C has paid $2,400 in towing and can pay another $1,200 if need be to tow to other Nissan DLR. [redacted] advised C to find more service history documents. [redacted] advised [redacted]T will review with internal resources and DLR on why service person said DLR won't be able to complete repair and would need VEH shipped again. C stated [redacted] has been awesome and C has been getting frustrated. C stated C has been completing own oil changes but has used synthetic oil. C stated C understands [redacted]T is doing [redacted]s job. [redacted] thanked C for understanding. [redacted] advised [redacted] will follow up by 7/20/23. [redacted] confirmed C has case number and direct line. C stated yes. [redacted] thanked C for time and advised C to have a great day. C thanked [redacted] and advised [redacted] to have a great day as well. Call ended mutually.

7/18/2023 8:43:06 AM

[redacted]-BB received an email from [redacted]- [redacted] on 7/17/23 at 5:28 pm advising [redacted] to inform [redacted] wha[redacted]T finds out specifically about engine.

7/18/2023 8:47:22 AM

[redacted]-BB received an email from [redacted]- [redacted], with [redacted]- [redacted]d, on 7/17/23 at 6:32 pm advising pictures look pretty bad and [redacted] attached photos. [redacted] asked [redacted]M if pictures attached question whether VEH has been maintained properly as C hasn't provided any service history of oil changes.

7/18/2023 8:50:32 AM

[redacted]-BB sent an email to [redacted]- [redacted] and [redacted]- [redacted] on 7/18/23 at 8:49 am advising [redacted] spoke with C yesterday who stated C will try to find more service history documents. [redacted] advised C mentioned C has been completing oil changes on VEH.

7/18/2023 3:04:37 PM

[redacted] received email under case #49256099 & attached documents to case for review. [redacted] logged email received under case # 49256099. ---------- FW: 2017 Nissan Sent from my Verizon, Samsung Galaxy smartphone -------- Original message --------From [redacted] > Date: 7/18/23 10:35 AM (GMT-08:00) To: [redacted] > Subject: 2017 Nissan [redacted],Here are the files for all of the repairs, oil changes and tows.[redacted] Mechanical, Inc.ph. [redacted] ---------- [redacted] exited case.

7/19/2023 5:28:52 PM

[redacted]-BB sent an email to [redacted]- [redacted] and [redacted]- [redacted] on 7/19/23 at 5:28 pm advising C submitted more service records and [redacted] has attached documents to email.

7/20/2023 5:26:23 PM

[redacted]-BB made outbound call to C at [redacted]. [redacted]-BB left VMX advising of the case number, [redacted]-BB contact number, and advised that [redacted]-BB will follow up on 7/25/23.

7/20/2023 5:27:30 PM

[redacted]-BB made outbound call to C at [redacted]. [redacted]-BB left VMX advising of the case number, [redacted]-BB contact number, and advised that [redacted]-BB will follow up on 7/25/23.

7/20/2023 5:28:39 PM

IGNORE PREVIOUS POST; ACCIDENTAL REPOST

7/20/2023 5:29:14 PM

[redacted]-BB made outbound call to C at [redacted]. [redacted]-BB left VMX advising of the case number, [redacted]-BB contact number, and advised that [redacted]-BB will follow up on 7/25/23.

7/20/2023 5:29:55 PM

[redacted]-BB sent Unable to contact email to C.

7/25/2023 2:29:52 PM

[redacted]-BB received an email from [redacted]- [redacted] on 7/24/23 at 12:00 pm advising [redacted] reviewed all receipts and there isn't enough Nissan DLR loyalty to justify GW.

7/25/2023 5:10:11 PM

[redacted]-BB made outbound call to C at [redacted]. [redacted]-BB ADVISED, This call may be recorded for quality and training purposes. [redacted] advised [redacted] received documents C sent in through inbound. [redacted] advised Nissan engineer was able to review documents and pictures form DLR. [redacted] advised based on documents, Nissan is unable to assist with the repair of the engine. [redacted] apologized [redacted] can't assist C further. C stated engine grenade at 92,000 miles. C asked if C can speak with engineer. C stated C did nothing wrong and Nissan has to pay for something. C stated C will not accept. C asked what is C's next step. [redacted] advised [redacted] can only refer C to DLR. [redacted] advised since C is OOW FA isn't guaranteed. [redacted] advised C is OOW by 8 months. C stated DLR won't do anything. C stated C was told C has 5 year 100,000 mile warranty. [redacted] advised warranty is whichever comes first. [redacted] apologized DLR didn't make more clear. C stated C has a 5 month old daughter and now C has to buy new truck. C asked who does C contact for lawyer. C stated C will spend 100,000 to make Nissan pay. [redacted] advised [redacted] can send email of address for C's lawyer to send [redacted]. C stated C understands [redacted]s hands are ties, but this is unacceptable. [redacted] confirmed C has case number and direct line. C stated yes. C advised [redacted] has a tough job. [redacted] advised [redacted] does have a tough job. [redacted] advised [redacted] will send email. [redacted] thanked C for time and advised C to have a great day. C thanked [redacted] and advised [redacted] to have a great day as well. Call ended mutually.

7/25/2023 5:10:43 PM

[redacted]-BB sent attorney [redacted] email to C.

7/25/2023 5:34:48 PM

CRT-BB is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted Nissan CA seeking OOW FA for engine motor. CRT-BB reviewed Case with [redacted] who provided GW information. [redacted] who advised DLR found massive bearing material in side pan and no GW can be offered to C from DLR. FOM- [redacted] who requested C provide additional service records. FOM advised service records provided don't justify GW. *** STATEMENT OF DECISION *** CRT-BB advised C the Case has been thoroughly reviewed and documented and Nissan /is not in the position to offer financial assistance at this time due to the vehicle being OOW. CRT-BB noting C was displeased with the outcome. C requested attorney LOR email.

CONSUMER ASSISTANCE REQUEST

[redacted]

NAME: [redacted]
CITY: [redacted]
STATE: [redacted]

OPEN_DT: 9/6/2023
CLOSE_DT: 9/12/2023

VIN: [redacted]
MODEL: A61 YR: 2017
MFG DT: 9/21/2016
SVC DT: 2/7/2017
MILEAGE: 62,332

TRIM: PRO-4X
OPTIONS: B92C03L11M11Z66
SERVICING [redacted]**R** ALAN JAY NISSAN, INC.
[redacted] **STATE:** [redacted]
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Output Speed Sensor

CAR VERBATIM

9/6/2023

9/6/2023 10:44:05 AM

SCRR-KPS VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number SCRR-KPS VERIFIED VEH Information including: VIN #, Current Mileage, Warranty & Service History SCRR-KPS CHECKED for open recalls/campaigns and found: 0 SCRR-KPS CHECKED for previous UNRELATED Case(s) and found: 0 SCRR-KPS CHECKED previous RELATED Case(s) and found: 0 SCRR-KPS NOTED concern is: engine OOW FA request. SCRR-KPS received inbound call from [redacted] father of owner [redacted] C stated that C had been told that the crank shaft cracked. C stated that this had caused the engine to fail. C stated that there is a third party warranty on the VEH but this isn t covering the cost of the VEH repairs. C stated that this is going to cost $30,000. C stated C would like NNA [redacted]A to assist with the cost of the VEH repairs. C stated C has been speaking with SM-[redacted]. C stated that the RO number is 115816. SCRR-KPS apologized to C for inconvenience. SCRR-KPS informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 9/7/2023 regarding C s concern. C understood. SCRR-KPS asked C if there was anything else SCRR-KPS could assist with. C declined. SCRR-KPS provided C with agent name and case # 49614601. C understood. Call ended mutually. Best contact [redacted].

9/6/2023 10:44:33 AM

****** [CASE SUMMARY] ****** SCRR-KPS sending case to [redacted] for OOW assistance for engine repair.

9/7/2023 12:19:57 PM

[redacted]-MJ unable to datanet.

9/7/2023 12:29:41 PM

[redacted]-MJ emailed [redacted] requesting GW information. [redacted]s preferred method of contact.

9/7/2023 12:39:41 PM

[redacted]-MJ made outbound call to C at [redacted]. [redacted]-MJ ADVISED, This call may be recorded for quality and training purposes. [redacted]-MJ VERIFIED C s name, home, concern, phone. [redacted]-MJ asked for email. C stated - [redacted] [redacted]-MJ CONFIRMED C s VEH make/model, mileage, and servicing [redacted]. [redacted]-MJ CHECKED and ADVISED C of open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found: 0 [redacted]-MJ advised that case has been escalated to [redacted]-MJ and [redacted]-MJ will agent reviewing case for resolution. [redacted]-MJ confirmed C is seeking OOW FA for an engine repair. C stated yes. C stated engine just quit running. C stated C cannot believe situation. [redacted]-MJ apologized for engine concerns. [redacted]-MJ stated that C's case is under review for GW assistance. [redacted]-MJ advised that GW is not guaranteed but NNA will perform a good faith review based on C's service history. [redacted]-MJ stated [redacted] would need to gather repair information from [redacted]. [redacted]-MJ will contact C by 9.12.2023. C understood. [redacted]-MJ advised to send PO email to update account. [redacted]-MJ provided/confirmed direct line and case number. [redacted]-MJ thanked the C for the C's time. Call ended mutually.

9/7/2023 12:39:55 PM

[redacted]-MJ sent PO email to C.

9/11/2023 9:05:10 AM

[redacted]-MJ received an email from [redacted]o advising of the following GW information: Mileage: 62,332 Diagnosis: VEHICLE ENGINE IS KNOCKING INTERNAL Primary Failed Part: ENGINE Primary Failed Part Number:10102-EZ40A, LONG BLOCK ASSY What warranty does part fall under: POWER TRAIN Warranty Labor Cost: $2619.90 Warranty Parts Cost: $23106.94 Service History: NO HISTORY at [redacted], NO CUSTOMER PAY RO AT ANY OTHER DEALER. THIS IS ALSO A BRANDED VEHICLE. [redacted] Participation: NONE Customer Pay: NONE Related Repair History: FOUND P00AF, P003A, AND P2560 STORED IN ECM. REPLACED ROTARY TURBINE CONTROL VALVE ACTUATOR AND COOLANT RESERVOIR Location of Vehicle: AT DEALER [redacted] providing Loaner: NO How many days down at the [redacted]: 11 DAYS GW Recommendation: N/A

9/12/2023 9:04:41 AM

[redacted]-MJ submitted GW request to FOM [redacted].

9/12/2023 9:25:50 AM

FOM Goodwill Request feedback from SF1 **Goodwill Request was denied by [redacted]A Field Staff [redacted]** Action: Denied Approval Options: Approver Detail: Customer needs to take ownership of their out of warranty vehicle and dealer doesn t recommend Last Action By: [redacted] Date of Last Action: 2023-09-12 10:25:50 CA Agent Name/Phone extension [redacted] / CA Case number: 49614601

9/12/2023 9:40:22 AM

[redacted]-MJ emailed [redacted] advising that GW has been denied by FOM [redacted] time.

9/12/2023 9:47:42 AM

RCAS-[redacted] made outbound call to C at [redacted]. RCAS-MJ ADVISED, This call may be recorded for quality and training purposes. RCAS-MJ confirmed now would be a good time to discuss case. RCAS-MJ advised RCAS has received for OOW FA for engine repairs. RCAS-MJ advised that RCAS reviewed to see if there are any related campaigns or recalls. RCAS-MJ advised that RCAS also reviewed to see if there were any VSC that would cover the costs and RCAS did not find any. RCAS-MJ advised that after review, RCAS-MJ apologized, NNA is not in a position to assist with the repairs. RCAS-MJ referred C to DLR for further assistance. C stated C won't be any more Nissan VEHs. C ended call.

9/12/2023 9:49:32 AM

RCAS-MJ is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted Nissan CA seeking OOW FA for engine repairs. RCAS-MJ reviewed Case with: [redacted] who confirmed engine repairs and provided GW info. FOM [redacted] who declined assistance. *** STATEMENT OF DECISION *** RCAS-MJ advised C the Case has been thoroughly reviewed and documented. RCAS-MJ advised C that NNA cannot assist with repairs. RCAS-[redacted] referred C to DLR for further assistance. RCAS-MJ noting C was not pleased with outcome. RCAS-MJ is closing case as C was advised of decision.

[redacted]

NAME: [redacted]
CITY: [redacted]
STATE: [redacted]

OPEN_DT: 9/19/2023
CLOSE_DT: 11/16/2023

VIN: [redacted]
MODEL: **A61** YR: **2017**
MFG DT: 5/10/2017
SVC DT: 1/31/2018
MILEAGE: 79,000

TRIM: SV
OPTIONS: B12C03K02M11U01Z66
SERVICING DLR WALSER [redacted] RAPI
DLR STATE: [redacted]
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	7B	Turbocharger/Supercharger
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Output Speed Sensor
07	OA	Vehicle Concerns	5X	Fuel/Intake System
	[redacted]	Mechanical	4R	Fuel Filler Tube

CAR VERBATIM

9/19/2023

9/19/2023 2:02:54 PM

CRR-RK VERIFIED Account information including: C s name, home & e-mail address, phone number & best contact number. CRR-RK VERIFIED VEH Information including: VIN #, Current Mileage CRR-RK CHECKED for open recalls/campaigns and found: 0 CHECKED for previous UNRELATED Case(s) and found: 0 CRR-RK CHECKED previous RELATED Case(s) and found: 0 CRR-RK NOTED concern is: Engine OOW FA CRR-RK received a call from [redacted], also known as C. C stated C owns 2017 Titan. C stated C needs new engine. C stated VEH is out of warranty. C stated VEH was giving symptoms before but DHRSHP never fixed it. C stated C needs the help with repair. CRR-RK informed C that CRR-RK would look into it. CRR-RK informed C that C's case would be forwarded to RCAS. CRR-RK informed C that there was no guarantee of outcome. CRR-RK advised C that C s concern will be sent to a Regional Consumer Affairs Specialist for further review. CRR-RK advised C that C will be contacted by next business day. C understood. CRR-RK asked if there was anything else CRR-RK could assist with at this time. C declined. CRR-RK provided C with name and case # 49695636. CRR-RK thanked C and branded the call. Call ended mutually Best contact [redacted].

9/19/2023 2:03:22 PM

******* [CASE SUMMARY] ****** C called for OOW FA [Engine]. CRR-RK sending case to RCAS for further review per 6.14.

9/20/2023 11:01:36 AM

Previous related cases found:0 Previous unrelated cased found: 0 Open Recalls/Campaigns: 0 Number of Vehicles Owned:1 VSC Contracts: 0 Warranty Extensions: TITAN DIESEL HIGH PRESSURE TURBO 1/31/2028 150,000 Y TITAN DIESEL TURBO ACTUATOR 1/31/2028 Purchased New or Pre-owned: Pre- owned Current Mileage:79,000 Beyond Basic Warranty Miles: 43,000 Beyond Basic Warranty Months: 32 Beyond PT Warranty Miles: 0 Beyond PT Warranty Months: 8 Amount paid (in dollars) to dealer: 0 What is your customer seeking? C contacted NNA seeking Engine replacement for VEH.

9/20/2023 11:26:49 AM

RCAS-TB placed outbound call to WALSER [redacted] RAPIDS [redacted]. RCAS- TB asked to speak with SM or SA. RCAS-TB spoke with [redacted] who advised that SM/SA was not available.

9/20/2023 11:31:51 AM

RCAS-TB sent [redacted] and [redacted] an email requesting the following: The repair recommendation: The cause of the failure: Current mileage: The part number: Warranty cost for parts: Warranty cost for labor: SERVICE MANAGERS goodwill recommendation: Does it have an extended contract (IF yes be sure this item isn t covered under it): If there is an extension let me know (e.g. CVT to 120,000): IF the VEH was still in warranty which would the repair have been covered under the basic, powertrain warranty, Emission, etc:

9/20/2023 1:32:32 PM

RCAS-TB received email 9/20/2023 11:50 AM from [redacted] advising the following: The repair recommendation: Replace long block. The cause of the failure: Crankshaft broke. Current mileage: 71,745 The part number: 10102-EZ40A Warranty cost for parts: $28,106.94 Warranty cost for labor: $4000.00 SERVICE MANAGERS goodwill recommendation: Not really. Only been into service twice and on 3rd owner. Does it have an extended contract (IF yes be sure this item isn t covered under it): no If there is an extension let me know (e.g. CVT to 120,000): no IF the VEH was still in warranty which would the repair have been covered under the basic, powertrain warranty, Emission, etc: Powertrain.

9/20/2023 1:49:02 PM

SRCAS-EM submitted GW CST.

9/20/2023 2:25:54 PM

RCAS-TB placed outbound call to C @ [redacted] RCAS-TB VERIFIED C's name, email, mailing address, & phone# RCAS-TB verified VEH and mileage as 2017 Titan XD 79,000 RCAS-TB CHECKED and ADVISED for open recalls/campaigns and found:0 Previous UNRELATED Case(s) Found:0 Previous RELATED Case(s) Found: 0 RCAS-TB ADVISED "This call may be recorded for quality and training purposes." ********** RCAS-TB stated that RCAS-TB is C s regional specialist with Nissan Consumer Affairs and RCAS-TB will be assisting C with any questions or concerns that C may have as well as make any decisions pertaining to C s case and address the concerns accordingly with the DLR WALSER NISSAN COON RAPIDS. RCAS-TB requested PO. RCAS-TB verified concern as C contacted NNA seeking Engine replacement for VEH. C stated yes. RCAS-TB stated RCAS has all the documents RCAS needs to submit for review. RCAS-TB advised C that Process may take 3 business days. RCAS-TB advised that FA is not guaranteed, however RCAS will Contact on 9/25/23 with updates. RCAS-TB asked are there any questions. C stated No. C stated that VEH was in DLR for 5 months. C stated that VEH needed engine 2 years ago. RCAS-TB asked are there any questions. C stated that the tech sent pictures to C father stating that VEH needs new engine for $10,000. C stated VEH was under warranty at the time. C stated that tech sent video stating that VEH cost $35,000 to repair. RCAS-TB understood. RCAS-TB provided/confirmed direct line and case number. RCAS-TB thanked the C for the C's time. Call ended mutually.

9/25/2023 11:53:27 AM

RCAS-TB sent Email to FOM-[redacted] requesting GW review.

9/25/2023 3:24:21 PM

RCAS-TB made outbound call to C at [redacted] RCAS-TB ADVISED, This call may be recorded for quality and training purposes. RCAS-TB asked C is now is a good time to talk. RCAS-TB advised that case is still under review at this time. RCAS-TB stated RCAS is reviewing will contact C on 9/28/23 for updates. RCAS-TB asked if there were any questions. C stated no. C stated how will how much will C get. RCAS-TB advised that C has the potential to receive full, partial, or no OOW FA. C understood and stated that c talked to DLTR and was advised that different prices for repairs. C stated that its concerning. C stated but C will wait. RCAS-TB provided/confirmed direct line and case number. RCAS-TB send PO email. RCAS-TB thanked the C for the C's time. Call ended mutually.

9/28/2023 11:15:02 AM

RCAS-TB received email from FOM-[redacted] Wed 9/20/2023 2:12 PM advising that C is not a good candidate for GW due to lack of service.

9/28/2023 11:20:15 AM

RCAS-TB received email from C 9/26/2023 10:54 AM with PO attachment.

9/28/2023 11:33:30 AM

RCAS-TB made outbound call to C at [redacted] RCAS-TB ADVISED, This call may be recorded for quality and training purposes. RCAS-TB asked C is now is a good time to talk. RCAS-TB advised that RCAS has reviewed for OOW FA with C s engine replace concern. RCAS-TB advised that RCAS reviewed to see if there are any related campaigns or recalls. RCAS-TB advised that RCAS also reviewed to see if there were any VSC that would cover the costs and RCAS did not find any. RCAS-TB advised that after review, NNA is not in a position to assist with the repair RCAS-TB asked if there were any questions. C stated that C has a problem with that. C stated that C has problem with DLR. C stated that engine has been damaged for 2 years. C stated that this negligence on DLR and NNA. C stated C has already spoke to Attorney. C stated who makes the decision. RCAS advised RCAS reviewed C case and Warranty makes decision. C stated C wants everything in writing. RCAS-TB advised that RCAS cannot send anything in writing that was discussed, however RCAS will send C a letter of attorney. C stated its about to get ugly. C stated C was under warranty during 2020 does that stand for anything. C stated C VEH was at DLR for 6 months. RCAS-TB advised that C will have to talk with DLR for further questions regarding C service history. C said send letter. RCAS-TB provided/confirmed direct line and case number via email. RCAS-TB thanked the C for the C's time. Call ended mutually.

9/28/2023 11:35:02 AM

RCAS-TB sent letter to attorney.

9/29/2023 8:32:32 AM

RCAS-TB is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted NNA seeking Engine replacement for VEH. RCAS-TB reviewed Case with from [redacted] who advised RCAS with the GW information. [redacted] submitted GW CST. RCAS-TB sent Email to FOM[redacted] requesting a GW decision. RCAS-TB received email from FOM-[redacted] who advised that C is not a good candidate for GW due to lack of service. RCAS-TB sent letter to attorney. *** STATEMENT OF DECISION *** RCAS-TB advised C that after review NNA would not be in the position to assist with the engine replacement. C stated C was seeking an attorney. RCAS-TB provided letter of attorney and is closing the case due to RCAS can no longer help C.

10/2/2023

10/2/2023 12:10:42 PM

SREXEC-LM assigned EXEC Referral case to EXEC-MC to handle 10/2/2023.

10/2/2023 12:30:31 PM

From: [redacted] > Sent: Thursday, September 28, 2023 9:41 PM To [redacted] > Subject: 2017 Titan XD - Engine Issues [redacted], I appreciate any assistance. The last few years of owning our Titan XD diesel has been very frustrating. We had brought the truck up north to be used seasonally. We thought with the low miles (79k) that the truck would last a long time. The truck started having issues soon after. When we brought the truck in during covid, the dealership had the truck all winter waiting on turbo parts, blaming supply chain issues. After picking it up, it was still not correct. It was powering down going into "reduced power" mode throughout last summer. We brought it in this past winter and were told it was a turbo issue again. Again, the truck failed to run correctly this past summer. Now, the dealership is saying that it needs a new engine. The problem is that now the truck is out of warranty. The 100k factory warranty expired in January. The 100k warranty was a major reason why we chose to purchase the truck. Now, after repeatedly bringing the truck in under warranty, the dealership pulls the oil pan and says that it needs a new engine. Why was this never done under warranty? A diesel engine is supposed to last longer than 79k miles. After doing research, I now see that these engines are known to have problems. After discussing the history with different mechanics, all agree that multiple turbo failures will compromise the engine. I have a case # with Nissan and thought that they were going to make the situation right. Today, they notified me that they were not going to assist. I regret using the dealership in [redacted], I regret waiting to get more involved, and I regret buying this diesel truck. VIN# [redacted] Case #49695636 Sincerely., [redacted] Acme Sandblasting, Inc. 2638 W. 78th St. Hialeah, FL 33016 [redacted] [redacted]

10/2/2023 12:30:43 PM

From: [redacted] > Sent: Monday, October 2, 2023 12:22 PM To: [redacted] > Subject: EXEC Referral: [redacted] /2017 TITAN/ [redacted] / [redacted] Nissan of Coon Rapids/Case #49695636 Importance: High

10/2/2023 1:22:42 PM

EXEC-MC made outbound call to C using [redacted] on 10/2/2023 at 12:57PM. EXEC-MC advised is calling from Nissan Executive Team on behalf of email to [redacted], [redacted]. EXEC-MC asked if now was a good time to talk. C confirmed. EXEC-MC advised C that call may be recorded for quality and training purpose. EXEC-MC advised does have some information to verify with C. EXEC-MC verified C's name, home address, phone#, email address, VIN, current and preowned mileage, and servicing DLR. C stated C purchased VEH brand new for company and provided VEH to dad in MN so C's dad has had VEH for last few years. ********** EXEC-MC stated reviewed email and would like to further discuss concerns that C is experiencing. EXEC-MC stated C advised of concerns with VEH related to engine repairs and replacement that has been recommended. EXEC-MC stated does C have any additional information to add. C stated C first brought VEH in for extended DIAG during Covid and was doing powering down and was running sluggish. C stated C had new turbos put in and was running a little better but still was not right. C stated C took VEH back in last year as VEH was not right and another turbo was needed. C stated C got involved and mechanics said that turbos are putting debris into motors. C stated C feels that DLR knew this would happen and now VEH is OOW and needs new engine. C stated C thinks DLR is just blowing C off as this was something that had to be known would occur. EXEC-MC apologized and empathized for C's concerns. EXEC-MC stated cannot guarantee that any GW can be provided but will review on C's behalf. EXEC-MC stated will reach out to DLR and review as needed. C understood and appreciated. EXEC-MC stated can also provide EXEC-MC direct line should C need to contact. EXEC-MC thanked C for time and wished a safe day. Call ended mutually.

10/2/2023 1:23:04 PM

EXEC-MC made outbound call to Walser Nissan Coon Rapids using [redacted] on 10/2/2023 at 1:18PM. EXEC-MC noting line reached automated receptionist with request to contact information for call back. EXEC-MC disconnected call.

10/2/2023 1:27:30 PM

****Goodwill Review**** Customer Information Customer Pay: $1,664.26 State of Residence: FL Number of Vehicles Owned: 1 Dealer/Retailer: Walser Nissan [redacted] Contract: N/A Vehicle Information Year / Model: 2017 Titan Purchased New or Pre-Owned: New Pre-Owned Mileage: N/A Purchased From: Performance Nissan Current Mileage: 79,000 VIN #: [redacted]n-Service Date: 1/31/2018 First Reported Service Visit: 7/16/2018 at 10,656 miles Last Reported Service Visit: 1/30/2023 at 68,926 miles Beyond Basic Warranty: 32 months / 43,000 miles Beyond Powertrain Warranty: 8 months / 0 miles Warranty Cost: parts $28,106.94, labor $4,000 Warranty Extensions: TITAN DIESEL HIGH PRESSURE TURBO expires 1/31/2028 or 150,000 miles, TITAN DIESEL TURBO ACTUATOR expires 1/31/2028 or 150,000 miles

10/3/2023 2:31:24 PM

EXEC-MC sent email to CA Management-VL regarding GW consideration. --Awaiting reply.

10/4/2023 8:43:25 AM

EXEC-MC made outbound call to C using [redacted] on 10/4/2023 at 8:06AM. EXEC-MC advised is calling from Nissan Executive Team on behalf of request for case to be escalated. EXEC-MC asked if now was a good time to talk. C confirmed. EXEC-MC advised C that call may be recorded for quality and training purpose. EXEC-MC advised does have some information to verify with C. EXEC-MC verified C's name, home address, phone#, email address, VIN, current and preowned mileage, and servicing DLR. ********** EXEC-MC stated reviewed case and would like to further discuss concerns that C is experiencing. EXEC-MC stated C advised of concerns with CVT as DLR has advised unit needs replacing. EXEC-MC stated does C have any additional information to add. C stated C has nothing else to add as this is C's only major problem with VEH. EXEC-MC apologized and empathized for C's concerns. EXEC-MC stated has reviewed case and unfortunately VEH has crossed all warranties for any coverage on repairs. EXEC-MC stated VEH has also not been seen by any DLR since 2017. EXEC-MC stated no GW or FA can be provided for repairs. C stated C cannot understand that VEH had a faulty product to begin with as VEH was purchased brand new. C stated C found out years later of further warranty as Nissan was aware of bad CVT. C stated C point is that C does not expect brand new VEH to only last 83k miles and this never crossed C's mind. C stated C has spoken with mechanics and CVT should last at least 150-175k miles. C stated C purchased VEH as C was nearing ago of retirement so C paid off so this would last C for a while. C stated C has only driven 83k miles in 11 years for VEH which is well below the norm. C stated C took care of VEH as this is C's retirement VEH and only means of transportation. C stated C is financial unable to take care of repairs and wants Nissan to cover repairs due to faulty part. C stated C has taken VEH to 4-5 different mechanics and costs C each time just to look at. C stated C is fighting ethics as C purchased VEH brand new and is frustrating as should function at least 130k miles. C continued to vent. EXEC-MC stated understands concerns however due to VEH age and lacking SH there is no GW that can be provided. C stated C already knows this and was told this before. C stated C is being told that Nissan will not help just because VEH is older but fact that CVT is bad and Nissan is aware. C stated C doesn t know who would purchase VEH to only keep for 11 year and not drive a lot. C stated C uses VEH for doctor and medical visits and is on retirement left with no VEH. C stated C has to ask for rides and cannot afford to purchase VEH. C stated C had faulty and defective CVT in the VEH when C purchased brand new. C stated C doesn t understand who extended warranty or recall would even have an expiration date at all. C stated C cannot afford to take VEH to another mechanic and all opinions have been the same. EXEC-MC stated all information has been reviewed and VEH is OOW and OOWE by time. EXEC-MC stated understands that VEH has low mileage however warranty is either or for time and mileage and once one is crossed the warranty expires. C stated C wants to know why an expiration date was even put on this as it is due to faulty part and not mileage. EXEC-MC stated any manufacturer's warranty and warranty extension will have expiration date and mileage. C stated C never received any letter or notice for this until C went to mechanic. C stated C is being punished for not running VEH to 84k miles or more mileage. C stated C would not have hit mileage before expiration date

10/4/2023 8:43:59 AM

**********CONTINUED********** EXEC-MC stated understands frustrations however there is no GW that can be provided. C stated C wants to know why. EXEC-MC stated VEH has crossed all applicable periods of warranty and warranty extension by time. EXEC-MC stated once warranty has expired there is no guarantee that assistance can be provided for repairs. C stated C is being punished for not driving VEH a lot. C stated C feeble mind thought that this would last C a long time through retirement. C stated C wants to know what EXEC-MC would say if someone said brand new VEH would only last 84k miles. EXEC-MC stated is not speaking on EXEC-MC as this case is reviewed for C and C's case concerns. C stated C knows that no one would have gotten into brand new VEH if it would only last 84k miles. C stated C will not accept this as is about ethics. C stated C knows there is someone above EXEC-MC and VEH is junk now. C stated C cannot sell VEH as no one will purchase as [redacted] stuck. C stated C purchased brand new VEH and only lasted 84k miles. EXEC-MC stated is highest customer facing agent to speak with C and is no one to escalate case to. C stated C does not believe this as someone is always above. C stated [redacted] not threatening but C has an extended family and will tell everyone to not purchase a Nissan. C stated C would not have called if this was anything else but all mechanics have said this is a known concern. EXEC-MC stated case will be documented for C's concerns however decision stands. C stated [redacted] being told Nissan will do nothing because VEH is 11 years old. C stated C will continue to write letters to corporate and write bad reviews online. C stated C brought VEH brand new to not have to deal with this and is not wear and tear or used. C stated C will not accept this. EXEC-MC stated understands concerns however the decision stands and no GW or FA can be provided. C stated this is not the last Nissan will hear from [redacted] stated [redacted] hearing Nissan will not take responsibility because VEH is OOW by age. C stated C feels Nissan should take into consideration that part is faulty. C stated C will continue to call until someone helps [redacted] stated [redacted] going to keep calling different offices until receives a fair offer. C stated [redacted] being punished for not driving VEH enough and why warranty would have an expiration date. C stated this is so unfair. C continued venting. EXEC-MC understood and stated is there any other assistance C needs today. C stated no. C stated [redacted] being punished and is not C's responsibility. C stated C would not have called if this was anything else then C would not have called. C stated [redacted] not responsibility to pay for this repair and is Nissan fault for defective part. C stated C expected VEH to go 100k miles and this is already low. C stated C will continue to call and speak to someone higher unless EXEC-MC provides C with this persons information. EXEC-MC stated is highest customer facing agent to speak with C and is no one else to transfer case to to speak with C. EXEC-MC stated C can continue to call if C wishes however case will be transferred back to EXEC-MC as is highest agent in [redacted] C stated C will call DLR then and see what else can be done. C stated C will never be convinced that [redacted] responsible for this. EXEC-MC understood. EXEC-MC stated is there any further assistance that C may need at this time. C stated no but C will not accept this. EXEC-MC understood. EXEC-MC thanked C for time and wished a safe day. Call ended mutually.

10/4/2023 8:46:16 AM

EXEC-M[redacted] closing case as no further assistance is needed at this time. *****CASE SUMMARY***** Customer contacted Nissan regarding concerns with CVT as mechanics have advised part has failed and needs replacing. C advised feels that Nissan should be responsible for repairs as vehicle has low mileage and warranty extension should not be determined by time. *****STATEMENT OF DECISION***** EXEC-MC advised customer as vehicle has crossed all warranties by time and has lacking service history there is no Goodwill that can be provided. Customer was dissatisfied and advised will continue to call and write to speak with higher agent.

10/4/2023 8:47:08 AM

*****EXEC-MC noting to disregard 3 previous case notes as were entered in error for different case and customer.

10/4/2023 9:11:36 AM

EXEC-MC received email from Sr. Manager Warranty-PR to Director-TP who approves 100% GW for engine repairs.

10/4/2023 9:17:47 AM

EXEC-MC made outbound call to C using [redacted] on 10/4/2023 at 9:14AM. EXEC-MC advised is calling from Nissan Executive Team. EXEC-MC asked if now was a good time to talk. C confirmed. EXEC-MC advised C that call may be recorded for quality and training purpose. ********** EXEC-MC stated following up with C in regards to case and VEH concerns. EXEC-MC stated reviewed information from DLR regarding previous turbo repairs and current crankshaft repairs needed. EXEC-MC stated after review Nissan can offer 100% GW towards engine repairs. EXEC-MC stated offer is valid for 90 days and if C accepts will advise DLR so that next steps can be made. C stated C thinks this is awesome and appreciates assistance and will accept. EXEC-MC stated will advise DLR of offer and requests that C contact DLR in next 1-2 business days to confirm. EXEC-MC stated in the event that DLR needs any authorization from [redacted] understood. EXEC-MC stated will follow up with C regarding any further updates or status. EXEC-MC thanked C for time and wished a good day. Call ended mutually.

10/4/2023 9:21:23 AM

EXEC-MC sent email to SM-[redacted] and Cc'd EXECSR-LM and [redacted] on 10/4/2023 at 9:20AM.
********** EXEC-MC stated after review has offered C 100% GW towards the recommended engine repairs. EXEC-MC stated once repairs are completed DLR can provide final RO for VCAN to be created.

10/9/2023 8:06:29 AM

EXEC-MC made outbound call to C using [redacted] on 10/9/2023 at 7:39AM. EXEC-MC advised is calling from Nissan Executive Team. EXEC-MC asked if now was a good time to talk. C confirmed. EXEC-MC advised C that call may be recorded for quality and training purpose. ********** EXEC-MC stated following up with C in regards to case and VEH concerns. EXEC-MC stated has C been able to receive any update from DLR regarding engine repairs. C stated C spoke with DLR Friday and was told email was received from EXEC-MC for repairs. C stated C was told parts are starting to be found and may be completed by the end of this month. EXEC-MC understood. EXEC-MC stated will set follow up for weekly if C agrees. EXEC-MC stated as DLR has advised may be the end of the month once repairs are completed. C stated C agrees and thinks this is fine. C stated C appreciates follow up. EXEC-MC thanked C for time and wished a good day. Call ended mutually.

10/16/2023 12:44:53 PM

EXEC-MC made outbound call to C using [redacted] on 10/16/2023 at 9:19AM. EXEC-MC advised is calling from Nissan Executive Team. EXEC-MC asked if now was a good time to talk. C confirmed. EXEC-MC advised C that call may be recorded for quality and training purpose. ********** EXEC-MC stated following up with C in regards to case and VEH concerns. EXEC-MC stated has C received any further updates from DLR on VEH parts and repairs. EXEC-MC stated C previously mentioned DLR advised parts had been ordered. C stated C has been told that this is progressing and parts are coming in. EXEC-MC understood. EXEC-MC stated will continue to follow up with C weekly regarding status. C understood and appreciated call. EXEC-MC thanked C for time and wished a good day. Call ended mutually.

10/23/2023 8:50:00 AM

EXEC-MC received email from [redacted] on 10/16/2023 at 12:50PM.
********** SM-MB stated is working with VCAT for authorization now.

10/23/2023 8:50:37 AM

EXEC-MC made outbound call to C using [redacted] on 10/23/2023 at 8:43AM and left VMX. EXEC-MC advised is calling from Nissan Executive Team. EXEC-MC provided direct line. EXEC-MC stated if C reaches VMX to leave name, phone#, and best time to contact.

10/25/2023 3:25:39 PM

[redacted] : Can you please have [redacted] in the warranty department call me Case #49695636 [redacted] Thank You [redacted] : In order to update your case, I'll just need to verify your email and mailing address, please. [redacted] : [redacted] : Thank you so much! I will leave [redacted] a note to call you at her earliest convenience, however I do see that she provided a direct line as well. Have you tried to call her? [redacted] : No. I don't have her number here. Can you send it to me again? Thanks [redacted] : Sure! [redacted] : Great. Thanks [redacted] : You're welcome.

10/26/2023 1:27:29 PM

[redacted] : I have tried a few times since yesterday.....I am unable to get a hold of [redacted] Is she out of the office? Is there someone else covering for her? [redacted] : I apologize, I'm not able to view her schedule or advise if she's out of office, we don't have that information. I am only able to request that she reach out to you as soon as possible and I will ensure your comments are documented in your case. [redacted] : Ok. Thank You [redacted] : You're welcome! I'm sorry I was unable to provide further information but was there anything else I can look into for you today?

10/27/2023 3:13:14 PM

EXEC-MC made outbound call to [redacted] Nissan Coon Rapids using [redacted] on 10/27/2023 at 2:52PM. EXEC-MC spoke with SA-[redacted]. EXEC-MC stated calling in regards to C and VEH repairs. EXEC-MC stated was advised of issues with Turbo getting stuck but not being directly under repairs. SA-LL stated DLR will be test driving VEH this weekend to confirm repairs. SA-LL stated C called earlier today and told DLR to hold on repairs as C would have to pay. SA-LL stated C asked DLR to see if it would be GW and DLR declined. SA-LL stated tech is beyond holding on this point as engine has been replaced. EXEC-MC stated is this Turbo concern related to engine concerns. EXEC-MC stated as concern was found during engine replacement would this fall under engine repairs. SA-LL stated can get technician on the line. EXEC-MC noting line was answered by Service Technician-[redacted]. ST-MB stated was in process of replacing engine rotary turbine control valve and found part sticking. ST-MB stated saw that failure was already in progress of turbo sticking during tear down. ST-MB stated there is a bulletin for this and recommends part replacing or cleaning. ST-MB stated noticed that C is OOW and second owner of VEH. ST-MB stated VEH is not in warranty and contacted C to say if C wants to fix then labor is nothing as part is already off. ST-MB stated part is $3100 gave C the option to go ahead and pay for parts with minimal labor costs. ST-MB stated turbo was bound when taken apart is now moving freely at this point after cleaning. ST-MB stated did advised C that C can leave part alone and be fine but next week may lock again this is no guarantee. ST-MB stated turbo locking has 0 to do with engine failure itself. ST-MB stated this is separate from engine failure and turbo is currently functional and moving. ST-MB stated 100% not related to additional repairs and original engine failure. ST-MB stated at this time seems functional and VEH will be test driven soon. EXEC-MC stated NNA reviewed and advised DLR of 100% GW for engine failure and repairs. EXEC-MC stated so to confirm this part would not be directly covered under original recommendation. ST-MB stated this was not on original repair provided as was not found until after tear down. ST-MB stated turbo locking is not related and DLR was not aware until disassembly. ST-MB stated DLR has already been reassembled engine and is 3/4 done. ST-MB stated so this will be normal full replacement for labor and parts. ST-MB stated repair would be around $4,000 for parts and labor at this time. ST-MB stated spoke with C Wednesday and then C declined so DLR did put back together process. EXEC-MC understood. EXEC-MC stated will review and advise DLR of any updates or further assistance from team if offered. EXEC-MC thanked for time and information. Call ended mutually.

10/27/2023 3:21:35 PM

EXECPL-CG notes FQA-SW sent a Teams message to CA Director- TP, RCAM-VL, and EXECPL-CG on 10/27/2023 @ 2:44 PM CT. FQA-SW stated that the owner contacted FQA-SW today (10/27/2023) and stated that the dealer told the Customer that the Turbo was "stuck" but it was not part of the repair, so the dealer was going to reinstall it and try to get it to break free. FQA-SW inquired if CA EXEC could check into this to see if it should have been covered as part of the repair?

10/27/2023 3:23:37 PM

EXECPL-CG provided an update to FQA-SW, CA Director-TP, and RCAM-VL via Teams following EXEC-MB conversation with the dealer. EXECPL-CG notes CA Director- TP approves 100% goodwill towards the turbos repair.

10/27/2023 3:25:25 PM

EXEC-MC made outbound call to C using [redacted] on 10/27/2023 at 3:22PM. EXEC-MC advised is calling from Nissan Executive Team. EXEC-MC asked if now was a good time to talk. C confirmed. EXEC-MC advised C that call may be recorded for quality and training purpose. ********** EXEC-MC stated following up with C in regards to case and VEH concerns. EXEC-MC stated received update of further concerns with VEH related to turbo and additional repairs. EXEC-MC stated has reviewed with teams and was advised additional repairs needed will also be covered under 100% GW. C stated C thinks this is great. C stated C appreciates follow up and assistance. EXEC-MC stated will advise DLR of update and further assistance today so additional repairs can be made. EXEC-MC stated will follow up with C regarding any further updates or status. C understood. C thanked for call and wished a good weekend. EXEC-MC thanked C for time and wished a good day. Call ended mutually.

10/27/2023 3:48:04 PM

EXEC-MC made outbound call to [redacted] Nissan Coon Rapids using [redacted] on 10/27/2023 at 3:27PM. EXEC-MC spoke with Service Technician-[redacted]. EXEC-MC stated calling in regards to C and VEH repairs. EXEC-MC stated has reviewed with teams and Nissan will continue with 100% GW towards additional repairs needed for turbo. EXEC-MC stated will send email confirmation of this to SM- so that all are aware when repairs are completed. ST-MB stated would ask that email be sent to ST-MB as well at [redacted]. EXEC-MC stated would also like to confirm that ST-MB states part would be $3,100. EXEC-MC stated can ST-MB confirm labor cost for turbo repairs. ST-MB stated cannot guarantee labor costs as does not have numbers. ST-MB stated will advise though that DLR will be following bulletin for part and labor as recommended by Nissan. ST-MB stated TSB is [redacted] and lists entire process for replacing turbo. ST-MB stated labor opt code states DX58AA 4.4 hours for repairs. EXEC-MC understood. EXEC-MC stated will continue to follow up regarding any further updates. Call ended mutually.

10/27/2023 3:59:54 PM

EXEC-MC sent email to Service Technician-[redacted] and SM-[redacted] and Cc'd EXECPL-CG on 10/27/2023 at 3:58PM.
****

**** EXEC-MC stated following up to confirm NNA will continue with 100% GW towards turbo repairs further recommended. EXEC-MC stated DLR can proceed with repairs as outlined in [redacted]. EXEC-MC stated once repairs are completed the additional parts and labor from TSB will be included in VCAN.

11/2/2023 10:16:30 AM

[redacted] : Good morning....I'm trying to get a hold of [redacted] again. She said last week that her phone system is not working. Can you please send her a message to call me. [redacted] s : Hello, I see that there is a follow up call scheduled for the end of the business day, today., 11/02/2023.

11/2/2023 10:50:26 AM

[redacted] : Ok. Thank you [redacted] : I am happy to assist.

11/2/2023 1:00:58 PM

EXEC-MC received email from [redacted] on 10/31/2023 at 2:42PM.
********** SM-SF stated VEH has a fuel leak from a line after the repairs. [redacted]SF stated DLR needs 4.4 hours to remove the intake and install a new line. [redacted]SF stated the line does not come up in the flat rate manual but intake removal is 4.4 hours. [redacted]SF stated can EXEC-MC approve he additional time or does DLR need to call back into PCC.

11/2/2023 1:01:48 PM

EXEC-MC sent email to [redacted] and Technician-[redacted] and Cc'd EXECPL-CG on 11/1/2023 at 12:30PM.
********** **** EXEC-MC stated can DLR provide what the total labor cost would be for the 4.4 hours needed.

11/2/2023 1:02:37 PM

EXEC-MC received email from Technician-[redacted] on 11/1/2023 at 12:35PM.
********** Technician-MB stated labor cost for the 4.4 hours needed would be $715.48 and the part cost is $79.77.

11/2/2023 1:04:08 PM

EXEC-MC sent email to Technician-[redacted] and Cc'd EXECPL-CG on 11/1/2023 at 1:34PM.
****
EXEC-MC stated can DLR confirm the VEH needed turbo repairs at 4.4 hours labor and parts at $3,100. EXEC-MC stated at this time there has also been a fuel leak found in the line that will be an additional 4.4 hours labor along with $79.77 parts.

11/2/2023 1:05:55 PM

EXEC-MC received email from Technician-[redacted] on 11/2/2023 at 10:36AM.
********** Technician-[redacted] stated checking in as C is pressing to get VEH back however DLR cannot finish and return VEH until either EXEC-MC authorizes repairs or declines. Technician-[redacted] stated if repairs are declined C will be presented to pay and would suspect based on past events C will then contact and request GW. Technician-MB stated just wanted to see if had a response yet.

11/2/2023 1:07:06 PM

EXEC-MC sent email to Technician-[redacted] and Cc'd EXECPL-CG on 11/2/2023 at 10:45AM.
********** EXEC-MC apologized for delay and advised has been reviewing with team. EXEC-MC stated would advise DLR to contact PCC to see if the leak would be covered if concerns are related to the long block repairs. EXEC-MC stated if PCC says repairs will not be covered to advise.

11/2/2023 1:08:21 PM

EXEC-MC received email from Technician-[redacted] on 11/2/2023 at 11:13AM.
********** Technician-MB stated leak is not related to and not a normal operation when replacing long block. Technician-MB stated on the several other DLR has done the line has never required replacement and is not recommended for replacement in the service manual when replacing the engine.

11/2/2023 2:26:56 PM

EXEC-MC sent email to DTS[redacted] and Cc'd EXECPL-CG and RTM-[redacted] on 11/2/2023 at 2:24PM.
****
**** EXEC-MC stated wanted to reach out regarding case for C. EXEC-MC stated when the case was initially brought to team the DLR had recommended a long block replacement and after review our Executive team provided 100% Goodwill towards the repairs. EXEC-MC stated the DLR followed up shortly after to advise that the rotator turbine control valve was sticking and DLR was able to unlock the turbos at the time. EXEC-MC stated however as this may happen again in the future, DLR recommended the part be replaced as well. EXEC-MC stated EXEC team reviewed and continued with the 100% Goodwill offer. EXEC-MC stated DLR is now advising that there is a fuel line leak that will need 4.4 hours of labor for a roughly $80 part. EXEC-MC stated the 4.4 hours of labor was also the quoted labor time the DLR provided for the turbo repairs however the part was $3,100. EXEC-MC stated just wanted to see if, in DTSM opinion, these repairs and quotes are accurate as there are some questions about the high labor time needed for the fuel leak and if any other concerns may occur once this repair is completed.

11/2/2023 3:46:01 PM

EXEC-MC made outbound call to C using [redacted] on 11/2/2023 at 3:43PM and left VMX. EXEC-MC advised is calling from Nissan Executive Team. EXEC-MC provided direct line. EXEC-MC stated if C reaches VMX to leave name, phone#, and best time to contact.

11/2/2023 4:40:13 PM

[redacted] : I haven't heard anything....dealer won't release the vehicle until they have her approval Is there any way to reach out to her? [redacted] : She called you today and provided her information. Did you receive a voicemail? [redacted]9 : I did not [redacted]9 : I looked at my call log also....don't see anything [redacted] : I'll send her an email now. It has been noted in the case that a call was made. Do you have spam blockers on your phone? + [redacted]9 : No.....I receive all calls Thanks [redacted] : You're welcome. Email sent.

11/2/2023 4:40:33 PM

CRR-CN notes C reached out via SMS. CRR-CN sent courtesy email to EXEC agent per SOP.

11/3/2023 10:16:14 AM

EXEC-MC received email from Technician-[redacted] on 11/2/2023 at 4:01PM.
********** Technician-MB stated does not understand what EXEC-MC wants to ask PCC as nothing is covered aside from [redacted]W if this is authorizes. Technician-MB stated repairs are all out of warranty.

11/3/2023 10:17:55 AM

EXEC-MC received email from [redacted] on 11/2/2023 at 5:22PM.
********** RTM-KH stated all the fuel lines around the engine and under the intake are 1 time use parts and should have been replaced when DLR took the engine apart. [redacted]-KH stated is not sure which one DLR is wanting to replace but lines should have been replaced if DLR had them removed according to NNA directions.

11/3/2023 10:19:32 AM

EXEC-MC sent email to [redacted] and DTSM-[redacted] and Cc'd EXECPL-CG on 11/3/2023 at 10:14AM.
********** EXEC-MC stated to clarify is [redacted]-KH advising that the DLR should have replaced the fuel lines during the long block replacement in the beginning. EXEC-MC stated is trying to understand the further repairs and if this leak should have bene found and advised in the first stages of repairs.

11/3/2023 11:06:58 AM

[redacted]: Good morning. I have not heard anything....dealership won't release truck Can you send her another message? Thank[redacted]: Good morning! The follow-up date is today, 11/3. She will be calling by the end of the business day. If she is unable to reach you again, is there a backup number we can use? [redacted]: The dealership just informed us that it was approved....thank you for all of your help [redacted]: Oh, I am so glad to hear that. I am happy to help. Your case notes will be updated.

11/3/2023 2:36:14 PM

EXEC-MC made outbound call to C using [redacted] on 11/3/2023 at 2:34PM. EXEC-MC advised is calling from Nissan Executive Team. C stated hello. EXEC-MC stated hello can you hear me. EXEC-MC noting no further sound was heard. Call was disconnected.

11/3/2023 2:37:47 PM

EXEC-MC made outbound call to C using [redacted] on 11/3/2023 at 2:37PM and left VMX. EXEC-MC advised is calling from Nissan Executive Team. EXEC-MC provided direct line. EXEC-MC stated if C reaches VMX to leave name, phone#, and best time to contact.

11/3/2023 3:51:55 PM

EXEC-MC received email from DTSM-[redacted] on 11/3/2023 at 10:28AM.
********** DTSM-MK stated based on the information supplied there is not a reason to support with additional GW. DTSM-MK stated this part should have been replaced during a previous repair procedure since it is a single use part. DTSM[redacted]K stated single use parts are to be replaced each time they are disconnected or removed. DTSM-MK stated if this is a concern with this part and it was previously replaced this would be a parts warranty concern. DTSM-MK stated if anything might want to offer GW on the part itself but don't see a reason to pay the labor request. DTSM-MK stated DLR missed a step in the previous repair and that is on the DLR.

11/3/2023 3:53:35 PM

EXEC-MC sent email to Technician-[redacted] and SM-[redacted] and Cc'd EXECPL-CG, DTSM-[redacted], and [redacted] on 11/3/2023 at 10:55AM.
****
EXEC-MC stated has been reviewing this case and the fuel line leak repairs needed and it has been advised that these parts should have been replaced during a previous repair procedure since it is a single use part. EXEC-MC stated all of the fuel lines around the engine and under the intake are one time use parts and should be replaced whenever the engine is taken apart. EXEC-MC stated when speaking with the DTSM it was advised that these parts should have been replaced already when completing the engine repairs and replacement. EXEC-MC stated to please advise if the current concerns with VEH is something different than what has been advised.

11/3/2023 3:58:49 PM

EXEC-MC received email from Technician-[redacted] on 11/3/2023 at 11:17AM.
********** Technician-[redacted]B stated EXEC-MC is incorrect this is not one of the high pressure lines that are labeled one time use. Technician-MB stated DLR replaced all of those as DLR always do. Technician-MB stated this is the line from the fuel filter housing to the high pressure pump it is a plastic line with quick connect fittings on each side. Technician-MB stated C was being difficult and impatient so DLR reached out to [redacted] while we were waiting on EXEC-MC. Technician-MB stated [redacted] authorized the repair as Goodwill. Technician-MB stated so thanks anyways and have a good weekend. Technician-MB stated PS have attached an image to help educate EXEC-MC for the future per the parts catalog. Technician-MB stated note in the image highlighted in pink all of the lines with the X next to them are one time use and were replaced during the repairs as always. Technician-MB stated the line DLR were requesting Goodwill on is highlighted in yellow and does not have the X next to it as it is not labeled one time use. Technician-MB stated and because of that was not replaced until it was found leaking. Technician-MB stated again DLR have already gotten authorization from [redacted] so DLR will be completing the repairs and releasing the vehicle to the C.

11/3/2023 3:59:41 PM

EXEC-MC received email from DTSM-[redacted] on 11/3/2023 at 11:52AM.
********** DTSM-MK stated Technician-[redacted] did provide clarification on what line is needed and it is not a single use part. DTSM[redacted]K stated it would be common practice when a labor operation for the component is not available to use a similar component nearby as was provided previously.

11/3/2023 4:00:59 PM

EXEC-MC received email from [redacted] on 11/3/2023 at 3:11AM.
********** FOM-TH stated FYI spoke with the Technician at the DLR today. [redacted]-TH stated DLR are proceeding with the repairs. [redacted]-TH stated told the Technicians as SM was out on vacation that Nissan would cover all repairs to get the VEH back on the road via GW.

11/8/2023 7:58:35 AM

**EXEC-MC noting outbound call was made using personal cellphone with blocked number due to OS error. EXEC-MC made outbound call to C using [redacted] on 11/8/2023 at 7:56AM and left VMX. EXEC-MC advised is calling from Nissan Executive Team. EXEC-MC provided direct line. EXEC-MC stated if C reaches VMX to leave name, phone#, and best time to contact.

11/8/2023 8:00:58 AM

EXEC-MC sent the following email to C on 11/8/2023 at 8:00AM.
********** 11/8/2023 Case #49695636 VIN # XXXXXXXXXX549586 Dear [redacted], Thank you for taking the time to contact Nissan North America, Inc. and allowing us the opportunity to be of assistance. A review of our systems shows that the Executive Specialist has attempted to contact you on 11/3/2023, 11/8/2023. Please provide us with your best contact number, and a preferred contact time if desired, so we can continue to assist you. Case #49695636 has been updated to document this request. Please feel free to reply to this email with your information, or contact me directly [redacted] with any questions or comments. Sincerely, Nissan _____ [redacted] Executive Specialist Nissan North America, Inc.

11/13/2023 10:24:19 AM

EXEC-MC made outbound call to C using [redacted] on 11/13/2023 at 7:52AM and left VMX. EXEC-MC advised is calling from Nissan Executive Team. EXEC-MC provided direct line. EXEC-MC stated if C reaches VMX to leave name, phone#, and best time to contact.

11/16/2023 7:28:20 AM

EXEC-MC made outbound call to C using [redacted] on 11/16/2023 at 7:17AM. EXEC-MC advised is calling from Nissan Executive Team. EXEC-MC asked if now was a good time to talk. C confirmed. EXEC-MC advised C that call may be recorded for quality and training purpose. ********** EXEC-MC stated following up with C in regards to case and VEH concerns. EXEC-MC stated received further email correspondence to Executives regarding loan refund request. EXEC-MC stated will advised that Nissan cannot assist with sales concerns related to loan and payment. C stated C so Nissan is going to ask Capital One for refund of loan. EXEC-MC stated Nissan cannot assist with refund of loan. EXEC-MC stated any sales and sales concerns will need to be discussed between C, Capital One, and DLR. EXEC-MC stated DLR are independently owned and operated and Nissan cannot affect VEH loan. C stated C is going to write a letter and have loan refunded. C stated C cannot afford to pay for DIAG and repairs or another VEH payment. C stated C is giving VEH back to DLR as C did not buy bad VEH and will not accept paying for VEH. EXEC-MC understood. EXEC-MC stated if C wishes to approve further DIAG time and pay labor charges Nissan can review for repair assistance. C stated C cannot afford this and wants loan from bank refunded to C. EXEC-MC understood. EXEC-MC stated would refer C to bank for any further review or assistance with loan. EXEC-MC stated as Nissan cannot assist with loan or refund of VEH purchase. C understood. EXEC-MC thanked C for time and wished a good day. Call ended mutually.

11/16/2023 7:47:50 AM

**EXEC-MC noting to disregard previous case notes as was entered in error.

11/16/2023 7:50:19 AM

EXEC-MC made outbound call to C using [redacted] on 11/16/2023 at 7:47AM and left VMX. EXEC-MC advised is calling from Nissan Executive Team. EXEC-MC provided direct line. EXEC-MC stated if C reaches VMX to leave name, phone#, and best time to contact.

11/16/2023 7:51:48 AM

EXEC-MC sent email to Technician-[redacted], [redacted], and [redacted] and Cc'd EXECPL-CG, [redacted], and DTSM-[redacted] on 11/16/2023 at 7:47AM.
****
EXEC-MC stated can any update or status be provided for C VEH repairs.

11/16/2023 7:55:55 AM

EXEC-MC received email from Technician-[redacted] on 11/16/2023 at 7:53AM.
********** Technician-MB stated VEH is repaired and has been released to C.

11/16/2023 11:10:11 AM

EXEC-MC received email from [redacted] on 11/16/2023 at 9:59AM.
********** SM-SF stated C finally picked up VEH last night. [redacted]-SF stated C was hunting in [redacted] so VEH just sat at DLR.

11/16/2023 11:37:45 AM

EXEC-MC is closing case as customer is not responding. *****CASE SUMMARY***** Customer contacted Director, [redacted], regarding concerns with vehicle as turbo replacement was needed however dealership had to wait on parts due to supply chain issues. C advised after repairs vehicle was powering down into reduced power mode and was still related to turbo. C advised the truck continues to fail and dealer has now recommended engine replacement however vehicle is now out of warranty. C advised feels that diesel engine should last longer and oil pan should have been checked during previous repairs. EXEC-MC received email notifying that Director-TP approves 100% Goodwill for engine repairs. EXEC-MC reviewed case with Technician-[redacted] who advised dealer was in process of replacing engine rotary turbine control valve when part was sticking and dealer was able to unstick however this may occur again in the future and recommends replacing part. EXEC-MC was advised by EXECPL-CG that Director-TP approves 100% Goodwill towards additional turbo repairs needed during engine replacement. EXEC-MC received notification from [redacted] that vehicle has a fuel line leak after repairs and needs further repairs to remove intake and install new line. EXEC-MC reviewed case with [redacted] who advised all fuel lines around engine and under intake are one time use parts and should have been replaced when engine was taken apart. EXEC-MC advised dealer via email of [redacted]-KH finding and was advised repairs needed is not one of the high pressure lines labeled as one time use parts and dealer has already replaced as [redacted] provided full Goodwill moving forward. EXEC-MC was advised by dealer that vehicle repairs have been completed and vehicle is back with customer. *****STATEMENT OF DECISION***** EXEC-MC was unable to connect with customer after call and email attempts to confirm vehicle repairs are successful.

11/16/2023 11:38:13 AM

C contacted NNA seeking Engine replacement for VEH.

11/16/2023 11:38:14 AM

C contacted NNA seeking Engine replacement for VEH.

[redacted]

NAME: [redacted]
CITY: [redacted]
STATE: [redacted]

OPEN_DT: 10/30/2023
CLOSE_DT: 1/1/1901

VIN: [redacted]
MODEL: A61 YR: 2016
MFG DT: 9/11/2016
SVC DT: 10/12/2016
MILEAGE: 109,500

TRIM: PRO4X
OPTIONS: B92C03K03K04K11L11M
SERVICING DLR [redacted] / N [redacted]
DLR STATE: [redacted]
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Output Speed Sensor

CAR VERBATIM

10/30/2023

10/30/2023 6:57:53 PM

Call #: [redacted] Call Type: Inbound Assigned To: Managed Services Notes: Nissan, My name is [redacted] and I am the owner of a 2016 Nissan Titan XD Pro4x Diesel. I have owned several Nissans over the years and have always been impressed with their durability and reliability. In 2020 after lots of research and knowing I did not want to get anything other than a Nissan I upgraded to my current truck, the Titan XD. It is my dream truck and over the 3 years of owning it I have had no issues, and confidently saw myself driving it for at least another 10 years, as Nissan diesel trucks are built to last. On 28 Oct 23, while on the highway going approximately 65mph while driving up a bridge my Titans RPMs dropped and engine shut off. I had barely enough momentum to make it up the bridge and coast down it. I was able to pull my Titan to safety but was still stuck on the bridge. The Titan was towed to my local Nissan Dealership. On Monday I was alerted by the worker that the crankshaft was blown. As I am sure you know, the solution to this manufation issue is not cheap. The dealership has quoted me approximately $30K in repairs. I have taken this time to research and speak to many car/truck enthusiasts. Everyone confidently agrees that a crankshaft breaking in this situation is rare and to only be blamed on a manufaction error. There are plenty of forums about the 2016 Titan Turbo Diesel crankshaft blowing meaning you (Nissan) have known about this issue. I just want you (Nissan) to do what's right and correct this wrong. I am writing this to bring to your attention the faulty crankshaft in the 2016 Nissan Titan XD Pro4x Diesel. I believe you will make this right, and that the proper compensation to me will be paid. I am asking for you to pay for the cost of a new engine- that does not contain the faulty crankshaft, or to pay off the remaining balance of my truck. My Titan only has 109K miles on it. This is absolutely ridiculous, as there is NO underlying issues for this engine to blow a crankshaft. As a Nissan truck owner I should not be in the situation to have my engine blow while driving up a bridge on a busy highway leading into [redacted]. A Titan is supposed to be a superior truck, but it put my life in danger along with the other drivers on the road. I put my faith in Nissan to get me from point A to Point B. I have served in the Military for over 10 years and was proud to drive a Nissan Titan because of what the Titan stands for. I have been loyal to the company because I believe it is the best. I look forward to speaking with you and finding a solution to this problem. V/r [redacted]

10/31/2023 1:49:59 PM

VCS-RP Agent transferring case to CA dept. for further assistance

11/1/2023 9:08:34 AM

[redacted]-JT VERIFIED Account information including: C's name, home & e-mail address, Phone number & best contact number. [redacted]-JT VERIFIED VEH Information including: VIN #, Current Mileage, Pre-Owned. [redacted]-JT CHECKED for previous UNRELATED Case(s) and found: 0. [redacted]-JT CHECKED previous RELATED Case(s) and found: 0. [redacted]-JT CHECKED for open recalls/campaigns and found: 0. [redacted]-JT NOTED concern is: Crankshaft OOW FA. [redacted]-JT made outbound call to C: [redacted]. [redacted]-JT informed C that call may be recorded for quality purposes. [redacted]-JT understood and empathized with C s concerns. [redacted]-JT apologized for C s concerns and offered to assist C. [redacted]-JT asked C to go into more details about C s concerns. C stated that C had concerns with RPMs and engine while driving on highway. C stated that C had to tow VEH to dealer to have it looked at. C stated that the VEH engine and crankshaft blew up while driving on highway. C stated that C read online that it was a common occurrence and concern with many other vehicles. C stated that dealer advised C that engine and crankshaft would need to be replaced with a new one. C stated that dealer advised C that it would cost around $30,000 for repairs. C stated that the crankshaft and engine should not have gone out like that. C stated that C is seeking assistance with the cost of repairs for the crankshaft and engine. [redacted]-JT understood and empathized with C s concerns. [redacted]-JT apologized for C s concerns and offered to assist C. [redacted]-JT informed C that there were no open campaigns on VEH. [redacted]-JT informed C that [redacted]-JT emailed asking for PO documents. [redacted]-JT advised C that case has been created to document C s concerns. [redacted]-JT advised C that it is up to the dealership to determine whether or not the repair would be covered under warranty as the dealership is in the best position to assess the VEH. [redacted]-JT advised C of basic and powertrain expiration date and mileage for VEH. [redacted]-JT advised C that case will be forwarded to RCAS for further assistance and handling. [redacted]-JT advised C that C should be contacted by RCAS by the end of the next business day 11/02/2023. C acknowledged and thanked [redacted]-JT for assistance. [redacted]-JT asked if there was anything else to assist with at this time. C declined further assistance. [redacted]-JT thanked C for time and provided C with case number. Call ended mutually. Best contact # [redacted].

11/1/2023 9:08:36 AM

****** [CASE SUMMARY] ****** C contacted NNA CA seeking OOW FA with engine and crankshaft replacement. [redacted]-JT advised C that case will be forwarded to RCAS for further assistance and handling.

11/2/2023 8:44:45 AM

CRT-KR was unable to data net case.

11/2/2023 10:19:51 AM

CRT-KR made outbound call to [redacted] of [redacted] at [redacted]. CRT-KR requested to speak with SM or SA. CRT-KR was unable to speak with SM and received email of [redacted] at [redacted]. CRT-KR stated an email would be sent to SM.

11/2/2023 10:31:49 AM

CRT-KR sent email to [redacted] at [redacted]. CRT stated please answer questions below regarding C: Mileage: Diagnosis: Primary Failed Part: Primary Failed Part Number: What warranty does part fall under: Warranty Labor Cost: Warranty Parts Cost: Service History: DLR Participation: Customer Pay: Related Repair History: Location of Vehicle: DLR providing Loaner: How many days down at the DLR: GW Recommendation:

11/2/2023 10:59:58 AM

CRT-KR made outbound call to [redacted]. CRT-KR ADVISED, This call may be recorded for quality and training purposes. CRT-KR VERIFIED C s name, home & email address, concern, phone. CRT-KR CONFIRMED C s VEH make/model, mileage, and servicing DLR. CRT-KR CHECKED and ADVISED C of open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found:0 CRT-KR stated CRT-KR does see that the VEH was purchased pre-owned. CRT-KR advised C please send in PO in forms of Insurance card/Bill of sale/Registration/VEH title. CRT-KR stated what is the current mileage on the VEH. C stated around 109,500miles. CRT-KR advised that case has been escalated to CRT-KR and CRT-KR will agent reviewing case for resolution. CRT-KR confirmed that C is having concerns with Cs engine and crankshaft. CRT-KR asked for more information on the matter. C stated C bought the VEH thinking deiseal would last. C stated while driving up a bridge at around 65 mph the VEH started shaking and was not producing any power. C said rpms dropped down to zero and the truck just died on the road. C stated C had to put the VEH in neutral in order to get off the road. C stated C called a tow truck to have VEH sent to DLR. C stated the VEH only had about 85k miles when C bought the truck and C has never had any issues before with the truck. C stated DLR confirmed the crank shaft and engine went out. C stated C loves the truck and really wants it fixed. CRT-KR apologized that the C is having these concerns with the engine and crankshaft on the VEH and informed C that CRT-KR is still collecting information from DLR and the case is now under review for financial assistance. CRT-KR advised that CRT-KR will follow up on 11/7/23 or sooner if more information arises or if CRT-KR-KR needs more information from C. CRT-KR asked if C had any more questions for CRT-KR. C stated no not right now and thanked CRT-KR. CRT-KR provided direct line and case number. CRT-KR thanked the C for the C's time. Call ended mutually.

11/2/2023 11:00:48 AM

[redacted], My name is [redacted] and I am the owner of a 2016 [redacted] Titan XD Pro4x Diesel. I have owned several [redacted]s over the years and have always been impressed with their durability and reliability. In 2020 after lots of research and knowing I did not want to get anything other than a [redacted] I upgraded to my current truck, the Titan XD. It is my dream truck and over the 3 years of owning it I have had no issues, and confidently saw myself driving it for at least another 10 years, as [redacted] diesel trucks are built to last. On 28 Oct 23, while on the highway going approximately 65mph while driving up a bridge my Titans RPMs dropped and engine shut off. I had barely enough momentum to make it up the bridge and coast down it. I was able to pull my Titan to safety but was still stuck on the bridge. The Titan was towed to my local [redacted] Dealership. On Monday I was alerted by the worker that the crankshaft was blown. As I am sure you know, the solution to this manufation issue is not cheap. The dealership has quoted me approximately $30K in repairs. I have taken this time to research and speak to many car/truck enthusiasts. Everyone confidently agrees that a crankshaft breaking in this situation is rare and to only be blamed on a manufaction error. There are plenty of forums about the 2016 Titan Turbo Diesel crankshaft blowing meaning you ([redacted]) have known about this issue. I just want you ([redacted]) to do what's right and correct this wrong. I am writing this to bring to your attention the faulty crankshaft in the 2016 [redacted] Titan XD Pro4x Diesel. I believe you will make this right, and that the proper compensation to me will be paid. I am asking for you to pay for the cost of a new engine- that does not contain the faulty crankshaft, or to pay off the remaining balance of my truck. My Titan only has 109K miles on it. This is absolutely ridiculous, as there is NO underlying issues for this engine to blow a crankshaft. As a [redacted] truck owner I should not be in the situation to have my engine blow while driving up a bridge on a busy highway leading into downtown [redacted]. A Titan is supposed to be a superior truck, but it put my life in danger along with the other drivers on the road. I put my faith in [redacted] to get me from [redacted] B. I have served in the Military for over 10 years and was proud to drive a [redacted] Titan because of what the Titan stands for. I have been loyal to the company because I believe it is the best. I look forward to speaking with you and finding a solution to this problem. V/r [redacted] [redacted]

11/2/2023 11:00:49 AM

[redacted], My name is [redacted] and I am the owner of a 2016 [redacted] Titan XD Pro4x Diesel. I have owned several [redacted]s over the years and have always been impressed with their durability and reliability. In 2020 after lots of research and knowing I did not want to get anything other than a [redacted] I upgraded to my current truck, the Titan XD. It is my dream truck and over the 3 years of owning it I have had no issues, and confidently saw myself driving it for at least another 10 years, as [redacted] diesel trucks are built to last. On 28 Oct 23, while on the highway going approximately 65mph while driving up a bridge my Titans RPMs dropped and engine shut off. I had barely enough momentum to make it up the bridge and coast down it. I was able to pull my Titan to safety but was still stuck on the bridge. The Titan was towed to my local [redacted] Dealership. On Monday I was alerted by the worker that the crankshaft was blown. As I am sure you know, the solution to this manufation issue is not cheap. The dealership has quoted me approximately $30K in repairs. I have taken this time to research and speak to many car/truck enthusiasts. Everyone confidently agrees that a crankshaft breaking in this situation is rare and to only be blamed on a manufaction error. There are plenty of forums about the 2016 Titan Turbo Diesel crankshaft blowing meaning you ([redacted]) have known about this issue. I just want you ([redacted]) to do what's right and correct this wrong. I am writing this to bring to your attention the faulty crankshaft in the 2016 [redacted] Titan XD Pro4x Diesel. I believe you will make this right, and that the proper compensation to me will be paid. I am asking for you to pay for the cost of a new engine- that does not contain the faulty crankshaft, or to pay off the remaining balance of my truck. My Titan only has 109K miles on it. This is absolutely ridiculous, as there is NO underlying issues for this engine to blow a crankshaft. As a [redacted] truck owner I should not be in the situation to have my engine blow while driving up a bridge on a busy highway leading into downtown [redacted]. A Titan is supposed to be a superior truck, but it put my life in danger along with the other drivers on the road. I put my faith in [redacted] to get me from [redacted] B. I have served in the Military for over 10 years and was proud to drive a [redacted] Titan because of what the Titan stands for. I have been loyal to the company because I believe it is the best. I look forward to speaking with you and finding a solution to this problem. V/r [redacted] [redacted]

11/2/2023 11:01:36 AM

Previous related cases found: 0 Previous unrelated cased found: 0 Open Recalls/Campaigns: 0 Number of Vehicles Owned: Warranty Ext. TITAN DIESEL HIGH PRESSURE TURBO Expires: 10/12/2026 or 150,000miles, TITAN DIESEL TURBO ACTUATOR Expires:10/12/2026 or 150,000miles VSC Contracts : 0 Purchased New or Pre-owned: Pre-Owned Current Mileage: 109,500miles Beyond Basic Warranty Miles: 73,500 Beyond Basic Warranty Months: 49 Beyond PT Warranty Miles: 9,500 Beyond PT Warranty Months: 25 Amount paid (in dollars) to dealer: $1,460.26 What is your customer seeking? C contacted CA seeking OOWFA with VEH engine crankshaft replacement.

11/2/2023 11:34:54 AM

CRT-KR sent PO request email to C.

11/7/2023 11:06:23 AM

C sent email on 11/2/23 at 5:08pm stating attached is PO with different address due to Military relocation.

11/7/2023 11:07:04 AM

CRT-KR attached PO documents to case. CRT-KR updated VEH ownership on case.

11/7/2023 11:20:02 AM

CRT-KR forwarded email sent to [redacted] on 11/2/23 to [redacted] at [redacted] and [redacted] and [redacted] at [redacted]. CRT-KR was unable to call DLR first for follow up due to OpenScape being down.

11/7/2023 2:58:14 PM

CRT-KR is sending email to C at the direction of leadership due to technical concerns.

11/13/2023 3:30:53 PM

CRT-KR made outbound call to [redacted]. CRT-KR left VMX with C stating CRT-KR will follow up with C on 11/16/23 or sooner.

11/13/2023 3:32:14 PM

CRT-KR sent unable to contact email to C.

11/14/2023 5:21:31 PM

ECRR-IS received email through case 50089574 & logged to case for review. ---------- Good afternoon, I am still waiting on a call in regards to my case 50006455. Please respond with the date and time I should be expecting this call. [redacted] Thanks ---------- ECRR-IS exited case.

11/16/2023 4:41:39 PM

CRT-KR received an email from C on 11/12/23 at 6:33am. C stated: "Good Morning, I know your team has had some technical difficulties with your computer systems. Just wanted to follow with you on receiving a call back on the next steps involving my Nissan Titan. Thank you. V/r [redacted]"

11/16/2023 4:46:59 PM

CRT-KR made outbound call to [redacted]. CRT-KR ADVISED, This call may be recorded for quality and training purposes. CRT-KR stated CRT-KR is still working with DLR and working the case and wanted to follow up with C as promised. CRT-KR advised that CRT-KR will follow up on 11/21/23 or sooner if more information arises or if CRT-KR needs more information from C. CRT-KR confirmed direct line and case number. CRT-KR thanked the C for the C's time. Call ended mutually.

11/20/2023 3:58:50 PM

CRT-KR forwarded email sent to [redacted] on 11/2/23 to [redacted] at [redacted] and [redacted] and [redacted] at [redacted].

11/21/2023 11:46:31 AM

CRT-KR made outbound call to [redacted] of [redacted] at [redacted]. CRT-KR requested to speak with SM or SA. CRT-KR spoke with [redacted]. CRT-KR stated what is the mileage. SA stated 109,295miles. CRT-KR stated what is the diagnosis. SA stated broken crank shaft and needs engine replaced. CRT-KR stated what is the primary failed part. SA stated the crank shaft. CRT-KR stated what warranty does part fall under. SA stated Powertrain. CRT-KR stated what is the warranty labor cost. SA stated $3,518.90. CRT-KR stated what is the warranty parts cost. SA stated $26,576.69. CRT-KR stated will the DLR participation. SA stated no. CRT-KR stated what was the customer pay. SA stated $159.95 for diagnostic fee. CRT-KR stated are there any related repair history. [redacted] stated no. CRT-KR stated what is the location of vehicle. SA stated the VEH was towed a week or two ago. CRT-KR stated is the DLR providing a loaner. SA stated DLR does offer loaner but DLR is on a waiting list currently. CRT-KR stated does DLR have any GW Recommendations. SA stated DLR does not recommend GW due to C not coming to DLR or any other NNA DLR for repairs. CRT-KR thanked SA Call ended mutually.

11/21/2023 12:13:46 PM

CRT-KR sent email to [redacted] at [redacted]. CRT-KR stated please provide the Primary Part Number for C listed above as well as the date last serviced.

11/21/2023 1:22:44 PM

CRT-KR received email from FOM-[redacted] on 11/21/23 at1:18pm. FOM stated: Mileage:109295 Diagnosis: Broken crankshaft Primary Failed Part: crankshaft Primary Failed Part Number:1220740a What warranty does part fall under:60 months or 100,000 miles Warranty Labor Cost: $4508.90 Warranty Parts Cost: $25586.69 Service History:previous owner had extensive hisory on DBS this customer recently purchased DLR Participation:0% Customer Pay:0% Related Repair History:None Location of Vehicle: At customer's home DLR providing Loaner: NO How many days down at the DLR: 10/28/23

11/21/2023 1:26:38 PM

CRT-KR made outbound call to C at [redacted]. CRT-KR ADVISED, This call may be recorded for quality and training purposes. CRT-KR stated CRT-[redacted] apologizes for the time it is taking but is still working with DLR and working the case and wanted to follow up with C as promised. CRT-KR advised that CRT-KR will follow up on 11/28/23 or sooner if more information arises or if CRT-KR needs more information from C. CRT-KR confirmed direct line and case number. CRT-[redacted] thanked the C for the C's time. Call ended mutually.

11/21/2023 1:26:57 PM

CRT-KR submitted GW request.

11/28/2023 7:57:02 AM

CRT-KR sent email to FOM-[redacted] at [redacted]. CRT-KR stated CRT-KR has sill not received a decision for the C GW request. CRT-KR stated please send update.

11/28/2023 8:42:28 AM

CRT-[redacted] made an outbound call to FOM-[redacted] at [redacted]. CRT-KR reviewed case with FOM-RD. FOM-RD denied GW request for engine crank shaft replacement.

11/28/2023 4:18:30 PM

CRT-KR made outbound call to C at [redacted]. CRT-KR ADVISED, This call may be recorded for quality and training purposes. CRT-KR advised that CRT has reviewed for OOW FA with C s engine repair concern. CRT-KR advised that CRT reviewed to see if there are any related campaigns or recalls. CRT-KR advised that CRT also reviewed to see if there were any VSC that would cover the costs and CRT did not find any. CRT-KR advised that after review, NNA is not in a position to assist with the repair due to the VEH being out of all manufacture warranty's. CRT-KR-KR offered that C could possibly check in with DLR to see if DLR offered any financial assistance programs. CRT-KR stated do you have any questions for CRT-KR. CRT-KR apologized to C for the outcome. C stated on Nov 17th in 2016 there is an investigation from this happening to multiple VEHs with this concern. C stated C has been a loyal C for Years and C will now never buy a NNA VEH ever again. C stated if investigation needs C to help with the case then C will be taking legal action with investigation. CRT-KR stated CRT-KR can send an email regarding wanting legal action if C wants. C stated no C doesn t need that. C said if the investigation needs a C then the C will involve C VEH. C stated C does not plan to take legal action on C own. CRT-KR stated CRT-KR understands and again CRT-KR greatly apologizes. CRT-KR confirmed direct line and case number. CRT-KR thanked the C for the C's time. Call ended mutually.

11/28/2023 4:26:39 PM

CORRECTION CRT-KR made an outbound call to FOM[redacted] at [redacted]. CRT-KR reviewed case with FOM-RD. FOM-RD denied GW request for engine crank shaft replacement due to the VEH being bought pre-owned with high mileage.

11/28/2023 4:56:14 PM

CRT-KR is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted Nissan CA requesting assistance with OOWFA with VEH engine crankshaft replacement. CRT-KR reviewed Case with SA- [redacted] who advised the VEH has a broken crankshaft and needs an engine replacement. CRT-KR reviewed case with FOM-[redacted] who provided details of replacement cost and confirmed VEH needing engine replacement. CRT-KR reviewed case with FOM-[redacted] who advised NNA was not in a position to award OOWFA at the time due to the VEH being purchased pre-owned at a high mileage. *** STATEMENT OF DECISION *** CRT-KR advised C that Nissan is not in the position to offer assistance at this time due to vehicle being outside of warranty and purchased pre-owned with existing high mileage.

11/29/2023 4:23:16 PM

CRT-KR received an email from C at 10:45am on 11/29/23. C stated: Good day, "After taking the night to think about it, I am not comfortable closing my case. I do not believe it is right for no compensation to be paid to me as there is an ongoing investigation reflecting what happened to me and my truck. I have spent so much money on rental cars, tow trucks and now I am still left without a working vehicle. Nissan needs to make right and offer compensation to their loyal customers. Please forward my case to you higher up so I am able to speak with them in regards to this matter."

11/29/2023 4:50:43 PM

CRT-KR made outbound call to C at [redacted]. CRT-KR ADVISED, This call may be recorded for quality and training purposes. CRT-KR stated CRT-KR received C phone call and wanted to reach back out to C. C stated C does not understand how NNA is not going to help and C thinks it is messed up. C stated C wants to know who is higher up that C can talk to about the case. CRT-KR explained CRT-KR is the regional case manager that has been assigned the case. CRT-KR stated CRT-KR understand the C frustration and apologizes however unfortunately CRT-KR can only go off the information CRT-KR has obtained regarding the case. CRT-KR stated regardless who C speaks with unfortunately the outcome will remain the same. C stated even though the VEH is faulty. C stated NNA sold C a faulty VEH and NNA is just not helping to fix it. C stated C doesn t understand how NNA doesn t know about all of the NNA VEHs having a crank shaft issue. C stated does NNA does not have information with the crank shaft with VEH. CRT-KR stated CRT-KR does not have that information. C stated so CRT-KR is telling C that there is an investigation going on and NNA doesn t know about it. C stated C wanted to talk to someone who does. C stated C has a truck that C owe money on with a concern. C stated all DLR know about the concern C does not understand how. CRT-KR apologized to C and stated someone will be in contact with C by the end of next business day. CRT-KR thanked C. Call ended mutually.

11/30/2023 1:42:15 PM

[redacted] placed outbound call to C @ [redacted]. [redacted]-TC advised This call may be recorded for quality and training purposes. [redacted]-TC asked if C has a moment to discuss case. C stated yes. [redacted]-TC stated DC understands that C has requested to escalate case after speaking with CRT-[redacted] with regards to a request for OOW FA for crankshaft repairs needed to C's VEH that has been denied. C confirmed. [redacted]-TC stated DC sees that VEH was purchased preowned at about 77,288 miles correct. C confirmed. [redacted]-TC asked if C has anything C want to add to case. C stated spoke with CRT yesterday about case. C stated 2016-19 [redacted]s have a history of crankshaft breaking C stated engine blew as C was driving on highway at 70mph for no reason. C stated and C was on bridge and had to get from far right lane to the left lane with no power. C stated has always owned Nissa[redacted]ns C's entire life C stated that engine should last 500k miles or more. C stated that is why C purchased truck. C stated that always purchased [redacted]s. C stated thought truck would last. C stated and now NNA is advising that it is too bad and will not do anything. C stated that ridiculous it is ongoing issue with crankshaft. C stated CRT-KR could not give straight answer on whether or not NNA knew about crankshaft concerns. [redacted]-TC apologized for crank shaft concerns for VEH. [redacted]-TC stated DC understand that situation is not a favorable one to be in. [redacted]-TC stated that DC does see that VEH warranty that would have covered the repair was for 5yr 100k miles from the original purchase date and C is now 9,295 miles and 12 months OOW. [redacted]-TC stated when reviewing for OOW FA the assistance is never guaranteed as NNA back products by warranties. [redacted]-TC stated after reviewing case DC must advise that information provided by CRT-KR is in fact correct as NNA would not be in a position to assist with the current repairs needed to VEH. C stated C's concern is that C is 6k miles past the warranty and crankshaft blows. C stated does NNA know about crankshaft concerns for this type of VEH. [redacted]-TC stated DC can advise that there are no open recalls or campaigns showing crankshaft repairs should be covered. C stated that NNA CA is corporate correct. [redacted]-TC confirmed. C stated how can C look up multiple articles stating that there are investigation over crankshaft failures but DC and CRT-KR cannot advise on whether or not NNA is aware of it. C stated C found several articles stating that NHTSA is investigating crankshaft in the [redacted]s. [redacted]-TC stated unfortunately that is not something DC can confirm or deny as NHTSA may very well be investigating the situation however until information is supplied directly to NNA CA advising of recall being needed DC must go based off NNA system. C stated C get that. C stated but what C does not understand is that DC and CRT-KR cannot advise on whether or not this concern is something NNA is aware of. C stated that NNA should know if there is a crankshaft concern for the [redacted]s. C stated why don't CRT-KR or DC take the time to look at the VINs to see if crankshaft concerns exist. [redacted]-TC stated that parts on VEH are VIN specific and while C has crankshaft concerns on C's [redacted] another [redacted] may not have same concern as part may be different. [redacted]-TC stated this is reason that DC and CRT-KR can only advise on C's specific VEH. [redacted]-TC stated DC is unable to pull all VINs for [redacted]s to make determination as VIN number is how NNA determine what specific parts and part models are on each VIN. [redacted]-TC stated even if NHTSA determine a recall is needed for a specific model crankshaft there is no guarantee that C's VIN would be included as part can be different.

11/30/2023 2:55:47 PM

--CALL CONTINUED-- C stated that this does not make sense to [redacted] stated how is it that yr and model can be the same but part can be different. C stated that does not make sense. C stated that C is looking at the articles now with all the 2016 model Titans with the same crankshaft failure. C stated that how is it possible that every VEH may have different part but all have same concern. C stated it is ridiculous. [redacted]-TC stated that at this time there are no active recalls or campaigns that would cover repairs. [redacted]-TC stated DC cannot speak for other VEHs as DC does not get to see what is on that VIN unless DC pulls up a case for that particular VIN. [redacted]-TC stated that even if another VIN does have recall, recalls are VIN specific as not all parts in VEHs are the same. C stated does not understand how someone can be such a loyal customer and VEH fails C while going up a bridge. C stated NNA is basically spitting in C's face with no help C stated no compensation for truck and that is insane that C can be treated this way. C stated makes no sense. [redacted]-TC apologized for unfavorable decision and information provided. [redacted]-TC stated VEH was purchased preowned as is and warranties have expired. [redacted]-TC stated NNA back products by warranties but once OOW any and all repairs are C's expense. [redacted]-TC stated DC does see loyalty C has to NNA [redacted] appreciate C's loyalty. [redacted]-TC stated unfortunately in this case NNA is not in position to assist with repairs. C stated that loyalty is gone now. C stated will never purchase a Nissan. C stated that any of C's kids will never purchase a Nissan. [redacted]-TC note call went silent. C stated do not close case. C stated will not sit and do nothing. C stated C will keep pushing. C stated will make sure people know how case was handled. C stated and for NNA stating that VIN does not have a crankshaft campaign and recall. C stated C know that NNA know about crank shaft issues. C stated why not look at other VIN numbers and see the number of VEHs with crankshaft concerns. [redacted]-TC stated looking up additional VINS will not change the decision on this particular VIN. [redacted]-TC stated each VINs parts are different and determined by VIN. C stated looking at 2016 forum and see all the crankshaft concerns. C stated all the 2016 titans have same engine unless NNA is giving different engines for each VEH. C stated C doubt that NNA is doing that for different VEH. [redacted]-TC stated different model parts can be used in different VINs. c Stated obviously something happened in manufacturer as the crankshaft blew in VEH. C stated does DC know how hard it is to blow a crankshaft. [redacted]-TC stated unfortunately DC cannot state as DC is not a tech. C stated that crankshaft normally only go out due to drag racing. C stated that this is absurd as if crankshaft failed then something is wrong mechanically. C stated took VEH to NNA DLR and was advised that the trucks have an issue and concern was caused by failure at the manufacturing level. [redacted]-TC stated DC will document C's dissatisfaction with decision. [redacted]-TC reiterated decision and advised that decision is nonnegotiable. C stated C will not stop. C stated that it is absurd that this is what NNA office will do. C stated the fact that C cannot be offered anything of what C purchased from NNA and NNA is stating no. C stated that C will not stop and case should not be closed. C stated C does not care if C has to call every day C's voice will be heard. [redacted]-TC advised case does get closed with this decision provided. C stated then C will call and open new case. [redacted]-TC advised if reopened case will go back to CRT-KR to contact C and reiterate decision. C stated then C will put in another case.

11/30/2023 3:03:28 PM

--CALL CONTINUED-- [redacted]-TC stated each time C contact to start new case the same case will reopen for CRT-KR to contact. [redacted]-TC stated C is welcome to reach out to CRT directly with any additional questions C may have. C stated no C is submitting new cases and hopefully C will get someone different. [redacted]-TC advised if C call to open case this case will be reopened back to CRT-KR to contact and provide same decision as CRT-KR is regional case manager at this time. C stated that's ok. C stated will speak with CRT and then ask to escalation. C stated then C will speak with DC again. [redacted]-TC stated case was already escalated to CRT-KR for review and decision to be provided. [redacted]-TC stated that case was then escalated to DC as C was not happy with decision and decision has been reiterated. C stated waited patiently for NNA to do the job and this is what C find out. C stated it is awesome that NNA treat C like this. C stated it is awesome customer service. C stated C wants DC's supervisor. [redacted]-TC stated [redacted]s supervisor is not customer facing. C stated who is over D[redacted] stated that DC is advising that there is no one else C can speak with above [redacted]. [redacted]-TC stated case was already escalated and [redacted]s supervisor is not customer facing. [redacted]-TC apologized for decision provided. C stated no DC is not sorry as if DC was sorry NNA would do something to help C. [redacted]-TC stated while DC is stating that NNA is not in a position to assist with these repairs what other assistance is C seeking. C stated C want some type of compensation. C stated C had to pay for towing and rental VEHs due to VEH failure. C stated C is not asking NNA to fix VEH. [redacted]-TC advised NNA CA is not in position to review for compensation for additional expenses until VEH is repaired and returned to C. C stated so C has to pay the 30k for repairs then NNA review. C stated that is crazy. [redacted]-TC stated DC is not stating pay for repairs. [redacted]-TC stated DC is stating that NNA cannot offer any compensation until VEH is repaired and returned. [redacted]-TC stated in this situation DC would not state pay for repairs as DC understand the expense. [redacted]-TC stated that VEH is OOW and all repairs and expenses incurred are at C's expense as owner in this situation. C stated great C stated why don't DC let C speak with someone else and shoot C's shot. [redacted]-TC stated case will be sent to a team to review and verify all information provided to C was correct. [redacted]-TC stated C will receive contact from team in 24-48 hrs. [redacted]-TC asked if C has additional questions at this time. C declined. [redacted]-TC asked does C still have contact number and case number for CRT-KR. C confirmed. [redacted]-TC stated thanks for being part of NNA. Call ended mutually.

11/30/2023 4:14:34 PM

[redacted] note case escalated to Exec for further handling.

12/1/2023 8:25:04 AM

C contacted CA seeking OOWFA with VEH engine crankshaft replacement.

12/1/2023 8:25:05 AM

C contacted CA seeking OOWFA with VEH engine crankshaft replacement.

12/1/2023 8:27:30 AM

(Internal Info Only, EXECPL-CG is noting that EXEC-HR is currently training on the executive team). EXECPL-CG is assigning [redacted] Escalation Case to EXEC-HR to handle on 12/1/2023 with guidance from EXEC-JJ.

12/1/2023 8:33:03 AM

From: [redacted] Sent: Friday, December 1, 2023 8:32 AM To [redacted](2), [redacted] (EXTERNAL)<holly.rojik@infiniti.com> Cc: [redacted](3), [redacted] Subject: [redacted] Escalation Case: [redacted]/2016 TITAN XD/VIN [redacted]/Case 50006455/Handle Today With Guidance From EXEC-JJ

12/1/2023 8:35:49 AM

Unable to DataNet No users are associated with the selected dealer to share the case with.

12/1/2023 9:14:42 AM

******GW REVIEW****** Number of Vehicles Owned: 1 State of Residence: [redacted] Servicing Dealer: [redacted] OF [redacted] CHARLESTON VSC Contract: None Warranty Extensions: 2 Titan Diesel High Pressure Turbo: Expires on 10/12/2026 or 150,000 miles. Titan Diesel Turbo Actuator: Expires on 10/12/2026 or 150,000 miles. VEHICLE INFORMATION: Purchased New or Pre-owned:Pre-owned Pre-Owned Mileage: 85,000 Current Mileage:109,500 Date of Purchase: Where VEH was Purchased: VIN #[redacted]-2016 Nissan Titan XD In-Service date:10/12/2016 Beyond Basic Warranty Miles: 73,500 Beyond Basic Warranty Months: 50 Beyond PT Warranty Miles: 9,500 Beyond PT Warranty Months: 26 Beyond CVT Warranty Extension: none Customer pay at the dealer:$1,620.21 Warranty cost: Labor First reported service visit: 8/13/2020 and 72,105 miles. Last reported service visit: 10/30/2023 and 109,295 miles.

12/1/2023 9:16:38 AM

******GW REVIEW****** Number of Vehicles Owned: 1 State of Residence: [redacted] Servicing Dealer: [redacted] OF [redacted] CHARLESTON VSC Contract: None Warranty Extensions: 2 Titan Diesel High Pressure Turbo: Expires on 10/12/2026 or 150,000 miles. Titan Diesel Turbo Actuator: Expires on 10/12/2026 or 150,000 miles. VEHICLE INFORMATION: Purchased New or Pre-owned:Pre-owned Pre-Owned Mileage: 85,000 Current Mileage:109,500 Date of Purchase: Where VEH was Purchased: VIN #: [redacted]-2016 Nissan Titan XD In-Service date:10/12/2016 Beyond Basic Warranty Miles: 73,500 Beyond Basic Warranty Months: 50 Beyond PT Warranty Miles: 9,500 Beyond PT Warranty Months: 26 Beyond CVT Warranty Extension: none Customer pay at the dealer:$1,620.21 Warranty cost: Labor First reported service visit: 8/13/2020 and 72,105 miles. Last reported service visit: 10/30/2023 and 109,295 miles.

12/1/2023 9:22:45 AM

EXEC-HR notes Customer has had other 3 related CA cases for a broken crankshaft and Customer requesting FA.

12/1/2023 11:26:35 AM

EXEC-HR notes 3 related cases with customer sending emails regarding a broken crankshaft and customer requesting FA.

12/1/2023 12:17:14 PM

EXEC-HR made outbound call to C using @ [redacted] on 12/1/2023 @ 11:42 AM CST. EXEC-HR advised is calling from the Nissan Executive Team looking for C. EXEC-HR asked if now was a good time to talk. C confirmed. EXEC-HR advised C that call may be recorded for quality and training purpose. EXEC-HR advised does have some information to verify with C. EXEC-HR verified C's name, home address, phone#, email address, current mileage. C stated that C's VEH is currently 106,000 EXEC-HR apologized and empathized for crankshaft repairs. EXEC-HR requested pre-owned VEH mileage. C stated VEH had 80,000 miles. EXEC-[redacted] requested current VEH mileage. C stated VEH has 106,000 miles. EXEC-HR requested where VEH was purchased. C stated VEH was purchased at Nissan DLR in [redacted] EXEC-HR asked when VEH was purchased. C stated VEH was purchased on July 2020. EXEC-HR asked if C had any additional information C would like to provide. C stated that C spoke with [redacted] about C's case. C stated that Nissan has advised C that no FA will be provided. C stated that C was driving on the VEH on a bridge and coasted down the bridge with no engine power. C stated that C got to to the side of the road and this was dangerous. C stated that C's mechanic buddies were shocked about C's VEH engine concerns. C stated that C's broken crankshaft does not just happen. C stated that 2016 Nissan TITAN has had numerous concerns. C stated that C is shocked that Nissan does not know about C's VEH concerns via crankshaft. C stated that C is an active Military. C stated that [redacted] been a loyal Nissan customer. C stated that C is shocked due to no FA given to C. C stated that C is not going to stop escalating case. C stated that C wants Corporate to speak to mechanic of known concerns with camshaft on vehicle. C stated that C thinks that VEH should last a million miles. C stated that everyone that C knows thinks that the camshaft breaking only happens if the C is drag racing. EXEC-HR provided EXEC-[redacted]s direct number. EXEC-HR confirmed C's case number. C confirmed. EXEC-HR advised C that EXEC-HR has received the case and reviewed for possible OOW FA and unfortunately the decision would be the same. EXEC-HR advised C that VEH is OOW PT warranty as it expired on 10/12/2021 or 100,000 miles whichever comes first. EXEC-HR advised C that unfortunately the VEH is Outside of PT Warranty as it is expired now by 9,500 miles and 26 months. EXEC-HR informed C that Nissan has fulfilled its obligations under the various limited warranties that are included with C s vehicle. EXEC-HR advised C that there are currently no campaigns or no recalls which were issued for this vehicle. EXEC-HR apologized for unfavorable decision and information provided. EXEC-HR stated VEH was purchased preowned as is and warranties have expired. EXEC-[redacted] stated NNA back products by warranties but once OOW any and all repairs are C's expense. EXEC-HR stated EXEC-HR does see loyalty [redacted] to NNA and appreciate C's loyalty. EXEC-HR stated unfortunately in this case NNA is not in position to assist with repairs. EXEC-HR stated different model parts can be used in different VINs. EXEC-HR stated DC sees that VEH was purchased preowned at about 77,288 miles correct. EXEC-HR advised NNA CA is not in position to review for compensation for additional expenses until VEH is repaired and returned to C. EXEC-HR stated that VEH is OOW and all repairs and expenses incurred are at C's expense as owner in this situation. EXEC-HR advised that the case could not be escalated further as case had been escalated to the Executive Team. EXEC-[redacted] advised C that unfortunately once the VEH is OOW the cost of the repair would be the responsibility of the customer to cover. EXEC-HR advised that EXEC-HR was C's highest POC and was providing the final decision from NIS. ***Continued

12/1/2023 12:18:30 PM

***Continuation of previous case note. C stated that Nissan does not care about Nissan's customers. C stated that C still owes money on truck. C vented. C stated that C had done research and saw that people had a concern with the 2016 TITAN and the camshaft. C stated that [redacted] a case pending with NHTSA and C will join 20 others with a case. C stated that NHTSA is doing an investigation and C is one of 20 customers who filed the complaint. C stated that Nissan Corporate knows about C's VEH. C stated that C will never own another Nissan. EXEC-HR advised C that EXEC[redacted]R has received the case and reviewed for possible OOW FA and unfortunately the decision would be the same. C stated EXEC-HR advised that EXEC-HR understood the outcome was not what C was hoping for, but unfortunately the decision was the final decision from NIS that assistance was not being provided towards resolution of concern. EXEC-HR advised C's case had been re-reviewed and unfortunately the offer of assistance was not being increased as the provided offer was the best that was able to be provided to C. C stated that C will keep calling everyday and keep escalating the case. C stated that unfortunately the decision will not change as the case had been escalated to the Executive Team and it is the final decision that NIS is not able to provide any assistance for EXEC-HR that C's concern as VEH is fully outside of warranty. EXEC-[redacted] advised C that CA would not be able to advise on if there is a concern with a specific parts on the VEH the DLR would be best to advise. C stated that Nissan DLR advised C that Titans suck. C stated that DLR told C to email [redacted] C stated that unfortunately with the VEH is well OOW there will not be any assistance provided. EXEC-HR advised once the VEH is OOW the cost of the repair would be C's responsibilty. C stated that C will keep calling CA and keep opening cases until someone gives C FA. C stated that C will call EXEC-HR tomorrow and keep calling EXEC-HR and demands to speak with someone above EXEC-[redacted]. EXEC-HR advised C that EXEC-HR is the POC and there would be no one else that C can speak with. the decision was the final decision from NIS that assistance was not being provided towards resolution of concern. EXEC-HR asked if C had any other questions or concerns. C stated that C is shocked that EXEC-HR does not know about TITAN's VEH concerns. EXEC-HR advised C that EXEC-HR is not mechanically or technically trained. EXEC-HR thanked C for time, branded call and wished a great day. Call ended mutually.

12/1/2023 1:21:40 PM

EXEC-HR is noting that no follow up expectation was set with customer as customer was advised of denial of assistance.

12/2/2023 1:19:20 PM

SMS-S, Social Network= FACEBOOK, Sprinklr Social Persona= [redacted] Yeah don t ever buy a Nissan Titan, I have one and the crank shaft blew going 70mph on the highway with absolutely no warning sign. The fix is a brand new motor which costs $30k. When I called corporate they said they would not cover it. I talk to three different people in corporate and none of them even knew what a crankshaft was.

12/2/2023 1:19:23 PM

SMS-S, Social Network= FACEBOOK, Sprinklr Social Persona= Nissan We are sorry to hear of your concerns, [redacted]. If you've already spoken with our Consumer Affairs team and would like for us to document your feedback within the case notes, please send us a Private Message with your 17-digit VIN and any applicable case numbers. Keep in mind that we do work in tandem with this department, therefore, we are unable to alter any decisions provided to you. Thank you.

CONSUMER ASSISTANCE REQUEST

[redacted]

NAME: [redacted], [redacted]
CITY: [redacted]
STATE: [redacted]
OPEN_DT: 10/31/2023
CLOSE_DT: 11/1/2023

VIN: [redacted]
MODEL: A61 YR: 2016
DT: 9/11/2016
SVC DT: 10/12/2016
MILEAGE:

TRIM: PRO4X
OPTIONS: B92C03K03K04K11L11M
SERVICING DLR NI
DLR STATE: [redacted]
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
[redacted]	OI	Non Vehicle Concerns	337840	Case
	CO	Account Maintenance	6G	Duplicate

CAR VERBATIM

10/31/2023

10/31/2023 4:24:53 PM

Call #: [redacted] Call Type: Inbound Assigned To: Managed Services Notes: Nissan, My name is [redacted] and I am the owner of a 2016 Nissan Titan XD Pro4x Diesel. I have owned several Nissans over the years and have always been impressed with their durability and reliability. In 2020 after lots of research and knowing I did not want to get anything other than a Nissan I upgraded to my current truck, the Titan XD. It is my dream truck and over the 3 years of owning it I have had no issues, and confidently saw myself driving it for at least another 10 years, as Nissan diesel trucks are built to last. On 28 Oct 23, while on the highway going approximately 65mph while driving up a bridge my Titans RPMs dropped and engine shut off. I had barely enough momentum to make it up the bridge and coast down it. I was able to pull my Titan to safety but was still stuck on the bridge. The Titan was towed to my local Nissan Dealership. On Monday I was alerted by the worker that the crankshaft was blown. As I am sure you know, the solution to this manufation issue is not cheap. The dealership has quoted me approximately $30K in repairs. I have taken this time to research and speak to many car/truck enthusiasts. Everyone confidently agrees that a crankshaft breaking in this situation is rare and to only be blamed on a manufaction error. There are plenty of forums about the 2016 Titan Turbo Diesel crankshaft blowing meaning you (Nissan) have known about this issue. I just want you (Nissan) to do what's right and correct this wrong. I am writing this to bring to your attention the faulty crankshaft in the 2016 Nissan Titan XD Pro4x Diesel. I believe you will make this right, and that the proper compensation to me will be paid. I am asking for you to pay for the cost of a new engine- that does not contain the faulty crankshaft, or to pay off the remaining balance of my truck. My Titan only has 109K miles on it. This is absolutely ridiculous, as there is NO underlying issues for this engine to blow a crankshaft. As a Nissan truck owner I should not be in the situation to have my engine blow while driving up a bridge on a busy highway leading into [redacted]. A Titan is supposed to be a superior truck, but it put my life in danger along with the other drivers on the road. I put my faith in Nissan to get me from point A to Point B. I have served in the Military for over 10 years and was proud to drive a Nissan Titan because of what the Titan stands for. I have been loyal to the company because I believe it is the best. I look forward to speaking with you and finding a solution to this problem. V/r [redacted] [redacted]

10/31/2023 4:50:46 PM

VCS-LC sending case to CA for further handling

11/1/2023 12:42:41 PM

ECRR-IS closing case as duplicate to case number 50006455.

CONSUMER ASSISTANCE REQUEST

[redacted]

NAME: [redacted]
CITY: [redacted]
STATE: [redacted]

OPEN_DT: 11/13/2023
CLOSE_DT: 12/15/2023

VIN: [redacted]
MODEL: A61 YR: 2017
MFG DT: 9/27/2016
SVC DT: 1/2/2017
MILEAGE: 77,314

TRIM: PLATINUM 4X4
OPTIONS: B10B11B13B92C03L12M
SERVICING DLR OLYMPIA [redacted]
DLR STATE: [redacted]
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Output Speed Sensor
07	OA	Vehicle Concerns	5X	Fuel/Intake System
	[redacted]	Mechanical	4S	Fuel Pump

CAR VERBATIM

11/13/2023

11/13/2023 12:25:34 PM

CRR-MHA VERIFIED Account information including: C s name, home & e-mail address, phone number & best contact number. CRR-MHA VERIFIED VEH Information including: VIN #, Current Mileage. CRR-MHA CHECKED for open recalls/campaigns and found: 0 CRR-MHA CHECKED for previous UNRELATED cases and found: 0 CRR-MHA CHECKED previous RELATED cases and found: 0 CRR-MHA NOTED concern is: OOW FA engine concern. CRR-MHA received a call from [redacted] now known as C. Previous case 49840932 C stated that there is an issue with the fuel pump defect which needs to have the engine replaced. C stated that C is requesting to speak with Nissan Engineering regarding the issue with the VEH. C stated that C is requesting to have a different [redacted] agent assigned to C s case as C was unhappy with the previous one from case 49840932. C stated that C is seeking some type of assistance in regards to the repair. CRR-MHA informed C that case will be sent to [redacted] for further review. CRR-MHA advised of one business day contact, 11/14/2023. C understood. CRR-MHA asked if there was anything else CRR-MHA could assist with at this time. C declined. CRR-MHA provided C case # 50089789. Call ended mutually. Best contact # (360) [redacted].

11/13/2023 12:25:54 PM

****** [CASE SUMMARY] ****** C called for DLR complaint service and engine concern issue. CRR-MHA sending case to [redacted]S for further review.

11/14/2023 10:31:33 AM

Previous related cases found:49840932 Previous unrelated cased found: 0 Open Recalls/Campaigns:0 Number of Vehicles Owned:1 Warranty Extension: TITAN DIESEL HIGH PRESSURE TURBO expires 1.2.27 TITAN DIESEL TURBO ACTUATOR expires 1.2.27 VSC Contracts : MINB10729775/PMA10729775 expired 1.2.19 Purchased New or Pre-owned: pre owned Current Mileage: 66,000 Beyond Basic Warranty Miles: 30,000 Beyond Basic Warranty Months: 46 Beyond PT Warranty Miles:0 Beyond PT Warranty Months:22 Amount paid (in dollars) to dealer:0 What is your customer seeking? C contacted Nissan CA requesting OOW FA for engine and requesting DTS to inspect VEH.

11/14/2023 2:34:25 PM

[redacted]-TB made outbound call to [redacted] Nissan. [redacted]-TB was placed on hold and sent to message that was not accepting call. [redacted]-TB ended line.

11/14/2023 2:34:51 PM

[redacted]-TB sent an email to SD-[redacted] and ASM- [redacted] requesting customer GW information.

11/14/2023 2:53:52 PM

[redacted]-TB made outbound call to C at [redacted]. [redacted]-TB spoke to [redacted] [redacted]-TB confirmed C had a few moments to discuss case. [redacted]-TB ADVISED, This call may be recorded for quality and training purposes. [redacted]-TB VERFIFIED C's name, address, phone, email, make/model, DLR and mileage. [redacted]-TB CHECKED and ADVISED C of open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found: 0 [redacted]-TB advised that case has been escalated to [redacted]-TB and [redacted]-TB will be [redacted] reviewing case. [redacted]-TB confirmed C's concern with OOW FA for engine. C stated its ideally a buyback and hoping to speak with engineers as part has not been change C stated NNA discontinued engine. [redacted]-TB apologized and acknowledged C's concern. [redacted]-TB advised that [redacted]-TB is happy to review for potential RHR for C that is not guaranteed. [redacted]-TB advised that the NNA will collect all VEH service history from all Nissan DLRs. [redacted]-TB advised that NNA will review the warrantable repairs made to the VEH. [redacted]-TB advised that the review can take up to 10 business days to complete. [redacted]-TB advised that [redacted]S will follow up with the C every 3 business days to advise of an update. [redacted]-TB advised that if the decision is favorable someone will contact the C with the C's options. [redacted]-TB asked if C had a moment to answer questions regarding RHR review. [redacted]-TB asked Why does C want to return the vehicle to Nissan. C stated because faulty fuel pump for European diesel and left to oil shavings in oil tank making engine repairable C stated C doesn't feel safe or comfortable. [redacted]-TB asked Where is the vehicle currently. C stated [redacted] Nissan. [redacted]-TB asked is C currently in a rental vehicle. C stated C was the first week and has receipts for it and VEH was towed. [redacted]-TB asked Where was the vehicle purchased. C stated [redacted] Jaguar. [redacted]-TB asked Was the vehicle purchased new or used. C stated used. [redacted]-TB asked If used, when was the vehicle purchased. C stated December 2022. [redacted]-TB asked Where is the vehicle serviced. C stated Lithium Nissan and Jiffy Lube for oil changes. [redacted]-TB advised of reviewing with DLR and see if engineer can inspect VEH. [redacted]-TB asked if C had any other questions [redacted]-TB could assist with. C declined. [redacted]-TB provided direct line and case number. [redacted]-TB advised of follow up date of Friday 11.17.23. [redacted]-TB thanked C for time. Call ended mutually.

11/14/2023 2:54:47 PM

[redacted]-TB submitted RHR Filter.

11/14/2023 2:58:49 PM

Prev. CASE (49840932) (10.12.23) 10.13.23 FILTER RHR After careful evaluation, Nissan will not be able to offer repurchase or replacement at this time. NNA will continue to honor the terms and conditions of all applicable warranties. OPEN RO ATTACHED NO Open Recalls Vehicle is outside Basic Warranty Vehicle is outside PT Warranty Please REFERENCE SOP 3.19 ++++++++++++++++++ (10.18.23) RCAS-DR is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted Nissan CA regarding the C seeking assistance towards the fuel pump. RCAS-DR advised C Nissan has created a Case to document C's concern and this Case will remain in NNA's system. RCAS-DR was able to review the case with the FOM-[redacted] who advised that the FOM agrees with the denial. RCAS-DR was able to review the case with the SM-[redacted] who provided RHR information. RCAS was able to review the case with ARBS-[redacted] who denied RHR. *** STATEMENT OF DECISION *** *RCAS-DR is proceeding with case closure as RCAS-DR denied the C for GW assistance and RHR* RCAS-DR noting that the C was not pleased with the outcome.

11/14/2023 3:07:10 PM

2nd FILTER RHR After careful evaluation, Nissan will not be able to offer repurchase or replacement at this time. NNA will continue to honor the terms and conditions of all applicable warranties. OPEN RO ATTACHED NO Open Recalls Vehicle is outside Basic Warranty Vehicle is outside PT Warranty Please REFERENCE SOP 3.19 ++++++++++++++++++ (11.13.23) CRR-MHA NOTED concern is: OOW FA engine concern. CRR-MHA received a call from [redacted] now known as C. Previous case 49840932 C stated that there is an issue with the fuel pump defect which needs to have the engine replaced. C stated that C is requesting to speak with Nissan Engineering regarding the issue with the VEH. C stated that C is requesting to have a different RCAS agent assigned to C s case as C was unhappy with the previous one from case 49840932. C stated that C is seeking some type of assistance in regards to the repair. NOTES from PREV. CASE (10.18.23) [redacted] JW called FOM [redacted] to be made aware of C's concern for needing an engine replacement. FOM [redacted] stated FOM was not aware until now of C needing an engine. [redacted] JW asked if FOM [redacted] would like to review for any type of assistance? FOM [redacted] n stated to send FOM and email however the price of repair is beyond FOM's scope to offer any assistance since the engine is over $30,000. TABLEAU - OPEN RO: 311024 (10.7.23) @ 60,000 [redacted] / [redacted] 1) THE ENGINE REDUCED POWER WARNING CAME ON WHEN DRIVING. POWER LOSS NOTED AND VEHICLE PULLED OFF TO THE SIDE. WOULD NOT RESTART. DBS - LAST Closed RO: 1155255 ([redacted]) DD:1 @ 75,414 [redacted] N / [redacted] 1) REPLACE RIGHT REAR TAIL LIGHT ASSY. , PARTS HERE ---- Replace RH tail lamp assy complete. Verified all lights operate normally. (CP) 2) PERFORM BG BATTERY CLEANING SERVICE CLEAN BATTERY, TERMINALS, AND CABLES. REMOVE TERMINAL CORROSION AND INSTALL TERMINAL PROTECTORS. - complete (CP) STATE: [redacted] 2017 TITAN XD [redacted] 1.2.17 PRE OWN ====== CARFAX NO Accidents or damage reported 2 OWNERS 1st - ([redacted]) 2nd - ([redacted]) (1.17.23) LAST reported Odometer reading - 75,414 ([redacted]) ========== PREV. CASES - 1 DPIC CASES - 0 VCS CASES - 2 Approved Checks - 0 Tech line cases - 0 Warranty cases - 3 Open Campaigns - 0 VSC - 0 DTS - 0

11/17/2023 1:25:50 PM

RCAS-TB received an email from [redacted] on 11.15.23 at 2:59pm stating: Mileage: 77314 C Complaint: VEHICLE WILL NOT START Diagnosis: ENGINE NO START, BOTH BATTERY 0V 0 COLD CRANK. CONNECTED 2 JUMP BOXES TRIED TO START NG, NOTICED BOTH JUMP BOX CABLES GOT VERY HOT. REMOVE BOTH BATTERIES , CHARGED THEM COMPLETED TEST OK. REINSTALLED IN THE VEHICLE AND TRIED TO START. ONCE START BUTTON PRESSED STARTER MOTOR CLICK CAN BE HEARD BUT NO ENGINE SPIN. ALL POWER GOES OFF. REMOVE STARTER CHECKED OPERATION BY PUSHING STARTS BUTTON FOUND OK. ATTEMPT MANUALLY TURN ENGINE BY FLYWHEEL AND FRONT CRANKSHAFT NG. ENGINE CRANK WON'T SPIN AT ALL. CHECKED OIL LEVEL FOUND AT HALF ON THE DIPSTICK. COOLANT LEVEL OK. DRAINED ENGINE OIL IN THE RESERVOIR AND INSPECTED FOR METAL. FOUND METAL SHAVING ABOUT 2-3 MM. Primary Failed Part: LONG BLOCK Primary Failed Part Number: 10102-EZ40A What warranty does/wouldve the part fall under: POWERTRAIN Warranty Labor Cost: $6000 Warranty Parts Cost: $26000 Service History: NONE AT THIS LOCATION DLR Participation: $0 Customer Pay: $0 Related Repair History: NONE HERE Location of Vehicle: AT DEALERSHIP DLR providing Loaner: NO How many days down at the DLR: SINCE 10/7/2023 GW Recommendation: NOTHING TO JUSTIFY Is the part on back order: NO Is a DTS needed: NO

11/17/2023 1:31:16 PM

RCAS-TB sent an email to FOM-[redacted] requesting update on GW decision.

11/17/2023 1:44:29 PM

RCAS-TB made outbound call to C at [redacted]. RCAS-TB ADVISED, This call may be recorded for quality and training purposes. RCAS-TB apologized for concern and thanked C for patience. RCAS-TB advised C's request for a buyback of the VEH has been thoroughly and fully reviewed. RCAS-TB advised that the NNA collected all VEH service history from all Nissan DLRs. RCAS-TB advised that NNA reviewed the warrantable repairs made to the VEH. RCAS-TB apologized advised at this time NNA is not in a position to offer a repurchase or replacement of this VEH. RCAS-TB advised NNA will continue to honor the terms and conditions of all applicable warranties. RCAS-TB advised C will receive a letter in the mail with the decision and contact information to the BBB Auto Line in the event C had additional questions or concerns regarding the decision. C asked is C able to speak with engineer. RCAS-TB advised that SM advised that there was no need for an engineer. C stated C wants to speak with engineer. C stated it has a faulty fuel pump leaving C stranded on side of mountain for 2 hours. C stated new engine will cost $34,000 and says VEH will be a ticking time bomb. C stated C is not happy that NNA is not trying to help when part is faulty. RCAS-TB advised that DTS is not able to speak with. C stated as a human being and should be authorized to speak to engineer. RCAS-TB advised that RCAS is not able to get a DTS in the request of [redacted] C asked so all of the engineers, spoke to other customer is a forum C saw, so some one is lying an bot not being able to speak to engineer. RCAS-TB advised that RCAS cant speak on others C's VEH as there are many factors that could've cause engineer to meet. C stated that feels like a human request and not getting support needed. C stated RCAS can get a supervisor to do it. RCAS-TB stated credentials. C stated RCAS has a boss. RCAS-TB advised that RCAS is the one in charge of case and makes all decisions. C stated C wants supervisor. RCAS-TB advised that case will be escalated and will get contact from supervisor by EOB day on Monday. C understood. RCAS-TB confirmed C had direct line and case number. RCAS-TB thanked C for time. Call ended mutually.

11/17/2023 2:38:14 PM

RCAS-TB submitted correspondence request.

11/17/2023 2:38:31 PM

[redacted] JW transferred case to the Executive Department for [redacted] has spoken to C for same concern as a supervisor escalation on related case 49840932.

11/20/2023 7:01:40 AM

C contacted Nissan CA requesting OOW FA for engine and requesting DTS to inspect VEH.

11/20/2023 7:01:41 AM

C contacted Nissan CA requesting OOW FA for engine and requesting DTS to inspect VEH.

11/20/2023 7:02:58 AM

(Internal Info Only, EXECPL-CG notes that EXEC-EC is currently training on the executive team) EXECPL-CG is assigning West Region Escalation Case to EXEC-EC to handle on 11/20/2023 with guidance.

11/20/2023 2:20:03 PM

From: [redacted] > Sent: Monday, November 20, 2023 11:12 AM To: [redacted] (EXTERNAL)<erika.coleman@infiniti.com> Cc: [redacted] < [redacted] Vachal@infiniti.com> Subject: West Region Escalation Case: [redacted] /2017 TITAN XD/VIN [redacted] /Case 50089789/Handle Today With Guidance From EXEC-MV

11/20/2023 2:51:03 PM

*******Goodwill Review****** Customer Information Customer Pay: $502.06 State of Residence: WA Number of Vehicles Owned: 1 Dealer/Retailer: [redacted] Nissan VSC Contract: None Vehicle Information: Year / Model: 2017 TITAN XD Purchased New or Pre-Owned: Pre-Owned Pre-Owned Mileage: Purchased From: Purchase Date: Current Mileage: 77,314 VIN: [redacted] n-Service Date: 1/2/2017 First Reported Service Visit: 7/20/2023 @ 74,118 miles Last Reported Service Visit: 8/20/2023 @ 75,414 miles Beyond Basic Warranty: 41,314 Miles/ 47 Months Beyond Powertrain Warranty: 23 Miles/ 0 Months Beyond the CVT Warranty Extension: N/A Warranty Cost: N/A Warranty Extensions: TITAN DIESEL HIGH PRESSURE TURBO expires 01/02/2027 or 150,000 miles. TITAN DIESEL TURBO ACTUATOR expires 01/02/2027 or 150,000 miles. Additional Information: On 8/29/2019 @ 37,452 miles, CEL MIL On 10/3/2019 @ 39,138 miles- No Drivability (CEL MIL) On 7/20/2023 @ 74,118 miles- C stated CEL is on. On 10/7/2023 @ 77,314 miles - C stated CEL MIL' C stated the engine reduced power warning came on when driving. Power loss noted and VEH pulled off to the side. Would not restart. Current.

11/20/2023 2:51:46 PM

EXEC-EC notes related case: 49840932 - C contacted Nissan CA regarding the C seeking assistance towards the fuel pump. RCAS-DR is proceeding with case closure as RCAS-DR denied the C for GW assistance and RHR.

11/20/2023 3:31:35 PM

EXEC-EC made outbound call to C using [redacted] on 11/20/2023 at 3:09 PM CST. EXEC-EC advised is calling from Nissan Executive Team. EXEC-EC advised C that call may be recorded for quality and training purposes. EXEC-EC asked if now was a good time to talk. C confirmed. EXEC-EC advised does have some information to verify with C. EXEC-EC verified C's name, home address, phone#, email address, pre-owned and current mileage. EXEC-EC apologized and empathized for C's engine concerns. EXEC-EC requested pre-owned VEH mileage. C stated VEH had 52,000 miles. EXEC-EC requested current VEH mileage. C stated VEH has 65,000 miles. EXEC-EC requested where VEH was purchased. C stated VEH was purchased at [redacted] Jaguar. EXEC-EC asked when VEH was purchased. C stated VEH was purchased on 12/2022. EXEC-EC inquired where C takes VEH for regular maintenance. C stated C takes VEH to Jiffy Lube or [redacted]. EXEC-EC asked if C had owned any other Nissan VEH's. C stated no. EXEC-EC advised C to provide PO. EXEC-EC advised would send email to C where C can attach PO and send back to EXEC-EC. C agreed. EXEC-EC stated EXEC-EC has reviewed C's concerns and RHR. EXEC-EC asked if C had any additional information C would like to provide. C stated C was driving in the mountains when the VEH left C stranded for 2 to 3 hours in the middle of the night. C stated the VEH was towed to IRF then towed to Nissan. C stated the Nissan DLR advised there were metal shavings in the oil tank leading the VEH to be irreparable without an engine replacement at around $34,000. C stated C researched that the fuel pump is a known concern with shavings in the oil tank due to the fuel pump being designed for European diesel instead of American diesel. C stated C advised concern is a manufacturing defect that C shouldn't have to pay to replace. C stated C doesn't feel comfortable with VEH leaving C stranded in the mountains. C stated C has had proper maintenance completed. C stated C is asking for Nissan to bare the burden of the engine replacement. EXEC-EC empathized. EXEC-EC asked who SA was. C stated SA-[redacted]. EXEC-EC asked if C's VEH is still at the Nissan DLR. C stated yes. EXEC-EC advised EXEC-EC will contact DLR for additional information. EXEC-EC advised once the information is received, EXEC-EC will review for GW. EXEC-EC advised GW is not guaranteed. EXEC-EC stated can also provide EXEC-EC direct line should C need to contact. C agreed. EXEC-EC advised that EXEC-EC reviewed previous notes of C mentioning obtaining an attorney. EXEC-EC offered the LOR email. C stated C hasn't proceeded with an attorney as of now. C stated C wants to give Nissan a chance. EXEC-EC advised the LOR email is for informational purposes incase C decides to proceed with an attorney. C understood. C stated the previous agent was very dismissive as if didn't care and is why C mentioned an attorney. EXEC-EC empathized and advised EXEC-EC will notate and lift up C's concerns for internal handling. C accepted. EXEC-EC asked if C had any other questions or concerns. C declined. EXEC-EC advised will follow-up with C by EOB 11/27/2023. Customer agreed. EXEC-EC thanked C for time, speaking Nissan, and wished a great day. Call ended mutually.

11/20/2023 3:33:07 PM

*******Updated Goodwill Review****** Customer Information Customer Pay: $502.06 State of Residence: WA Number of Vehicles Owned: 1 Dealer/Retailer: [redacted] Nissan VSC Contract: None Vehicle Information: Year / Model: 2017 TITAN XD Purchased New or Pre-Owned: Pre-Owned Pre-Owned Mileage: 52,000 Purchased From [redacted] Jaguar Purchase Date: 12/2022 Current Mileage: 77,314 VIN: [redacted] In-Service Date: 1/2/2017 First Reported Service Visit: 7/20/2023 @ 74,118 miles Last Reported Service Visit: 8/20/2023 @ 75,414 miles Beyond Basic Warranty: 41,314 Miles/ 47 Months Beyond Powertrain Warranty: 0 Miles/ 23 Months Beyond the CVT Warranty Extension: N/A Warranty Cost: N/A Warranty Extensions: TITAN DIESEL HIGH PRESSURE TURBO expires 01/02/2027 or 150,000 miles. TITAN DIESEL TURBO ACTUATOR expires 01/02/2027 or 150,000 miles. Additional Information: On 8/29/2019 @ 37,452 miles, CEL MIL On 10/3/2019 @ 39,138 miles- No Drivability (CEL MIL) On 7/20/2023 @ 74,118 miles- C stated CEL is on. On 10/7/2023 @ 77,314 miles - C stated CEL MIL' C stated the engine reduced power warning came on when driving. Power loss noted and VEH pulled off to the side. Would not restart. Current.

11/20/2023 3:34:36 PM

EXEC-EC completed DataNet.

11/20/2023 3:36:56 PM

EXEC-EC sent the following email to the customer on 11/20/2023 at 3:36 PM CST.
********** 11/20/2023 Case # 50089789 VIN #
[redacted] Dear [redacted], Thank you for taking the time to contact Nissan North America and allowing us the opportunity to be of assistance. Based upon our previous conversation, we are requesting that you reply to this email and attach the requested documentation. Case #50089789 has been updated to document your inquiry. Please feel free to reply to this email with your information, or contact me directly at [redacted] with any questions or comments. Sincerely, Nissan _____ [redacted] Executive Specialist Nissan North America, Inc.

11/20/2023 3:39:29 PM

EXEC-EC sent the following email to the customer on 11/20/2023 at 3:38 PM CST.
********** 11/20/2023 Case # 50089789 VIN #
XXXXXXXXXX508532 Dear [redacted], Thank you for taking the time to contact Nissan North America and allowing us the opportunity to be of assistance. Please have your attorney send a letter of representation to the following address: Nissan North America, Inc. [redacted] [redacted] 37068-5003 Case #50089789 has been updated to document this concern. Please feel free to send me an email or contact me at [redacted] with any questions or comments. Sincerely, Nissan _____ [redacted] Executive Specialist Nissan North America, Inc.

11/27/2023 5:00:46 PM

placed outbound call to via phone numbe on 11/27/2023 @ 4:29 PM CT. spoke with and stated the Customer escalated the case to the executive team requesting OOW FA with the long block replacement. stated the customer believes the fuel pump is faulty. inquired if the dealer needed to submit anything to WCC. -DR stated no because the dealer did not have to as the vehicle is OOW. inquired if the vehicle is still at the dealer. -DR stated the vehicle is still at the dealer and it is coming up on 50 days. -DR stated the vehicle will not start and would have to be towed from the dealer. inquired if the customer is awaiting a response from CA at this time regarding how customer will proceed. -DR stated yes. -DR stated SD-DR spoke with the customer, and the customer said that would be calling the customer on Monday. -DR stated depending on 's decision, the customer would have to have the vehicle towed from the dealer. -DR stated the cost is pretty high and the customer cannot afford the cost. stated is aware that the dealer does not recommend goodwill. -DR agreed and stated nothing is there and it was the first time the vehicle had been to . stated based on the service history, the customer may have inherited the vehicle with issues. -DR stated SD-DR cannot say what caused the issue or anything like that. -DR stated the customer purchased the vehicle from somewhere else. -DR stated the dealer cannot start tearing the motor a part or anything. understood and thanked -DR for the information. stated EXEC-EC will call the customer today (11/27/2023) and provide a decision and will email the decision to the dealer. Call ended mutually.

11/27/2023 5:30:54 PM

EXEC-EC made outbound call to C using on 11/27/2023 at 5:05 PM CST. EXEC-EC advised is calling from Executive Team. EXEC-EC advised C that call may be recorded for quality and training purposes. EXEC-EC asked if now was a good time to talk. C confirmed. EXEC-EC advised EXEC-EC is following up with C regarding C's request for FA for the engine repairs. EXEC-EC advised the EXEC Team had the opportunity to review C's case. EXEC-EC advised based on the time and miles OOW, NNA is not in the position is not in the position to FA with the repair. C asked if EXEC-EC understands what the concern is with the VEH. EXEC-EC advised the metal shavings were found. C stated the concern is due to the fuel pump being a manufacturing defect. EXEC-EC empathized and referred C to the DLR for a mechanical or technical explanation. C stated the things that will follow will not be good for . C stated C is an active duty soldier and has friends with huge social media followings. C stated is turning away an active duty soldier. C requested to speak with an engineer. EXEC-EC advised C's case has been reviewed by both the EXEC and Regional team. EXEC-EC advised the decision is final. EXEC-EC referred C to the DLR as the EXEC team has no access for C to speak with an engineer. C asked to speak to someone higher. EXEC-EC advised that EXEC-EC is C's highest point of contact. C asked who is EXEC-EC's boss. EXEC-EC advised that EXEC-EC's boss is not C facing. EXEC-EC reiterated the decision is final. EXEC-EC apologized C didn't receive the information that C was seeking. EXEC-EC offered to provide EXEC-EC direct line should C need to contact. C declined. EXEC-EC asked if C had any other questions or concerns. C declined. EXEC-EC thanked C for time, speaking , and wished a great day. Call ended mutually.

11/27/2023 5:34:37 PM

EXEC-EC moved the follow up to 12/1/2023 for the closing summary due to time constraints.

12/1/2023 4:32:07 PM

EXEC-EC moved the follow up to 12/4/2023 for the closing summary due to time constraints.

12/4/2023 5:05:04 PM

EXEC-EC moved the follow up date to 12/8/2023 pending the closing summary due to time constraints.

12/5/2023 3:23:29 PM

SMS-MB documenting C's (mom) social media activity via X (Twitter) ****** C: @USA You have known that there are catastrophic mechanical failures with your Titan XD Diesel, namely with the CP4 pump being made for European diesel not US Diesel), for years yet you refuse to warranty or recall. Ram and Ford have both recalled and repaired. Shame. C: @Motor @USA Hopefully it doesn t fail and put people s lives in danger like the Titan XD Diesel. The NHTSA should check out all s before they hit the road. SMS-MB: We regret to hear of your concerns, . If you would like to discuss this matter further, please send us a DM with more details. Be sure to include your 17-digit VIN, full name registered to the vehicle and the name of your servicing dealer. Thank you. C: @USA They re ending it because of the debacle they made of the XD turbo diesel, using a fuel pump made for European diesel, which is different than US diesel. The cp4 fuel pump disintegrates with US diesel, putting the metal shavings into your motor. 40k for a new motor. C: @USA That s and you know it. The Titan XD Cummins diesel is being investigated by the NHTSA due to the fuel pump being faulty. The truck is useless. C: Hello. The truck is registered to my son, , he lives in . The vin is . The truck is currently (and has been for the past month while we have tried to get assistance from) at in . The technician is . We truly hop n realizes the impact of ignoring the long-standing issue with the Cummins diesel with the faulty CP4 fuel pump. Our expectation is for to buy the truck back rather than us having to join in the class-action lawsuit pending. Thank you for your time and attention. SMS-MB: Hello , Thank you for providing the requested information. Based on the VIN, I was able to locate your son's open Consumer Affairs case 50089789. I can see that an Executive Specialist is scheduled to follow up with him on Friday, December 8, before the end of the business day. Rest assured, I have made sure to document our conversation within the case notes for further review. If you or your son would like to speak with this team before the scheduled time, dial , Monday through Friday between 7 a.m. and 8 p.m. or on Saturday from 7 a.m. to 5 p.m. CT. Just be sure to reference the VIN and case number when doing so. Kindly, ******

12/8/2023 7:49:52 AM

notes that EXEC-EC will need to follow up with C on 12/8/2023 since Social Media set a follow-up expectation in error - without reviewing the case notes.

12/8/2023 3:50:28 PM

EXEC-EC made outbound call to C using on 12/8/2023 at 3:37 PM CST. EXEC-EC advised is calling from Executive Team. EXEC-EC advised C that call may be recorded for quality and training purposes. EXEC-EC asked if now was a good time to talk. C confirmed. EXEC-EC advised EXEC-EC is following up on C's social media post seeking a VEH buyback instead of C joining the class action lawsuit. EXEC-EC advised that the RHR process takes about 10 business days. EXEC-EC advised during the RHR process, the SH gets compared to C's state guidelines to determine if the VEH is eligible for replacement or repurchase. EXEC-EC advised at conclusion will make decision on whether to repurchase the VEH or not. EXEC-EC advised EXEC-EC will need to ask some questions to C that may seem redundant or as if no applicable. EXEC-EC advised that EXEC-EC still needs to get C's response. EXEC-EC asked if C would like to proceed. C accepted. EXEC-EC asked the below questions to C. Why does C want to return the vehicle to ? C stated C doesn't feel safe driving the VEH any longer. C stated the VEH is a ticking time bomb with the CP4 fuel pump. Where is the vehicle currently? C stated . Is C currently in a rental / loaner vehicle? C stated not anymore. C stated C was in a rental VEH for 8 days. Where was the vehicle purchased? C stated Jaguar. Was the vehicle purchased new or used? C stated used. When was the vehicle purchased? C stated December of 2022. Where is the vehicle serviced? C stated at Olympia and oil changes at Jiffy Lube. Whether the VEH repairs have been warrantable? C stated the only one's that C did have been. Has the vehicle been taken to multiple dealers? If so, document names of dealers. C stated to and Olympia . EXEC-EC is notating a list of Service Manager contact information (name, email address, phone #) for each servicing retailer: : SM- , , . Olympia : SM- , , . EXEC-EC stated that concludes the RHR questions. EXEC-EC thanked C for answering the above questions. EXEC-EC advised that EXEC-EC will submit the RHR. EXEC-EC advised the RHR can take up to 10 business days to be completed. EXEC-EC advised that EXEC-EC will follow up with C by the EOB on 12/13/2023. C stated okay. EXEC-EC advised EXEC-EC will also send the LOR to C via email in case C moves forward with the lawsuit. C confirmed C's email address. EXEC-EC asked if C had any other questions or concerns. C declined. EXEC-EC thanked C for time, speaking , and wished a great day. Call ended mutually.

12/8/2023 3:52:27 PM

EXEC-EC submitted the RHR Filter to ARBS-JC.

12/8/2023 3:55:19 PM

EXEC-EC sent the following email to the customer on 12/8/2023 at 3:53 PM CST.
********** 12/8/2023 Case # 50089789 VIN # XXXXXXXXXXX508532 Dear , Thank you for taking the time to contact North America and allowing us the opportunity to be of assistance. Please have your attorney send a letter of representation to the following address: North America, Inc. Consumer Affairs 37068-5003 Case #50089789 has been updated to document this concern. Please feel free to send me an email or contact me at with any questions or comments. Sincerely, _____ Executive Specialist North America, Inc.

12/11/2023 7:43:47 AM

ARBS noting original veh purchasing state: (current c is WA as well) ARBS transferring filter to ARBSPL-

12/11/2023 8:24:59 AM

3rd FILTER RHR After careful evaluation, will not be able to offer repurchase or replacement at this time. NNA will continue to honor the terms and conditions of all applicable warranties. OPEN RO ATTACHED NO Open Recalls Vehicle is outside Basic Warranty Vehicle is outside PT Warranty Please REFERENCE SOP 3.19 ++++++++++++++++++ (2nd FILTER RHR - 11.14.23 After careful evaluation, will not be able to offer repurchase or replacement at this time. NNA will continue to honor the terms and conditions of all applicable warranties. OPEN RO ATTACHED NO Open Recalls Vehicle is outside Basic Warranty Vehicle is outside PT Warranty Please REFERENCE SOP 3.19 ++++++++++++++++++ UPDATE: (11.27.23) EXECPL placed outbound call to via phone numbe on 11/27/2023 @ 4:29 PM CT. EXECPL spoke with and stated the Customer escalated the case to the executive team requesting OOW FA with the long block replacement. EXECPL stated the customer believes the fuel pump is faulty. EXECPL inquired if the dealer needed to submit anything to WCC. -DR stated no because the dealer did not have to as the vehicle is OOW. EXECPL inquired if the vehicle is still at the dealer. -DR stated the vehicle is still at the dealer and it is coming up on 50 days. -DR stated the vehicle will not start and would have to be towed from the dealer. EXECPL inquired if the customer is awaiting a response from CA at this time regarding how customer will proceed. -DR stated yes. -DR stated SD-DR spoke with the customer, and the customer said that would be calling the customer on Monday. -DR stated depending on 's decision, the customer would have to have the vehicle towed from the dealer. -DR stated the cost is pretty high and the customer cannot afford the cost. EXECPL stated EXECPL G is aware that the dealer does not recommend goodwill. -DR agreed and stated nothing is there and it was the first time the vehicle had been to . - OPEN RO: 311024 (10.7.23) @ 60,000 @ N / 1) THE ENGINE REDUCED POWER WARNING CAME ON WHEN DRIVING. POWER LOSS NOTED AND VEHICLE PULLED OFF TO THE SIDE. WOULD NOT RESTART. DBS - LAST Closed RO: 1155255 (8.21.23) DD:1 @ 75,414 N / 1) REPLACE RIGHT REAR TAIL LIGHT ASSY. , PARTS HERE ---- Replace RH tail lamp assy complete. Verified all lights operate normally. (CP) 2) PERFORM BG BATTERY CLEANING SERVICE CLEAN BATTERY, TERMINALS, AND CABLES. REMOVE TERMINAL CORROSION AND INSTALL TERMINAL PROTECTORS. - complete (CP) PRIEST 2017 TITAN XD 1N6BA1F45HN508532 1.2.17 PRE OWN ====== CARFAX NO Accidents or damage reported 2 OWNERS 1st - ( ) 2nd - ( ) (1.17.23) LAST reported Odometer reading - 75,414 (8.21.23) ==========

12/11/2023 11:59:13 AM

EXEC-EC made outbound call to C using on 12/11/2023 at 11:55 AM CST. EXEC-EC advised is calling from Executive Team. EXEC-EC advised C that call may be recorded for quality and training purposes. EXEC-EC asked if now was a good time to talk. C confirmed. EXEC-EC advised EXEC-EC is following up with C regarding C's request for a VEH buyback. EXEC-EC advised the RHR is complete. EXEC-EC advised that after careful evaluation, will not be able to offer a repurchase or replacement at this time. EXEC-EC advised NNA will continue to honor the terms and conditions of all applicable warranties. C stated cool and thanked EXEC-EC for the call. EXEC-EC confirmed C still has EXEC-EC's direct line. C confirmed. EXEC-EC asked if C had any other questions or concerns. C declined. EXEC-EC thanked C for time, speaking , and wished a great day. Call ended mutually.

12/11/2023 12:18:19 PM

EXEC-EC sent the RHR denial OOW email edit to EXECPL on 12/11/2023. EXEC-EC is moving the follow up date to 12/13/2023 to allow time for the edit.

12/13/2023 9:34:00 AM

EXEC-EC sent a reminder of the RHR denial OOW email edit to EXECPL on 12/13/2023. EXEC-EC is moving the follow up date to 12/19/2023 to allow time for the edit.

12/13/2023 12:08:29 PM

EXECPL completed Customer's email edit on 12/13/2023.

12/13/2023 4:08:53 PM

NIS2333590. ROC-DA rec d CCF from BBB on 12/13/2023 dated same. C is seeking repurchase. CCF states: Engine failure.

12/15/2023 7:59:55 AM

ROC-KM sent email requesting all ROs, including PDI.

12/15/2023 8:00:28 AM

ROC-KM received email containing RO's requested. ROC-KM attached to case.

12/15/2023 1:04:52 PM

ARBS-SH noting RHR review: 7/20/23 @74,118 miles RO 1154210 2 days down Concern: 1.C/s that the check engine light is on Action: 2.Replace and calibrate rotary turbine control valve actuator. Concern: 1.Price on right rear tail light assy.(CP) Action: 2.Part on order, no repairs completed 8/21/23 @75,414 miles RO 1155255 1 day down Concern: 1.Replace right rear tail light assy. , parts here Action: 2.Replace RH tail lamp assy complete. Verified all lights operate normally. Concern: 1.Perform bg battery cleaning service clean battery, terminals, and cables. Remove terminal corrosion and install terminal protectors Action: 2.Battery terminal service complete. 10/7/23 @77,314 miles RO 311024 - OPEN Concern: 1.C/S The engine reduced power warning came on when driving. Power loss noted and vehicle pulled off to the side. Would not restart Action: 2. OPEN RO - Default

12/15/2023 1:11:02 PM

ARBS-SH noting RHR summary : In-service: 1/2/17 Purchased Type: Pre- owned State: WA Current Mileage:77,314 VSC Found : MINB10729775/PMA10729775 (expired 1/2/2019) Open Campaigns: None Warranty Cases Found: [redacted] Additional CA Cases Found: None Previous Goodwill Offers: None Tech Line Cases Found: None DTS Involved: None Days down: 48 2 visit and 1 repair due to rear tail ASSY @74,118 miles parts ordered @75,414 miles repaired rear tail ASSY. 1 visit and 1 repair due to battery concern @75,414 miles Battery terminal service complete. 1 visit and pending repair due to VEH reduced power warning light @77,314 miles open RO

12/15/2023 1:44:44 PM

ARBS-SH placed an outbound call to C- [redacted] at [redacted]. ARBS-SH advised that was it a good time to speak with [redacted] confirmed. ARBS-SH advised that have received C's complaint through BBB and reviewed case file. ARBS-SH advised that after a careful review NNA will not be in position to offer C a repurchase/replacement. ARBS-SH advised that at this time due to VEH being OOW by 41,314 miles(basic) and 20 months for (PT) NNA will not be in position to offer any additional assistance. C stated that just feel that is crazy as C didn't cause concern and was related to fault fuel pump. C stated that related to class action law suit which caused for metal shaving in C engine costing 34,000 almost for repairs. C stated that would have at least appreciated assistance. ARBS-SH advised that case will be noted and documented. ARBS-SH thanked C for time. Call ended mutually

12/15/2023 1:51:23 PM

BBB Autoline sent CCF from C asking for assistance with repurchase due to engine/ fuel pump repair.VEH was OOW by 41,314 miles(basic) and 20 months (PT). Closing case. ARBS-SH is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** ARBS-SH is noting the following information regarding repairs: Days down: 48 2 visit and 1 repair due to rear tail ASSY @74,118 miles parts ordered @75,414 miles repaired rear tail ASSY. 1 visit and 1 repair due to battery concern @75,414 miles Battery terminal service complete. 1 visit and pending repair due to VEH reduced power warning light @77,314 miles open RO

12/29/2023 12:06:28 PM

*** [Added after the case is closed.] *** NIS2333590. ROC-DA rec'd Case Closed from BBB on 12/29/2023, dated same. VEH ineligible due to age.

[redacted]

NAME: [redacted] **VIN:** [redacted] **TRIM:** [redacted]

[redacted]**:** [redacted] **MODEL: A61** YR: **2016** **OPTIONS:** B11B92C03L92M11Z66

STATE: [redacted] **DT:** 3/11/2016 **SERVICING DLR** FORT WORTH NISSAN

SVC DT: 11/19/2016 **DLR STATE:** [redacted]

OPEN_DT: 11/16/2023 **MILEAGE:** 62,501 **ACCIDENT:** N **AIRBAG:** N

CLOSE_DT: 12/5/2023

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Output Speed Sensor

CAR VERBATIM

11/16/2023

11/16/2023 4:26:50 PM

CRR-NK VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number. CRR-NK VERIFIED VEH Information including: VIN #, Current Mileage, Warranty. CRR-NK CHECKED for open recalls/campaigns and found: 0. CRR-NK CHECKED for previous UNRELATED Case(s) and found: 0 CRR-NK CHECKED previous RELATED Case(s) and found: 0 CRR-NK NOTED concern is: Warranty Info. CRR-NK received inbound call from C: [redacted]. C stated that C owns a Nissan Titan 2016. C stated that C have the lemon and having so many issues with the VEH ever since. C stated that C is again having issues with the VEH as the VEH started losing power while driving. C stated that then the VEH just completely shut off. C stated that C brought the VEH to the DLR and DLR had the VEH for 8 days but didn t do any diagnosis. C stated that C then brought the VEH to IRF got the VEH towed and C was told that there is metal shaving in the oil pan. C stated that C is sure if that is due to turbo or something else but that made the whole engine ceased. C stated that C wants to know if C will be covered under the warranty. CRR-NK asked if the VEH had been diagnosed by a Nissan DLRSHP. C stated that the VEH has not been diagnosed by a Nissan DLRSHP. CRR-NK advised C that DLRs are warranty practitioners and DLR will confirm after the diagnosis on the VEH. CRR-NK advised C that if the repairs are not covered under warranty the case can be reviewed for OOW FA after getting a diagnosis from a Nissan DLRSHP. CRR-NK advised C to call back after getting a diagnosis from a Nissan DLRSHP. CRR-NK advised C that after getting the diagnosis the case will be forwarded to RCAS for review. CRR-NK advised C that getting diagnosis doesn t guarantee financial assistance from Nissan and that C would be responsible for paying the diagnostic fee. C understood. CRR-NK offered further assistance. C declined. CRR-NK provided name and case # 50112943. CRR-NK thanked C for calling. Call ended mutually. Best contact #: [redacted]

11/16/2023 4:27:20 PM

[redacted]CASE SUMMARY********* C called in for VEH warranty information. CRR-NK referred C to the DLR. CRR-NK closing case as no further assistance required.

11/27/2023 9:06:44 AM

CRR-AM VERIFIED Account information including: C s name, home & e-mail address, phone number & best contact number. CRR-AM VERIFIED VEH Information including: n/a CRR-AM CHECKED for open recalls/campaigns and found: n/a CHECKED for previous UNRELATED cases and found: 0 CRR-AM CHECKED previous RELATED cases and found: 0 CRR-AM NOTED concern is: OOW FA Engine. CRR-AM received a call from [redacted] now known as [redacted] stated that has a case number and has some further information to document. C stated FORT WORTH NISSAN found so far, the engine has lost power and removed metal pan and the engine tube is locked up and would have to investigate further but needing further approval for Nissan to look into this further. C stated not sure if a bearing inside the turbo. C stated forth worth Nissan SA- - [redacted] CRR-AM acknowledged and empathized with [redacted]RR-AM informed that the case has been documented and sending to regional consumer affairs specialist for further review and will contact C by the end of business day 11/28/2023. C understood. CRR-AM asked if there was anything else CRR-AM could assist with at this time. C declined. CRR-AM provided C case # 50112943. Call ended mutually. Best contact # [redacted].

11/27/2023 9:07:13 AM

******* [CASE SUMMARY] ****** C called for OOW FA Engine. CRR-AM sending case to RCAS for further review per 6.14.

11/28/2023 8:13:49 AM

RCAS-BD sent email to [redacted] asking for GW questions. Mileage: Diagnosis: Primary Failed Part: Primary Failed Part Number: What warranty does part typically fall under: Warranty Labor Cost: Warranty Parts Cost: Related Repair History: GW Recommendation:

11/28/2023 4:08:51 PM

RCAS-BD received email from SM[redacted] at 9a Mileage: 62501 Diagnosis: Crankshaft broken. Needs Engine Primary Failed Part: Long Block Primary Failed Part Number: 10102-EZ40A What warranty does part typically fall under: Powertrain 5/100 Warranty Labor Cost: $4361.72 Warranty Parts Cost: $36557.19 Related Repair History: None GW Recommendation: We will support whatever decision is made.

11/28/2023 4:10:04 PM

RCAS-BD sent email to FOM-[redacted] asking if FOM would like to offer GW.

11/28/2023 4:31:31 PM

RCAS-BD made outbound call to C at [redacted] RCAS-BD left VMX stating call in regard to case made with NNA. RCAS-BD left direct line follow-up 12/1

11/30/2023 12:44:00 PM

RCAS-BD received email from FOM-[redacted] 11/29 at 3p FPM-WC advised VEH was a repurchase. FOM-WC asked for repurchase warranty.

11/30/2023 12:44:56 PM

RCAS-BD sent email back to FOM-WC advising after repurchase, 1st owner gets a 12/12 warranty. RCAS-BD advised this appears as branding on VEH.

11/30/2023 12:44:58 PM

RCAS-BD made outbound call to C at [redacted] RCAS-BD left VMX stating call in regard to case made with NNA. RCAS-BD left direct line.

11/30/2023 12:47:19 PM

RCAS-BD is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted NNA seeking OOWFA with engine. RCAS-BD reviewed case with SM-[redacted] who provided GW information. FOM-[redacted] who advised VEH was previous repurchase. *** STATEMENT OF DECISION *** RCAS-BD noting C was unable to contact.

12/4/2023 2:00:46 PM

[redacted]-LI VERIFIED Account information including C s name, & best contact number. [redacted]-LI VERIFIED VEH Information including VIN #, Current Mileage, warranty and service history. N.A. [redacted]-LI CHECKED for open recalls/campaigns and found: n.a. [redacted]-LI CHECKED for previous UNRELATED Case(s) and found: n.a. [redacted]-LI CHECKED previous RELATED Case(s) and found: n.a. [redacted]-LI NOTED concern is: Case follow-up. [redacted]-LI received a call from: [redacted], also known as [redacted] stated C wants to follow up on case. [redacted]-LI empathised with C and apologized for concern. [redacted]-LI informed C that [redacted]-LI would look into it. [redacted]-LI read case notes and delivered information. [redacted]-LI reopened case to update case notes. [redacted]-LI checked the case notes and updated the FUD. C understood. [redacted]-LI asked if there was anything else [redacted]-LI could assist with at this time. C declined. [redacted]-LI provided C with case # 50112943. [redacted]-LI thanked C and branded the call. Call ended mutually Best contact # [redacted].

12/4/2023 2:01:04 PM

********CASE SUMMARY******** [redacted]-LI received call from C regarding case update. [redacted]-LI updated case and noted comments.

12/5/2023 9:20:19 AM

RCAS-BD received email from FOM-[redacted] at 917a FOM-WC advised VEH is outside of any warranties, so FOM will offer 50/50 GW up to $20k.

12/5/2023 9:21:14 AM

RCAS-BD sent decision to SD-[redacted].

12/5/2023 9:24:20 AM

RCAS-BD made outbound call to C at [redacted] RCAS-BD left VMX stating call in regard to case made with NNA. RCAS-BD left direct line follow-up 12/7

12/5/2023 1:08:05 PM

[redacted]-RS VERIFIED Account information including: C s name, home address & best contact number. [redacted]-RS VERIFIED VEH Information including: NA [redacted]-RS CHECKED for open recalls/campaigns and found: NA CHECKED for previous UNRELATED Case(s) and found: NA [redacted]-RS CHECKED previous RELATED Case(s) and found: NA [redacted]-RS received an inbound call from C: [redacted]. C stated that C had an existing case with NNA CA and provided case # 50112943 [redacted]-RS advised C that the case notes state the case is about OOWFA with engine and asked how [redacted]-RS could assist today. C stated C wants a call back from RCAS. C stated C is at work & is at lunch for the next hour. C stated C wants to be contacted within an hour. [redacted]-RS advised C to wait for RCAS & also informed C that [redacted]-RS will follow up with RCAS requesting a follow up. C understood. [redacted]-RS offered further assistance. C declined. [redacted]-RS provided name and advised the case # would remain the same. Call ended mutually. Best contact #: [redacted].

12/5/2023 1:08:17 PM

******* [CASE SUMMARY] ****** C called to follow up on case. [redacted]-RS leaving case with RCAS for further review.

12/5/2023 1:27:23 PM

RCAS-BD made outbound call to C at [redacted]. RCAS-BD ADVISED, This call may be recorded for quality and training purposes. RCAS-BD VERIFIED C s name, home & email address, concern, phone. RCAS-BD CONFIRMED C s VEH make/model. RCAS-BD CHECKED and ADVISED C of open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found:0 RCAS-BD advised that case has been escalated to RCAS-BD and RCAS-BD will be RCAS reviewing case. RCAS-BD confirmed that C contacted NNA with engine concerns at FORT WORTH NISSAN on 2016 Titan RCAS-BD asked for more information regarding VEH and what exactly C is seeking from [redacted] C stated C thought there was full warranty on turbo. C stated C has maintained VEH since then. C stated VEH broke down on freeway and loss power. C stated C thought repair would be covered. C stated C was told CA would cover up to 20,000. C stated C really hopes this will fully be covered. RCAS-BD apologized for experience C has had with VEH. RCAS-BD advised RCAS spoke with DLR who advised VEH need long block engine. RCAS-BD advised RCAS did relay information to DLR that CA would offer up to 20,000$ towards repair. RCAS-BD advised this would be final decision. C stated is there another option. RCAS-BD advised once VEH becomes OOW, all repairs are at C's discretion. RCAS-BD advised GW is looked at as courtesy review. C stated this is brand new VEH. C stated C will not put another 10,000. C stated can C use GW towards new VEH. RCAS-BD declined. RCAS-BD advised anything further would e at C's discretion. C stated if this happened by turbo putting too much repair C stated shouldn't this be covered under turbo repair. RCAS-BD declined. RCAS-BD advised VEH needs engine needs to be replaced. RCAS-BD advised turbo is not the faulty part. C stated what are Cs other option. C stated what hinders C from using this. RCAS-BD advised offer is valid for 90 days. C stated C will process this with husband. C stated C will call back. C stated can this be escalated to boss. RCAS-BD advised this would be final decision from [redacted] RCAS-BD advised there is no appeal process to GW. RCAS-BD advised DLR will handle and know more about what 20,000 off of repair is. C understood. RCAS-BD thanked C for time. Call ended mutually.

12/5/2023 1:29:50 PM

RCAS-BD is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted NNA seeking OOWFA with engine. RCAS-BD advised C Nissan has created a Case to document C's concern and this Case will remain in NNA's system. RCAS-BD reviewed Case with [redacted] who advised GW information. FOM-[redacted] who advised FOM will offer 50/50 GW up to 20,000 off. ***STATEMENT OF DECISION*** RCAS-BD advised C of 50/50 up to 20,000 GW towards engine. RCAS-BD noting C was displeased.

CONSUMER ASSISTANCE REQUEST

[redacted]

NAME: [redacted], **PARKER**
CITY: [redacted]
STATE: [redacted]

OPEN_DT: 12/1/2023
CLOSE_DT: 1/22/2024

VIN: [redacted]
MODEL: **A61** YR: **2018**
MFG DT: 5/21/2018
SVC DT: 12/18/2018
MILEAGE: 42,214

TRIM: PRO-4X
OPTIONS: B92B94C03G01K03K04K
SERVICING DLR [redacted] OF [redacted]
DLR STATE: [redacted]
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337230	Engine Electric
	[redacted]	Mechanical	7F	Check Engine Light

CAR VERBATIM

12/1/2023

12/1/2023 10:25:57 AM

CRR-OB VERIFIED Account info including: C's name, home address, e-mail address, phone number & best contact number. CRR-OB VERIFIED VEH Information including: VIN#, Current Mileage, Warranty. CRR-OB CHECKED for open recalls/campaigns and found: 0. CRR-OB CHECKED for previous UNRELATED Case(s) and found: CRR-OB CHECKED previous RELATED Case(s) and found: CRR-OB received inbound call from C: [redacted] zip: [redacted]. CRR-OB notes CONCERN is: VEH lemon/Buyback C provided the following VEH information: 2018 titan XD 1n6ba1f48jn537626 new 41000 miles. C provided contract/policy number of VSC: Claim number: C bought the VEH from: C stated that was told to contact Nissan CA since C has issue with truck. C advised that the VEH is a lemon. C has to take the VHE back to the DLR 5 or 6 times. C states has always had electrical issues with the VEH since C has owned the VEH. C advised that the Battery Terminal needed to be replaced. C also had the right 360 view camera only worked sometimes so far not repaired. C advised only in last 6 months started having other issues: check engine light, turbo sensors needed to be replaced, check engine light came back on then whole catalytic converter ($15000) needed to be replaced then last time then motor seized while C was on the freeway. DLR advised main engine bearing failed. C advised issues started C advised that last issue caused the motor to seize while C was in middle of the road. C states that the entire motor needs to be repaired and cost of $44000. C advised that no longer trusts the VEH. C calling since VEH is a lemon and C would like BUYBACK process. C is getting service from: [redacted] OF [redacted] C is working with SA: [redacted]. CRR-OB placed C on hold with C s permission then CREATED case. CRR-OB informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact C within 1 business day(Mon Dec 4, 2023) with the area code [redacted]. C understood. CRR-OB asked C if C has any other CONCERNS C would like to add to the case. C denied. CRR-OB provided C with CASE #. CRR-OB thanked C for calling. Call ended mutually. Best Contact: [redacted].

12/1/2023 10:27:29 AM

In notes below, please disregard the following: C provided contract/policy number of VSC: Claim number: C bought the VEH from:

12/1/2023 10:28:00 AM

*******Case Summary********** Concern: VEH is a lemon/C calling for buyback. CRR-OB to start RHR then send to RCAS.

12/4/2023 11:59:34 AM

RCAS-TB noting unable to datanet.

12/4/2023 11:59:41 AM

Previous related cases found:0 Previous unrelated cased found:0 Open Recalls/Campaigns:0 Number of Vehicles Owned:1 Warranty Extension: 0 VSC Contracts : 0 Purchased New or Pre-owned: new Current Mileage: 41,915 Beyond Basic Warranty Miles: 0 Beyond Basic Warranty Months:0 Beyond PT Warranty Miles:0 Beyond PT Warranty Months:0 Amount paid (in dollars) to dealer: $218.41 What is your customer seeking? C contacted Nissan CA requesting RHR due to multiple times at DLR.

12/4/2023 12:01:26 PM

RCAS-TB submitted RHR Filter.

12/4/2023 1:19:40 PM

RCAS-TB made outbound call to [redacted]. RCAS-TB asked to speak with SM or SA. RCAS-TB spoke with [redacted]. How many times has the customer s vehicle been to the dealer/retailer for repairs: 5 What repairs were performed: software update; catalytic convertor replaced; diagnosis of engine Are there currently any OPEN Ros: yes Is the vehicle currently at the dealership: yes How many days has the vehicle been kept out of service at your dealer for repairs: since 11.13.23 Has TECH LINE been involved: yes Has a Dealer Technical Specialist (DTS) been involved: no RCAS-TB thanked SA-JA for time. Call ended mutually.

12/4/2023 1:21:50 PM

RCAS-TB made outbound call to C at [redacted]. RCAS-TB left VMX stating to speak with C regarding C's case with NNA. RCAS-TB left contact number, case number and RCAS-TB stated follow up 12.5.23.

12/4/2023 1:23:04 PM

RCAS-TB made outbound call to C at [redacted]. RCAS-TB left VMX stating to speak with C regarding C's case with NNA. RCAS-TB left contact number, case number and RCAS-TB stated follow up 12.5.23.

12/4/2023 1:25:27 PM

RCAS-TB sent unable to contact email to C.

12/4/2023 3:18:15 PM

ARBS PL-RG notes the following: [redacted] 2018 Nissan Titan XD PRO-4X VIN # [redacted] In-Service Date: 12/18/2018 Vehicle Purchased: New, Retail Purchase State: [redacted] Last Reported Miles: 42,214 Nissans Owned: 1 Selling Dealer: CARR [redacted] Servicing Dealer: [redacted] OF [redacted], [redacted] [redacted] VSCs: none DTS Involvement: none Open Campaigns: none TECHLINE Cases: 50144234 - Related to OPEN RO # 156675. Replace long block Warranty Cases: [redacted] - Related to RO # 156161. Replaced SCR catalyst (FW) [redacted]3 - Related to RO # 156675. Replace long block (FW) Previous CA Cases: none Previous Settlements: none ====== OPEN RO Dealer: [redacted] O[redacted]E Service Advisor: [redacted] 11/11/23 @ 42,214 miles -- RO # 156675 -- DD: OPEN RO Issue: 1. C/S engine noise on the freeway, stopped and wouldn't restart, dash displayed def system failure. TOWED IN. Action: 1. Per TECHLINE, replace long block ====== CPIA 1/11/21 @ 18,800 miles -- RO # 107927 -- DD: 3 Perform R1911: Multi AV Cont Unit (CM) C/S the tailgate lock is inop with key -> Replaced rear tail gate handle lock (FW) 7/11/23 @ 39,974 miles -- RO # 153131 -- DD: 11 C/S vehicle has check engine light -> Replaced actuator turbine valve (FW) 10/10/23 @ 41,708 miles -- RO # 155767 -- DD: 4 Add on: upon vehicle inspection tech found positive and negative terminal end corroded -> Replaced negative and positive battery terminals (FW) 10/23/23 @ 41,904 miles -- RO # 156161 -- DD: 5 C/S vehicle has check engine light come back on. -> Replaced SCR catalyst (FW) ====== DBS ARBS PL-RG did search for check engine light on 7/10/23 @ 39,963 miles -- RO # 153108 -- DD: 1 Customer request having check engine light diagnosed -> No DTCs (DI) C/S 360 view camera does not come on intermittently -> Unable to duplicate (DI) 7/11/23 - see above 10/10/23 - see above + C/S check engine light is on -> Tech programmed ECM (DI) 10/23/23 - see above ====== 21 FW days down + OPEN RO (24 and counting) 4 FW repairs - check engine light on @ 39963 miles - No DTCs (DI) @ 39974 miles - Replaced actuator turbine valve (FW) @ 41708 miles - Tech programmed ECM (DI) @ 41904 miles - Replaced negative and positive battery terminals (FW) 1 OPEN RO - engine noise on the freeway, stopped and wouldn't restart @ 42214 miles - OPEN RO - Per TECHLINE, replace long block Case is being submitted for further ARBS review

12/5/2023 10:33:27 AM

RCAS-TB made outbound call to C at [redacted]. RCAS-TB spoke to [redacted]. RCAS-TB confirmed C had a few moments to discuss case. RCAS-TB ADVISED, This call may be recorded for quality and training purposes. RCAS-TB VERFIFIED C's name, address, phone, email, make/model, DLR and mileage. RCAS-TB CHECKED and ADVISED C of open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found: 0 RCAS-TB advised that case has been escalated to RCAS-TB and RCAS-TB will be RCAS reviewing case. RCAS-TB confirmed C's concern with RHR due to multiple times at DLR. RCAS-TB apologized and acknowledged C's concern. RCAS-TB advised that RCAS-TB is happy to review for potential RHR for C that is not guaranteed. RCAS-TB advised that the NNA will collect all VEH service history from all Nissan DLRs. RCAS-TB advised that NNA will review the warrantable repairs made to the VEH. RCAS-TB advised that the review can take up to 10 business days to complete. RCAS-TB advised that RCAS will follow up with the C every 3 business days to advise of an update. RCAS-TB advised that if the decision is favorable someone will contact the C with the C's options. RCAS-TB asked if C had a moment to answer questions regarding RHR review. C agreed. C stated C wanted to see what options. RCAS-TB asked Why does C want to return the vehicle to Nissan. C stated the last 6 months have been concerning as multiple systems failed C stated concerned longer lasting effects that won't last. RCAS-TB asked Where is the vehicle currently. C stated Nissan of [redacted]. RCAS-TB asked is C currently in a rental vehicle. C stated yes. RCAS-TB asked Where was the vehicle purchased. C stated Beaverton Nissan. RCAS-TB asked Was the vehicle purchased new or used. C stated new RCAS-TB asked Where is the vehicle serviced. C stated Nissan or [redacted]. RCAS-TB asked Has the vehicle been taken to multiple Nissan dealers. C stated maybe [redacted]. C asked what does buyback mean as that is why C called in originally. RCAS-TB advised that RCAS is not versed in lemon law. RCAS-TB advised of reviewing with DLR for current concerns. C stated DLR approved replacement for long block and if buyback option is available and still replace it. RCAS-TB asked if C had any other questions RCAS-TB could assist with. C declined. RCAS-TB provided direct line and case number. RCAS-TB advised of follow up date of Friday 12.8.23. RCAS-TB thanked C for time. Call ended mutually.

12/5/2023 12:17:04 PM

RCAS-LY sent an email to [redacted] requesting RO 156161 and 153131.

12/5/2023 12:19:53 PM

RCAS-LY sent an email to [redacted] requesting RO 111573.

12/8/2023 10:50:31 AM

RCAS-LY sent an email to [redacted] requesting RO 156161 and 153131.

12/8/2023 10:50:43 AM

RCAS-LY sent an email to [redacted] requesting RO 111573.

12/8/2023 2:25:11 PM

RCAS-TB made outbound call to C at [redacted]. RCAS-TB ADVISED, This call may be recorded for quality and training purposes. RCAS-TB apologized. RCAS-TB advised that NNA is reviewing for potential repurchase of the VEH. RCAS-TB informed that NNA doesn't have decision yet, but wanted to follow up with C. C understood. C asked so just reviewing now. RCAS-TB agreed. RCAS-TB advised that RCAS-TB would follow up with C in the next 3 business days Wednesday 12.13.23. C understood. RCAS-TB confirmed C had direct line and case number. RCAS-TB asked if C had any other questions RCAS-TB could assist with. C declined. RCAS-TB thanked C for time. Call ended mutually.

12/11/2023 5:15:15 PM

RCAS-LY sent an email to [redacted] requesting RO 156161 and 153131.

12/12/2023 10:24:31 AM

RHR assigned to ARBS [redacted] review.

12/13/2023 9:00:12 AM

ARBS notes RHR: In-Service Date: 12/18/2018 Vehicle Purchased: New, Retail Purchase State: [redacted] Last Reported Miles: 42,214 Nissans Owned: 1 Selling Dealer: CARR NISSAN Servicing Dealer: NISSAN OF [redacted], NIS [redacted] VSCs: none DTS Involvement: none Open Campaigns: none TECHLINE Cases: 50144234 - Related to OPEN RO # 156675. Replace long block Warranty Cases: [redacted] - Related to RO # 156161. Replaced SCR catalyst (FW) J0003469008 - Related to RO # 156675. Replace long block (FW) Previous CA Cases: none Previous Settlements: none 1/11/21 @ 18,800 miles -- RO # 107927 -- DD: 3 Perform R1911: Multi AV Cont Unit (CM) C/S the tailgate lock is inop with key -> Replaced rear tail gate handle lock (FW) 7/10/23 @ 39,963 miles -- RO # 153108 -- DD: 1 Customer request having check engine light diagnosed -> No DTCs (DI) C/S 360 view camera does not come on intermittently -> Unable to duplicate (DI) 7/11/23 @ 39,974 miles -- RO # 153131 -- DD: 11 C/S vehicle has check engine light -> Replaced actuator turbine valve (FW) 10/10/23 @ 41,708 miles -- RO # 155767 -- DD: 4 Add on: upon vehicle inspection tech found positive and negative terminal end corroded -> Replaced negative and positive battery terminals (FW) C/S check engine light is on -> Tech programmed ECM (DI) 10/23/23 @ 41,904 miles -- RO # 156161 -- DD: 5 C/S vehicle has check engine light come back on. -> Replaced SCR catalyst (FW) 11/11/23 @ 42,214 miles -- RO # 156675 -- DD: OPEN RO Issue: 1. C/S engine noise on the freeway, stopped and wouldn't restart, dash displayed def system failure. TOWED IN. Action: 1. Per TECHLINE, replace long block ====== 21 FW days down + OPEN RO (24 and counting) 4 FW repairs - check engine light on @ 39963 miles - No DTCs (DI) @ 39974 miles - Replaced actuator turbine valve (FW) @ 41708 miles - Tech programmed ECM (DI) @ 41904 miles - Replaced negative and positive battery terminals (FW) 1 OPEN RO - engine noise on the freeway, stopped and wouldn't restart @ 42214 miles - OPEN RO - Per TECHLINE, replace long block

12/13/2023 1:59:57 PM

ARBS noting correction to RHR summary: In-Service Date: 12/18/2018 Vehicle Purchased: New, Retail Purchase State: [redacted] Last Reported Miles: 42,214 Nissans Owned: 1 Selling Dealer: CARR NISSAN Servicing Dealer: NISSAN OF [redacted], NIS [redacted]

12/13/2023 2:21:20 PM

ARBS made outbound call to C at [redacted]. ARBS advised has taken over case ARBS offered repurchase C understood. C asked how buyback works. ARBS stated C is credited, payments, down payment, trade in, etc and usage, third party contracts, fees deducted. ARBS-KW advised that ARBS will send an email with a letter of intent. ARBS-KW advised that the letter will provide a detailed list of documents ARBS needs to move forward. ARBS-KW advised that C will see what offer looks like before c signs off C understood. C confirmed email and thanked ARBS. Call ended

12/13/2023 2:25:25 PM

From: [redacted] Sent: Wednesday, December 13, 2023 2:24 PM To: [redacted] > Subject: [redacted] / 2018 Titan XD / [redacted] / case 50194288 Hello, Per our conversation, please see the attached letter of intent. In order to move forward with the case, I will need the following documents: - Vehicle photos (1 of each exterior side and 1 interior photo) - A legible copy of the vehicle s current registration - A copy of the purchase contract for the vehicle; - Detailed payment history from your lienholder; - Payoff quote from your lienholder (including interest per diem); - Any receipts for costs that you want considered for reimbursement under the Act (rental while the vehicle was in for repair, towing for warranty repair, etc.) - Completed Lienholder Information Request Form (enclosed) Please let me know if you have any questions.

12/15/2023 1:31:26 PM

ARBS notes VMX from C on 12/14 asking about lienholder docs ARBS made outbound call to C at [redacted]. C stated C paid off the vehicle. C asked what lienholder info ARBS needs. C stated c originally financed with NMAC then refinanced to credit union about a year later. ARBS stated if c financed with NMAC, ARBS can get payment history and bos. ARBS stated from C's credit union, ARBS will need payment history or something showing principle and interest paid. ARBS advised ARBS requests that to credit C what C paid. C understood. C found general [redacted] lemon law information. C stated usage was first report /120,000*purchase price ARBS stated that is what ARBS uses C stated C had issue for rearview camera back around 25k miles and ask if ARBS can use that. ARBS stated usually usage is based off reason for repurchase which is CEL, but ARBS can take usage back further. C stated biggest concern is C did the math and C is having trouble trying to figure out how to get a new veh. C stated refund may not be enough. C is not sure how C will afford new veh. C mentioned replacement. C stated but NNA doesn't make diesel. C asked if usage is flexible. ARBS happy to try to assist C within reason. ARBS stated for c to send in docs and ARBS will work on figures to see if C and ARBS are on the same page with figures. C understood. C also advised C understands this won't be done until the new year. ARBS agreed but can work C's case until ARBS is out. C thanked ARBS. Call ended.

12/21/2023 12:47:39 PM

Hi [redacted], I am just checking in to see if you need anything. I will be out until and will follow up with your case after the holidays! [redacted]

12/22/2023 8:16:22 AM

Hi [redacted], thank you for checking in I am working on getting all the documentation together for you still. I should have it by next week. Thank you, [redacted]

1/3/2024

1/3/2024 9:58:47 AM

Hi [redacted], I am just checking in to see if you have those documents ready for me yet. I hope you had happy holidays! Thanks, [redacted]

1/3/2024 9:59:31 AM

ARBS emailed NMAC for financials prior to C advising C refinanced

1/9/2024 12:57:19 PM

Hi [redacted], This account is paid off. Below is the payment/payoff information that you requested. Account#: 00102497054950001 Customer: [redacted] Payments received 11 Payment amount $ 838.47 Principal Paid $ 50,483.35 Interest paid $ 2,817.93 Late fee paid $ 83.84 Recent payment received on 11/15/2019 in the amount of $ 838.47 Copy of Contract and Payment History are attached. Title was released to BCU. Thank you, [redacted]

1/9/2024 12:59:32 PM

ARBS noting VMX from C so ARBS calling C back. C asked if ARBS received email. ARBS stated ARBS has not. C stated C sent Thursday. ARBS advised ARBS doesn't see anything. ARBS asked if C could resend. C agreed. C stated C can t find email so maybe didn t send. C will get everything together and resend. ARBS suggested C only send a couple documents per email. C thanked ARBS. Call ended.

1/9/2024 1:27:20 PM

I got the pictures you sent! Ok in the case you paid off the loan, I will need the title (front and back) for surrender. Please send that to me when you receive it. Can you send me the last registration you have? The one that expired 12/2023. When you get the new one, please send that as well. Thanks, [redacted] | Arbitration Specialist II, Dispute Resolution| Nissan North America Inc. | Phone: [redacted] ********* From: [redacted]<pboden86 @gmail.com> Sent: Tuesday, January 9, 2024 1:22 PM To: [redacted]> Subject: Re: [redacted] / 2018 Titan XD / [redacted]6 / case 50194288 I paid off the loan

1/9/2024 1:33:17 PM

Great I m glad you got everything. I will send the title now. The registration is current but i do not have it yet. That is why i sent the renewal with the check. I can send that as soon as i get it though.

1/9/2024 4:11:59 PM

Received. I should be able to use this one as well. Let me work on the numbers and get back to you! [redacted] | Arbitration Specialist II, Dispute Resolution| Nissan North America Inc. | Phone: [redacted] ******** From: [redacted]> Sent: Tuesday, January 9, 2024 3:05 PM To: [redacted], [redacted]> Subject: Re: [redacted] / 2018 Titan XD / [redacted]6 / case 50194288 Here is the recently expired registration. I just checked the mail again and have not received the current registration. I can see if there is a way to get the confirmation of registration from the dmv if needed that way it s not holding the process up. I called earlier to see make sure you got everything and see if you have any questions.

1/9/2024 4:44:15 PM

Thank you for your help

1/12/2024 2:57:38 PM

(+) Agreed Value of Trade-In $0.00 (+) Cash Downpayment $10,000.00 (+) Additional Payments $55,573.61 (+) Registration Fees - Prior Years to Current $3,946.00 (+) $0.00 (=) Total Amounts Paid $69,519.61 (-) Less Usage $2,643.43 (-) Late fees $141.84 (=) Amount Due to customer $66,734.34

1/12/2024 3:01:24 PM

Hello [redacted], I have attached the repurchase agreement. I will be out this afternoon and Monday for the holiday but I wanted to get this over to you. Nissan is not responsible for any additional accessories added to the vehicle, but I did add the registration fees minus the one labeled prior suspense . If you have any questions, we can speak next week! Thanks, [redacted]

1/16/2024 11:45:59 AM

[redacted]S notes VMX from C on 1/12 requesting a follow up on numbers [redacted] made outbound call to C at [redacted]. [redacted] left VMX with contact info

1/16/2024 1:46:35 PM

[redacted]S notes C called back and left VMX [redacted] made outbound call to C at [redacted]. C appreciates [redacted] help. C stated c doesn't want to sound ungrateful by any means, but C needs new veh. C just wants to go over numbers C and [redacted]S went over interest and principle on loan. C understood. C stated prior suspense was to register the vehicle in [redacted] from [redacted] as DLR didn't $5337 but paid $5616 after DLR messed up paperwork. [redacted] understood. [redacted]S will add and resend to C. C stated C received updated reg. [redacted] asked c to send over. C agreed. C asked how process goes from here. [redacted] explained [redacted] process. C understood. [redacted]S asked if C has lift on veh. C stated yes for that year Nissan did collaboration with Icon for OEM Icon lift by dealer before purchase. [redacted] thanked C for info. C thanked [redacted]. Call ended.

1/16/2024 1:50:30 PM

(+) Agreed Value of Trade-In $0.00 (+) Cash Downpayment $10,000.00 (+) Additional Payments $55,573.61 (+) Registration Fees - Prior Years to Current $9,562.00 (+) $0.00 (=) Total Amounts Paid $75,135.61 (-) Less Usage $2,643.43 (-) Late fees $141.84 (=) Amount Due to customer $72,350.34

1/16/2024 1:51:57 PM

Hi [redacted], I have attached the updated agreement here. Thank you [redacted] |

1/17/2024 1:11:51 PM

Hi [redacted], I will work on getting this processed and keep you updated! [redacted] | Arbitration Specialist II, Dispute Resolution| Nissan North America Inc. | Phone: [redacted] From: [redacted]> Sent: Tuesday, January 16, 2024 8:07 PM To: [redacted]< [redacted] [redacted]@nissan-usa.com> Subject: Re: [redacted] / 2018 Titan XD / [redacted] / case 50194288 Hello [redacted], Thank you for the call today and your help with this. I have attached the requested registration and the signed repurchase agreement. Please let me know if you need anything else. [redacted] [redacted]

1/17/2024 1:25:22 PM

C contacted Nissan CA requesting RHR due to multiple times at DLR.

1/17/2024 1:25:23 PM

C contacted Nissan CA requesting RHR due to multiple times at DLR.

1/17/2024 1:29:36 PM

[redacted]S submitting check CR0565024 payable to [redacted] Boden in the amount of $72,350.34

1/18/2024 8:29:11 AM

[redacted]S resubmitting check CR0565024 payable to [redacted] in the amount of $72,350.34 *Prior registration fees and taxes are in "Registration Record"

1/18/2024 3:09:15 PM

Request to [redacted] The case is successfully created with [redacted] with Case Number as:910978

1/22/2024 8:11:40 AM

[redacted] emailed C: Good morning, Everything has been completed on my end for the repurchase, and the checks will be mailed out soon to [redacted], our third party vendor company. Once [redacted] the checks they have some internal processing to do but they will contact you [redacted] also the dealer to set up a mutual surrender date soon after. I wanted to let you know I did have a Vehicle Purchase Program (VPP) discount processed for you, this is a discount below the dealer invoice based on model. This discount is client specific, non transferable, and valid for 60 days. You should have received an automated email for that code. [redacted]

1/22/2024 10:17:49 AM

ARBS closing case Consumer Affairs Voluntary Repurchase due to 4 visits and 30 days out of service for check engine light is on and 30 cumulative days out of service for all warranty repairs.

1/23/2024 9:12:11 AM

*** [Added after the case is closed.] *** DRTS forwarding check to [redacted] via FedEx: [redacted]. Check #: [redacted]. Customer: [redacted], Parker. Check Type: Customer. Amount: $72350.34.

CONSUMER ASSISTANCE REQUEST

[redacted]

[redacted]

CITY: [redacted]
STATE: AR

OPEN_DT: 12/27/2023
CLOSE_DT: 1/1/1901

VIN: [redacted]
MODEL: A61 YR: 2016
MFG DT: 9/8/2016
SVC DT: 1/6/2017
MILEAGE: 47,781

TRIM: PLAT
OPTIONS: B11B92B96C03K11L12M
SERVICING [redacted] GRAY-DANIELS NISSAN NOR
[redacted] **STATE:** [redacted]
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY		SUBCATEGORY/SYMPTOM	
06	OA	Vehicle Concerns	337220	Engine
	[redacted]	Mechanical	AC	Output Speed Sensor
10	OA	Vehicle Concerns	224500	Automatic Transmission
	[redacted]	Mechanical	AY	Parking Pawl
NI	OI	Non Vehicle Concerns	337760	Service Department
	CK	Dealer/Retailer Issues	NP	Rental Vehicle
NI	OI	Non Vehicle Concerns	337760	Service Department
	CK	Dealer/Retailer Issues	NS	Vehicle Maintenance

CAR VERBATIM

12/27/2023

12/27/2023 11:05:39 AM

CRR-LI VERIFIED Account information including C s name, home & e-mail address, phone number & best contact number. CRR-LI VERIFIED VEH Information including VIN #, Current Mileage, warranty and service history. CRR-LI CHECKED for open recalls/campaigns and found: 0. CRR-LI CHECKED for previous UNRELATED Case(s) and found: 0. CRR-LI CHECKED previous RELATED Case(s) and found: 0. CRR-LI NOTED concern is: [redacted] complaint. CRR-LI received a call from [redacted], also known as [redacted] stated C owns Titan 2016. C stated Dec 15. 2023 C went to Arkensone [redacted]R for oil change and visual inspection was done. Nothing found wrong. C stated on way home VEH stop, no lights, no warning. C stated corrosion was found on battery. C stated yesterday morning [redacted] Nissan called in and stated not just battery needs to be replaced, but whole motor locks up. SM and SA [redacted] and [redacted] at [redacted] Nissan. C stated Arrkenstone service SM [redacted]. CRR-LI Asked C if [redacted] been to the [redacted]n regards to C s concerns. C Stated yes. CRR-LI Asked C who C was working with at the [redacted]. C Stated SA-[redacted]. CRR-LI emphasized and apologized to C for concern. CRR-LI informed C that CRR-LI would look into it. CRR-LI asked C how C would like NNA to assist C with the concerns. C stated give him rental /loaner, replace motor. CRR-LI informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will reach C out 1 business days by EOB regarding C s concern. C understood. CRR-LI asked if there was anything else CRR-LI could assist with at this time. C declined. CRR-LI provided C with case #[redacted]. CRR-LI thanked C and branded the call. Call ended mutually Best contact # [redacted].

12/27/2023 11:06:18 AM

**** Case Summary **** C called with rental veh/ motor concern. CRR-LI sending case to RCAS for assistance.

12/28/2023 9:02:52 AM

RCAS-CP unable to datanet the case.

12/28/2023 10:42:46 AM

RCAS-CP sent an email to [redacted] requesting the following information: Mileage: What is the customer's complaint: diagnosis: Primary Failed Part: Primary Failed Part Number: What warranty would have covered cost of repair: Warranty Labor Cost: Warranty Parts Cost: Service History: Customer Pay: Related Repair History: Location of Vehicle: Is the customer in a rental or loaner: How many days down at the [redacted]: [redacted] Goodwill Recommendation:

12/28/2023 11:28:52 AM

RCAS-CP made outbound call to C at [redacted]. RCAS-CP noting that C's mother [redacted] on line. RCAS-CP ADVISED, This call may be recorded for quality and training purposes. RCAS-CP asked if now is a good time to speak about case with NNA. RCAS-CP VERIFIED C s name, home & email address, concern, phone. RCAS-CP CONFIRMED C s VEH make/model, mileage, and servicing [redacted]. C said VEH is at [redacted] RCAS-CP CHECKED and ADVISED C of open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 25481615 Previous RELATED Case(s) Found: 0 RCAS-CP advised that case has been escalated to RCAS-CP for case review and resolution. RCAS-CP asked C to elaborate on concern with battery and engine. C said on December 15th took VEH to [redacted]. C said all maintenance has been done in a timely manner. C said under 50,000 miles. C said C had 45000 maintenance performed. C said C was driving through TN and C heard noise. C said no lights came on VEH. C said VEH started slowing down. C said couldn't get all the way to shoulder of road. C said C called and obtained tow truck. C said VEH was towed to [redacted] C said on December 26th VEH was towed to [redacted] in [redacted] C said advisor called C back and told C that battery needs to be replaced. C said C knows that there was corrosion on battery. C said C called [redacted] that performed oil change in [redacted] and asked if [redacted] inspected VEH. C said advisor told C that battery was checked. C said C asked to speak to manager. C said manager told C that [redacted] does not check batteries other than visual inspection. C said [redacted] checks some things but doesn't fully check battery unless C is having cranking concern. C said C sent pictures to [redacted] of corrosion on battery. C said [redacted] offered free oil change. C said [redacted] will have to do more. C said while waiting to hear back from [redacted] C got a call back from other [redacted] at [redacted]. C said [redacted] at [redacted] told C that motor has locked. C said C called other [redacted] back and SM told C that SM doesn't trust [redacted]. C said C called CA on Tuesday. C said [redacted] did not have loaner VEH. C said CA said could reimburse $45/day for 5 days. C said C ended up renting a mini van as C is very large and needs space. C said C just talked to SA in [redacted]. C said SA said that cylinder one went out which shouldn't happen since VEH was maintained at [redacted]. C said C spoke with SM of [redacted] and told C that sometimes these things happen. C said C doesn't really know if C needs VEH towed to [redacted] said C is more comfortable having VEH in [redacted].

12/28/2023 11:29:12 AM

CALL CONTINUED RCAS-CP apologized for C having to go back and forth between DLRs and for engine failure. RCAS-CP asked how NNA can assist. C said C needs VEH for C's son to drive. C said C wants to be reimbursed for towing fee. C said C has paid around $360 for towing. C said C would like to be reimbursed for rental VEH and for a loaner VEH to be provided. C said C would like for DLR to deliver VEH back to [redacted]. RCAS-CP asked if DLR quoted C for cost of engine. C said C emailed bill to NNA. RCAS-CP advised that RCAS will send follow up email for C to reply to with any relevant documents. C asked to add C's mother's email to account [redacted]. RCAS-CP advised that RCAS will update email. RCAS-CP advised that due to VEH being OOW, assistance from NNA is not guaranteed. RCAS-CP advised that RCAS will review case for OOW FA. RCAS-CP will note C's service history in review and experience with DLR. RCAS-CP advised that RCAS can review rental and towing expenses after VEH is repaired. RCAS-CP advised again that OOW FA and reimbursement are not guaranteed, but RCAS will do due diligence to thoroughly review case to see if NNA is able to assist. C said C doesn't want to get anything touched unless NNA receives approval. C said lifespan should have been more than 50k miles. C said anytime after the 2nd of January extra towing kicks in. C said C is not comfortable going back to [redacted] DLR. C said C has paid a lot of money to have VEH maintained properly. C said [redacted] said that DLR does have a loaner VEH. RCAS-CP advised that if NNA approves OOW FA, then assistance will have to be redeemed at DLR that provided diagnosis. RCAS-CP advised that if C would like to obtain loaner from [redacted] DLR, then VEH will have to be taken there and a new diagnosis obtained. C said to just use diagnosis provided by [redacted] DLR. RCAS-CP advised follow up on 01/03. RCAS-CP asked if this is the best contact number for C. C asked to add C's mother's number to account [redacted]. C thanked RCAS-CP. RCAS-CP is sending direct line and case number via email per C's request. RCAS-CP thanked the C for the C's time. Call ended mutually.

12/28/2023 11:31:04 AM

RCAS-CP added [redacted] to account as alternate email.

12/28/2023 11:34:20 AM

RCAS-CP sent contact and case number email to C.

12/29/2023 8:05:35 AM

SECRR-MH logged email case 50365441. ---------- Thanks for the copies of the trucks history report. You fail to send me a detailed history report for the last service for 12/15/23. I also need a copy of all multi point inspection forms for each service that was provided, thanks. [redacted] [redacted]n ---------- SECRR-MH attached documents to case[redacted] for review. SECRR-MH exited case.

12/29/2023 8:09:38 AM

SECRR-MH received email documents through case[redacted] & attached to case[redacted] for review. SECRR-MH exited case.

12/29/2023 12:54:53 PM

ECRR-JT received email under cases[redacted] & attached documents to case for review. ECRR-JT logged email received under case # 50368018. ---------- att. : [redacted] case number I will call [redacted] tomorrow and update contact information. As you can see the vin number is the same but when the vehicle was originally purchased it was purchased by my husband Sharif [redacted] and myself [redacted] [redacted]. Once the vehicle was paid off 2 1/2 years early the truck was put in my son s name [redacted] AKA U. [redacted]. Associated addresses may include [redacted]; [redacted] Ms [redacted]; [redacted] and [redacted]. [redacted] ---------- ECRR-JT exited case.

1/2/2024

1/2/2024 8:12:24 AM

ECRR-JT received email under case #50371377 & attached documents to case for review. ECRR-JT logged email received under case # 50371378. ---------- Fwd[redacted] case number [redacted] Begin forwarded message: > From: [redacted] [redacted]> > Date: December 29, 2023 at 11:54:07 AM CST > To [redacted]> > Subject: Fwd[redacted] case number > > > > [redacted] > > Begin forwarded message: > >> From: [redacted]> >> Date: December 29, 2023 at 11:06:54 AM CST >> To: [redacted], [redacted]> >> Cc: Son [redacted] <[redacted]> >> Subject[redacted] case number >> >> Fwd: AAA Tow >> [redacted] >> [redacted] >> >> [redacted] >> [redacted] >> >> Begin forwarded message: >> >>> From: [redacted]> >>> Date: December 29, 2023 at 7:56:51 AM CST >>> To: [redacted]> >>> Subject: AAA Tow >>> >>> ---------- ECRR-JT exited case.

1/2/2024 12:40:36 PM

RCAS-CP sent an email to [redacted] requesting the following information: Mileage: What is the customer's complaint: diagnosis: Primary Failed Part: Primary Failed Part Number: What warranty would have covered cost of repair: Warranty Labor Cost: Warranty Parts Cost: Service History: Customer Pay: Related Repair History: Location of Vehicle: Is the customer in a rental or loaner: How many days down at the DLR: DLR Goodwill Recommendation:

1/2/2024 4:20:04 PM

RCAS-CP received an email from [redacted] on 01/02 at 3:02 PM advising for RCAS to contact FOM[redacted] for assistance with case.

1/3/2024 8:23:45 AM

RCAS-CP sent an email to FOM[redacted] advising of goodwill request and asked for FOM to call RCAS-CP regarding case.

1/3/2024 9:16:36 AM

RCAS-CP received inbound call from FOM[redacted] at [redacted]. FOM-ND advised that FOM is trying to get in contact with SM to see if there is insight on why engine failed. FOM-ND advised that since the VEH services with Nissan DLR then engine shouldn't have failed so early. FOM-ND advised that once FOM gets confirmation from DLR then FOM will make decision and contact RCAS-CP. RCAS-CP thanked FOM-ND for assistance. Call ended mutually.

1/3/2024 1:17:53 PM

[redacted]8 : Hi this is Ms [redacted] and I am reaching out to you about 2016 Nissan Titan xl case number[redacted] case number please call me, thank you [redacted] : Your case manager will contact you regarding the case by the end of the business day today.

1/3/2024 2:45:50 PM

RCAS-CP received inbound call from [redacted] at [redacted]. [redacted]-ND advised that [redacted] is going to DLR on 01/04 with DTSM to inspect the VEH to verify what caused the engine failure. [redacted]-ND advised that if there is no indicator as to why engine failed then [redacted] will consider goodwill but [redacted] wants DTSM to look at VEH first. RCAS-CP thanked [redacted]-ND for assistance. Call ended mutually.

1/3/2024 3:22:07 PM

RCAS-CP made outbound call to C at [redacted]. RCAS-CP spoke with C's mother [redacted]. RCAS-CP VERIFIED now is a good time to speak. RCAS-CP noting that C's son [redacted] was on call as well. RCAS-CP ADVISED, This call may be recorded for quality and training purposes. RCAS-CP apologized for the delay in C's case. RCAS-CP advised that C's case is still under review to determine if NNA is in the position to cover the costs of repairs. C asked if RCAS-CP received pictures sent with service history. C said C's brother is a mechanic and doesn't understand why engine would fail. C said diesel engines should last for 300000 miles. C said other DLR told C that concerns happen all the time but C said doesn't seem right. RCAS-CP thanked C for sending in service history documents. RCAS-CP advised that it is perplexing that a diesel engine would fail at such low mileage, which is why NNA is trying to review the case as a whole to determine what caused the failure and how to proceed. C thanked RCAS-CP. RCAS-CP advised that RCAS will hopefully have more information by end of day 01/04 but latest follow up will be 01/05. C thanked RCAS-CP. C asked if RCAS received email stating that C's son obtained a larger rental VEH. RCAS-CP confirmed that RCAS received email and once VEH is repaired C can submit rental invoice for rental reimbursement review. C thanked RCAS_CP. RCAS-CP asked if C had additional questions. C declined. RCAS-CP confirmed C still has direct line and case number. RCAS-CP thanked the C for the C's time. Call ended mutually.

1/4/2024 3:11:20 PM

RCAS-CP made outbound call to [redacted] at [redacted]. [redacted]-ND advised that [redacted] is going to pay/authorize DLR to due further diagnosis and teardown on VEH to determine what caused failure. [redacted]-ND advised that SM was going to reach out to the C today (01/04) to get approval but [redacted] isn't sure if SM has done so yet. RCAS-CP thanked [redacted]-ND for assistance. Call ended mutually.

1/5/2024 11:25:18 AM

RCAS-CP made outbound call to C at [redacted]. RCAS-CP spoke with C's mother [redacted], who will now be referred to as C. RCAS-CP VERIFIED now is a good time to speak. RCAS-CP noting that C's son [redacted] as well. RCAS-CP ADVISED, This call may be recorded for quality and training purposes. RCAS-CP apologized for the delay in C's case. RCAS-CP advised that RCAS-CP received confirmation that DLR is going to perform further diagnosis on VEH to determine cause of failure, paid for by NNA. RCAS-CP asked if C had received update from DLR. C said DLR hasn't reached out to C. RCAS-CP asked when last time C has heard from DLR. C said C hasn't heard from DLR since Friday (12/29). RCAS-CP advised that hopefully DLR has additional information to provide shortly, and RCAS-CP will follow up with C no later than 01/10 with another update. C asked if NNA has maintenance records. RCAS-CP advised that NNA has maintenance records for services provided at Nissan DLRs. C asked if RCAS knew anything about the battery. C said C called DLR in [redacted] and asked if DLR performs battery test. C said DLR said that DLR just looks at battery and doesn't run tests for inspection. C said DLR said that if there are no complaints regarding battery then DLR doesn't do full tests. RCAS-CP asked which DLR replaced battery. C said [redacted]. C said C authorized for DLR to change battery but then C was told that engine was problem. C said C feels that C has been paying for service but DLR hasn't been servicing properly. RCAS-CP empathized with C. C's son asked if C is going to be responsible for diagnosis fees. RCAS-CP advised that NNA will be paying for diagnosis/further teardown. C's son asked about rental charges. RCAS-CP advised that rental charges will be reviewed after C's VEH is repaired. RCAS-CP advised that RCAS will follow up with C once additional information from DLR is obtained. C thanked RCAS-CP. RCAS-CP confirmed C still has direct line and case number. RCAS-CP thanked the C for the C's time. Call ended mutually.

1/5/2024 11:25:49 AM

RCAS-CP sent an email to [redacted] and [redacted] requesting for someone to contact C to discuss teardown authorization.

1/9/2024 9:47:51 AM

RCAS-CP noting email received from [redacted] on 01/05 at 2:47 PM advising that C approved teardown.

1/9/2024 9:48:13 AM

RCAS-CP sent an email to [redacted] and [redacted] requesting an update on diagnosis.

1/10/2024 2:53:14 PM

RCAS-CP received an email from [redacted] on 01/09 at 1:12 PM advising that DLR is working on teardown.

1/10/2024 3:24:00 PM

RCAS-CP made outbound call to C at [redacted]. RCAS-CP spoke with C's mother [redacted], who will now be referred to as C. RCAS-CP VERIFIED now is a good time to speak. RCAS-CP noting that C's son [redacted] as well. RCAS-CP ADVISED, This call may be recorded for quality and training purposes. RCAS-CP advised that DLR is still working on teardown of VEH and RCAS is waiting on most recent update. RCAS-CP apologized for the extensive wait and thanked C for C's patience. RCAS-CP advised that RCAS will follow up immediately once more information is obtained, no later than 01/16. RCAS-CP asked if C had any questions. C said C noticed a recall concern for transmission. RCAS-CP advised that recalls are VIN specific and there are currently no active recalls or campaigns on C's VEH. C said general inquiry for whoever had a Nissan VEH in certain model year. RCAS-CP advised that RCAS will verify information with DLR just to make sure that all concerns are covered. C asked if DLR is going to put in a new engine or a used engine. RCAS-CP advised that RCAS is not certain on exact process but RCAS believes that DLR will be rebuilding new engine. RCAS-CP advised that DLR would be best point of contact for questions regarding specifics of repairs. C said DLR in [redacted] didn't send over checklist of repairs that were completed. C said receptionist at DLR told C that DLR C said C called DLR in [redacted] and asked if DLR performs battery test. C said DLR said that DLR just looks at battery and doesn't run tests for inspection. C said DLR said that if there are no complaints regarding battery then DLR doesn't do full tests. C said C has paid 1500 dollars out of pocket and DLR says that DLR only performed visual inspection. C said C has big concern with money that has been paid in the past. C said if everything was done properly then C wouldn't be in current position. RCAS-CP asked C to clarify question. C said if a visual check is what's being done, then C has paid money for services that haven't been completed. RCAS-CP advised that RCAS-CP can file C's complaint with DLR in [redacted] and request for someone to contact C for resolution. RCAS-CP advised that dispute is with C and the DLR so NNA is unable to intervene directly, however since DLR carries the Nissan name then NNA is adamant about ensuring NNA customers receive a certain level of customer satisfaction. C said C didn't like that [redacted] DLR was throwing shade at [redacted] DLR. C said like DLR was covering tracks. C said C would expect going forward that C will receive an extended warranty for engine. C said C DLR has hurt Nissan brand as a whole. RCAS-CP apologized for C's experience and advised that RCAS will file complaint with DLR and continue to follow up with [redacted] to determine status of teardown, and RCAS-CP will follow up no later than 01/16. C thanked RCAS-CP. RCAS-CP confirmed C still has direct line and case number. RCAS-CP thanked the C for the C's time. Call ended mutually.

1/11/2024 3:41:51 PM

RCAS-CP received an email from [redacted] requesting a call on case.

1/11/2024 4:08:42 PM

RCAS-CP made outbound call to [redacted] at [redacted]. RCAS-CP advised that RCAS-CP is following up regarding email FOM sent. FOM-ND advised that DLR cannot find what caused engine failure, and is waiting on approval from powertrain and then FOM will most likely be goodwilling repairs. FOM-ND advised that FOM will update RCAS when more info is provided because nothing is confirmed yet. RCAS-CP thanked FOM-ND for assistance. Call ended mutually.

1/16/2024 1:02:00 PM

RCAS-CP made outbound call to [redacted]H at [redacted]. RCAS-CP requested to speak with SA or SM. RCAS-CP spoke with DLR receptionist who informed RCAS-CP that service department is closed due to weather. Call ended mutually.

1/16/2024 1:52:09 PM

RCAS-CP made outbound call to [redacted] at [redacted]. RCAS-CP advised that RCAS was unable to contact DLR due to weather and asked if FOM had insight on approval from powertrain. FOM-ND asked for RCAS-CP to send FOM the VIN and FOM will see if FOM can access approval. RCAS-CP thanked FOM-ND for assistance. Call ended mutually.

1/16/2024 1:52:29 PM

RCAS-CP sent an email to [redacted] containing VIN.

1/16/2024 4:19:10 PM

RCAS-CP made outbound call to C at [redacted]. RCAS-CP spoke with C's mother [redacted], who will now be referred to as C. RCAS-CP VERIFIED now is a good time to speak. RCAS-CP ADVISED, This call may be recorded for quality and training purposes. RCAS-CP apologized for the delay in C's case. RCAS-CP advised that DLR has been closed due to weather and therefore RCAS has been unable to receive update. RCAS-CP advised that DLR will hopefully be open tomorrow (01/17) and RCAS will be able to obtain additional insight on status of VEH. RCAS-CP apologized for delay and thanked C for C's patience. RCAS-CP advised that DLR confirmed that VEH was maintained properly by C so NNA is reviewing how NNA will assist going forward. C said C went by DLR on Thursday or Friday and DLR said that DLR sent pictures to DLR. C said DLR said crankshaft broke and transmission failed. C said DLR said that transmission also needs to be replaced. C said DLR said that everything was sent. C said DLR confirmed that maintenance was performed in a timely manner by Nissan technicians. RCAS-CP advised that NNA is reviewing case and will follow up with C once more information is available. C understood. C said C just wants to stay up to date. C said C just couldn't understand why VEH would break down. RCAS-CP understands C's frustration and thanked C for C's patience. RCAS-CP advised RCAS will follow up no later than 01/19. C said C is okay with process. C said C just wants to make sure that everything is done properly. RCAS-CP confirmed C still has direct line and case number. RCAS-CP thanked the C for the C's time. Call ended mutually.

1/17/2024 11:37:14 AM

RCAS-CP received an email from [redacted] on 01/17 at 11:29 AM advising the following: Labor: 3450.92 Parts: 31964.54

1/17/2024 11:39:11 AM

RCAS-CP received an email from [redacted] on 01/17 at 11:31 advising to submit CST for 100% goodwill.

1/17/2024 11:45:15 AM

RCAS-CP submitted regional goodwill CST.

1/17/2024 2:26:10 PM

FOM Goodwill Request feedback from SF1 **Goodwill Request was approved by CA Field Staff [redacted]* Action: Approved Approval Options: 100% Approver Detail: Goodwill approved due to loyal service customer with premature engine failure at 47K. Failure was NOT due to any aftermarket installation or lack of maintenance. Last Action By: [redacted] Date of Last Action: 2024-01-17 14:26:09 CA Agent Name/Phone extension [redacted] / CA Case number: [redacted]

1/19/2024 1:54:29 PM

RCAS-CP made outbound call to [redacted]H at [redacted]. RCAS-CP requested to speak with SA or SM. RCAS-CP left a VMX advising of case and requested a callback or response to email.

1/19/2024 2:09:33 PM

RCAS-CP sent an email to [redacted] and [redacted] asking for an update on parts and repairs.

1/19/2024 2:50:11 PM

RCAS-CP made outbound call to C at [redacted]. RCAS-CP spoke with C and C's mother [redacted] was also on the line, who will now be referred to as C. RCAS-CP VERIFIED now is a good time to speak. RCAS-CP ADVISED, This call may be recorded for quality and training purposes. RCAS-CP advised that RCAS-CP can confirm that NNA will be covering 100% of the cost of repairs for C's engine. RCAS-CP advised that DLR will adjust pricing accordingly and provide C with repair updates as they become available. RCAS-CP advised that once VEH is repaired then C can submit rental invoices to RCAS for review via email. RCAS-CP advised that DLR won't be able to diagnose or address concerns with transmission until engine repair is taken care of. RCAS-CP advised that if there are concerns with the transmission after engine repair is taken care of then C can contact RCAS-CP for review. C said okay. C said why are both not being done at the same time. C said C doesn't understand why. RCAS-CP advised that NNA relies on DLRs for technical advice and recommendations and currently RCAS has been advised that transmission cannot be addressed until engine is completed. C asked for RCAS-CP to explain new warranty. RCAS-CP advised that all new NNA parts and replacements receive a 12 month/12k mile warranty, whichever comes first. C said C thinks that C needs a warranty that is 72000 miles or so. C said C was out of warranty when VEH failed. C said C's son could have been killed. C said C is requesting a longer warranty. C said C wants warranty that is placed on new VEH as VEH is receiving new engine. RCAS-CP understands and advised that unfortunately NNA is only able to provide a 12 month/12k mile part warranty for new engine. C said so NNA can't do anything more than a 12 month warranty. RCAS-CP said yes. C said what about money that has been spent for service. C said C paid for services when VEH went OOW and VEH still failed. RCAS-CP advised that DLR confirmed that failure was not due to any lack of proper maintenance, and that failure is due to a defect from manufacturing, which is why NNA is covering 100% of repairs. RCAS-CP advised that NNA is not able to reimburse for maintenance costs. C said what about the inconvenience. RCAS-CP advised that unfortunately NNA is not able to provide additional compensation than what is being provided. C asked about towing expense. C said C knows that NNA will be reimbursing for towing expense. C said NNA should reimburse for entire towing trip, including portion that was covered by AAA. RCAS-CP advised that all reimbursements can be reviewed after VEH has been repaired. C asked about battery. C said first DLR told C that VEH and battery was fine. C said second DLR told C that there was obvious corrosion on battery. C said first DLR didn't inspect VEH properly. RCAS-CP asked for name of first DLR. C said [redacted] in [redacted]. RCAS-CP advised that RCAS-CP will file complaint with DLR as concern is workmanship related. RCAS-CP advised unfortunately NNA is not able to reimburse for maintenance costs. C said C's son missed a full day of work due to DLR not having a VEH available. C asked if NNA will reimburse for work that has been missed. RCAS-CP advised that NNA is not able to reimburse for days of work missed. RCAS-CP advised that no additional compensation is able to be provided at this time, and RCAS-CP apologized for inconvenience. RCAS-CP advised that RCAS-CP will file complaint with DLR to advise of C's inconvenience and request for DLR to discuss resolution with C. RCAS-CP advised that DLR will continue to update C on status of repairs and if C has questions then C can contact RCAS-CP directly. C understood. RCAS-CP confirmed C still has direct line and case number. RCAS-CP thanked the C for the C's time. Call ended mutually.

1/19/2024 3:09:52 PM

RCAS-CP sent an email to [redacted] and [redacted] advising of C's complaint and requested for someone to contact C for resolution.

1/19/2024 3:14:55 PM

RCAS-CP received an email from [redacted] on 01/19 at 2:53 PM advising that parts have not arrived yet due to weather delays and DLR hasn't looked into transmission yet.

1/19/2024 3:16:23 PM

RCAS-CP sent an email to [redacted] and [redacted] advising that RCAS is closing case as decision from NNA has been given to C, and once rental documents are received case will be reopened.

1/19/2024 3:19:33 PM

RCAS-CP is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted CA seeking OOW FA for engine replacement, for rental/loaner assistance, and to file workmanship complaint against previous DLR for not inspecting battery properly. RCAS-CP reviewed Case with [redacted] who advised that engine needs to be replaced and recommended goodwill. [redacted] who approved goodwill 100% due to premature failure of engine. RCAS-CP sent an email to [redacted] of Mclarty Nissan - 5104 advising of C's complaint and requested for someone to contact C for resolution. *** STATEMENT OF DECISION *** RCAS-CP advised C that NNA is in the position to cover 100% of cost of repairs for engine. RCAS-CP advised that rental/towing expenses can be sent to RCAS for review after VEH is repaired. RCAS-CP noting that C was indifferent with outcome. RCAS-CP closing case pending documents.

1/26/2024 10:55:58 AM

CRR-JR < VERIFIED> Account information including: C's name, home & e-mail address, phone number & best contact number CRR-JR VERIFIED VEH Information including: NA CRR-JR CHECKED for open recalls/campaigns and found: 0 CRR-JR CHECKED for previous UNRELATED Case(s) and found: 0 CRR-JR CHECKED previous RELATED Case(s) and found: 0 CRR-JR NOTED concern is: RCAS follow up CRR-JR received inbound call from [redacted] stated C called before and has a case with RCAS and provided Case number. CRR-JR understood and inquired how CRR-JR may assist. C stated C is looking to speak with the assigned agent to the case as C has concerns with rental. CRR-JR informed C that Case will be updated to the assigned agent who will contact the C regarding C s concern. C understood. CRR-JR asked C if there was anything else CRR-JR could assist with. C declined. CRR-JR noting C s best contact number is [redacted] Call ended mutually.

1/26/2024 10:56:09 AM

Case Summary C called for case update. CRR-JR updated case notes.

1/26/2024 4:11:55 PM

CRR-PR VERIFIED account Info including: C's name, home address, best contact #. CRR-PR VERIFIED VEH Info including: VIN, Current Mileage, Warranty CRR-PR CHECKED for open recalls/campaigns and found: 0 CRR-PR CHECKED for previous UNRELATED Case(s) and found: 0 CRR-PR CHECKED previous RELATED Case(s) and found: 7 CRR-PR NOTED concern is: VEH rental reimbursement CRR-PR received inbound call from [redacted] stated that the DLR got the parts in and is starting to work on the VEH. C stated that the rental agency called C and asked C to come in and pay the bill. C stated that C paid $3,400 on credit card on 1/26. C stated that C needs to get reimbursed in order to start the next round of rental payments. CRR-PR advised C that the new developments are being documented. CRR-PR advised C that the case will be updated and RCAS will follow up with C on 1/29 by the end of business day. C thanked CRR-PR for the assistance. CRR-PR provided C with name and case # and thanked C for calling. Call ended mutually. Best contact #: [redacted].

1/26/2024 4:12:43 PM

Case Summary C contacted NNA CA regarding getting reimbursed for the rental VEH as C had to pay $3,400 on 1/26. CRR-PR updated case for RCAS review.

1/29/2024 9:22:19 AM

RCAS-CP made outbound call to [redacted] NISSAN NORTH at [redacted]. RCAS-CP requested to speak with SA or SM. RCAS-CP left a VMX advising of case and requested a callback or response to email.

1/29/2024 9:22:44 AM

RCAS-CP sent an email to [redacted] and [redacted] requesting an update and estimated completion date for repairs.

1/29/2024 9:25:28 AM

RCAS-CP made outbound call to C at [redacted]. RCAS-CP attempted to leave a VMX but was notified that message was canceled multiple times. RCAS-CP disconnected the line.

1/29/2024 9:39:13 AM

RCAS-CP advised [redacted] RCAS-CP VERIFIED now is a good time to speak. RCAS-CP ADVISED, This call may be recorded for quality and training purposes. RCAS-CP advised that RCAS-CP received notification that C is seeking assistance with rental. RCAS-CP understands that $3400 is a large expense for a rental VEH, however NNA unfortunately is not able to review for rental reimbursement until after VEH is fully repaired. RCAS-CP apologized for inconvenience. C said okay. RCAS-CP advised that RCAS-CP is currently waiting for most recent update from DLR and will provide C with another update no later than 02/01. RCAS-CP asked when C last spoke with DLR. C said last week. C said last update was that DLR received parts. C said DLR told C that DLR was not able to inspect transmission until after VEH is repaired. RCAS-CP advised that RCAS received same information from DLR. RCAS-CP advised that RCAS-CP will follow up with DLR to obtain additional repair insight. RCAS-CP asked if C had questions. C declined. C said C was just hoping that NNA could help with rental bill. RCAS-CP empathized with C and apologized for having to wait for review. RCAS-CP advised that C can contact RCAS-CP directly with any questions before follow up date. C thanked RCAS-CP. RCAS-CP is sending direct line and case number via email per C's request. RCAS-CP thanked the C for the C's time. Call ended mutually.

1/29/2024 9:39:53 AM

RCAS-CP contact and case number email to C.

1/29/2024 9:40:38 AM

RCAS-CP received an email from [redacted] on 01/29 at 9:33 AM advising that engine arrived on 01/26 and repairs should be completed by end of week.

2/1/2024 2:22:22 PM

RCAS-CP made outbound call to [redacted] at [redacted]. RCAS-CP requested to speak with SA or SM. RCAS-CP left a VMX advising of case and requested a callback or response to email.

2/1/2024 2:31:16 PM

RCAS-CP received an inbound call from [redacted] at [redacted]. [redacted]-RK advised that transmission needs to be replaced and DLR got approval from FOM/VCAT this morning. [redacted]-RK advised that engine repair is still ongoing and SM is expecting for both repairs to be completed sometime next week. [redacted]-RK advised that C hasn't been updated regarding transmission yet. RCAS-CP advised that RCAS will contact C but allow the DLR to provide C with update regarding transmission. RCAS-CP thanked [redacted]-RK for assistance. Call ended mutually.

2/1/2024 2:34:16 PM

RCAS-CP made outbound call to C at [redacted]. RCAS-CP received a message stating that C's VMX is disabled and RCAS-CP could not leave a VMX.

2/1/2024 2:35:04 PM

RCAS-CP sent unable to contact email to C.

2/2/2024 11:59:09 AM

RCAS-CP made outbound call to C at [redacted]. RCAS-CP VERIFIED now is a good time to speak. RCAS-CP ADVISED, This call may be recorded for quality and training purposes. RCAS-CP advised that DLR confirmed that transmission does need to be replaced on VEH. RCAS-CP advised that NNA will be covering 100% of the cost of repairs for the transmission as well as the engine. RCAS-CP advised that DLR anticipates all repairs to be completed sometime next week. C said okay. C said sounds good. RCAS-CP advised that RCAS will follow up no later than 02/07 with another update. C said sounds good. RCAS-CP asked if C had additional questions. C asked what would be done about batteries. C said C was under the impression that batteries needed to be replaced as well due to corrosion. RCAS-CP advised that RCAS-CP has not received any insight from DLR regarding battery repair. RCAS-CP advised that RCAS will contact DLR and discuss concerns and determine what DLR's recommendation is on how to proceed. C thanked RCAS-CP. RCAS-CP confirmed C still has direct line and case number. RCAS-CP thanked the C for the C's time. Call ended mutually.

2/6/2024 4:47:14 PM

RCAS-CP sent an email to [redacted] and FOM[redacted] asking for an update on repairs.

2/7/2024 8:06:43 AM

RCAS-CP received an email from [redacted] on 02/06 at 5:06 PM advising that parts have arrived and DLR is hoping to have repairs completed by early next week.

2/7/2024 8:07:07 AM

RCAS-CP sent an email to [redacted] asking if DLR had any insight on battery corrosion concern.

2/7/2024 2:23:26 PM

RCAS-CP received an email from [redacted] who advised that batteries have corrosion and need to be replaced, batteries are considered maintenance and are listed as customer pay.

2/7/2024 2:31:11 PM

RCAS-CP made outbound call to C at [redacted]. RCAS-CP VERIFIED now is a good time to speak. RCAS-CP ADVISED, This call may be recorded for quality and training purposes. RCAS-CP advised that DLR is currently working on VEH. RCAS-CP advised that RCAS did discuss battery concern with DLR. RCAS-CP advised that DLR confirmed that batteries have corrosion and are recommended to be replaced. RCAS-CP advised that batteries are considered regular VEH maintenance, and due to the corrosion on the battery not being caused by a defect from manufacturing, NNA is not able to cover cost of repairs at this time. RCAS-CP apologized for inconvenience and advised that RCAS can file workmanship complaint with previous DLR and request for DLR to contact C for resolution due to discrepancy in diagnosis. C said that would be fine. RCAS-CP asked if C had additional questions. C asked if RCAS knows if VEH will be done this weekend. RCAS-CP advised that RCAS doesn't have specific repair completion date. RCAS-CP recommended contacting the DLR for insight as RCAS has not received repair completion specifics. RCAS-CP apologized for not having information available. C understood. RCAS-CP advised that RCAS will follow up no later than 02/12. RCAS-CP confirmed C still has direct line and case number. RCAS-CP thanked the C for the C's time. Call ended mutually.

2/7/2024 2:35:25 PM

RCAS-CP sent an email to SM-[redacted] and FOM-[redacted] advising of C's complaint and requested for someone to contact C for resolution.

2/12/2024 2:17:48 PM

RCAS-CP sent an email to [redacted] asking for an update on repairs.

2/12/2024 4:28:40 PM

RCAS-CP received an email from [redacted] on 02/12 at 2:26 PM advising that DLR is waiting on an additional gasket that should arrive on 02/13. [redacted]-RK advised that DLR will be test driving VEH on 02/13 after parts are installed.

2/12/2024 4:38:04 PM

RCAS-CP made outbound call to C at [redacted]. RCAS-CP VERIFIED now is a good time to speak. RCAS-CP ADVISED, This call may be recorded for quality and training purposes. RCAS-CP advised that DLR confirmed that final parts should be installed on VEH tomorrow (02/13) and then DLR will test drive VEH. RCAS-CP advised that RCAS will follow up with C again no later than 02/15 to verify repairs are completed and concerns resolved. RCAS-CP asked if C had questions. C asked if C should make arrangements for VEH to be picked up this weekend. RCAS-CP advised C to contact DLR to verify before making any final arrangements on picking VEH up. C understood. C asked when C can send in rental invoices. RCAS-CP advised that once C's VEH is picked up and concerns are resolved then C can send rental invoices along with PO. C understood. C asked when follow up date will be. RCAS-CP reiterated follow up date will be 02/15. C thanked RCAS-CP. RCAS-CP confirmed C still has direct line and case number. RCAS-CP thanked the C for the C's time. Call ended mutually.

2/14/2024 2:43:02 PM

RCAS-CP sent an email to [redacted] asking for update on repairs.

2/15/2024 8:27:15 AM

RCAS-CP received an email from [redacted] on 02/14 at 5:09 PM advising that DLR had a parts delay and DLR is planning for VEH to be completed on 02/16.

2/15/2024 8:45:45 AM

RCAS-CP sent an email to [redacted] asking if C has been updated on repairs.

2/15/2024 10:43:36 AM

[redacted]-EH Verified account information: Name, Address, Phone number [redacted]-EH Verified VEH information: Year, Model [redacted]-EH Checked and found open campaigns: 0 [redacted]-EH Checked and found previous related cases: 0 [redacted]-EH Checked and found previous unrelated cases: 0 [redacted]-EH noting concern: Follow up. [redacted]-EH received inbound call from: [redacted]. C stated VEH in shop putting motor and transmission in it. C stated has been speaking with [redacted]. C stated is diesel and went out before 50,000 miles. C stated son will have to come pick up the VEH and is 12 and a half hour travel and would need to give notice for work as well. C stated would need to come over weekend as work will not pay for time off and can t pick up the VEH during the week only weekend. C stated would need to keep rental until the following weekend. [redacted]-EH stated will update case. [redacted]-EH stated will be able to discuss this when RCAS reaches out to throughout day today as follow up is set for today. C stated also if can have towed to DLR in AR which would be better. C stated to also add contact# [redacted]. [redacted]-EH stated has added these notes to case for RCAS to review. [redacted]-EH provided case#[redacted]1 will stay the same just updated notes. C stated ok and thanked. [redacted]-[redacted] asked if any further assistance was needed. C stated no and thanked. [redacted]-EH thanked or calling BEST CONTACT: [redacted]

2/15/2024 10:44:47 AM

*****CASE SUMMARY***** C stated looking for update on when VEH will be ready as son needs to drive 12 hours to pick up VEH. [redacted]-EH updated case notes and advised follow up is set for today.

2/15/2024 10:55:25 AM

RCAS-CP received an email from [redacted] on 02/15 at 8:51 AM advising that DLR informed C of parts delay and DLR is trying to have VEH ready by 02/16, but DLR did not confirm 02/16 as repair date with C.

2/15/2024 10:57:24 AM

RCAS-CP made outbound call to [redacted] at [redacted]. RCAS-CP left a VMX asking if DLR gave estimated completion date for repairs and asked for a callback.

2/15/2024 12:36:19 PM

RCAS-CP received a VMX from [redacted] advising that DLR did not give C a confirmed date, but DLR told C that DLR would try to have VEH ready by 02/16, but DLR will still have to test drive VEH.

2/15/2024 12:57:58 PM

RCAS-CP made outbound call to C at [redacted]. RCAS-CP spoke with C and C's mother [redacted] was also on the line, who will now be referred to as C. RCAS-CP VERIFIED now is a good time to speak. RCAS-CP ADVISED, This call may be recorded for quality and training purposes. RCAS-CP advised that DLR is currently working on VEH. RCAS-CP advised that DLR is aiming to have VEH to be completed by 02/16 but no repair dates have been guaranteed as VEH still needs to be test driven. C asked if NNA will have VEH towed to [redacted]. C said 12 hours one way and 12 hours another way. C said C has to go up on the weekend due to not being able to miss work so C will have to either pick up VEH this weekend or next weekend. RCAS-CP advised that unfortunately specific repair completion dates will have to be confirmed by the DLR as NNA is not working on VEH. RCAS-CP understands difficult position that C has been put in and apologized for not being able to provide specific repair date. C said DLR told C last week that VEH would be Monday and then it was Thursday and now DLR says Saturday. C said if C keeps VEH until next weekend to pickup VEH then C needs to make sure rental extension will be covered. RCAS-CP advised that all rental reimbursements are subject to review and not guaranteed. RCAS-CP advised that NNA typically reviews rentals based on the time frame that the RO is opened, so NNA may not be able to reimburse for rental expense that is out of RO dates. C asked if C could get prior authorization. C said to get stuck with the bill doesn't make sense. RCAS-CP advised that RCAS cannot provide prior authorization for rental reimbursement. C asked if C can get authorization from RCAS's supervisor. RCAS-CP advised that RCAS is case manager for region and responsible for relaying decisions based on NNA guidelines, and unfortunately RCAS cannot provide prior authorization. C asked to speak with supervisor about authorization. RCAS-CP advised that RCAS will have supervisor call C by the EOD on 02/16. C thanked RCAS-CP. RCAS-CP provided direct line and case number. RCAS-CP thanked the C for the C's time. Call ended mutually.

2/16/2024 9:39:11 AM

**********ESCALATION********** SRCAS-TG contacted C ([redacted], wife) @ [redacted]. SRCAS-TG advised C call may be recorded for quality and training purposes. SRCAS-TG confirmed now was a good time to speak. SRCAS-TG stated that SRCAS-TG is calling in regard to C's request for a supervisor. SRCAS-TG confirmed C had concerns with engine, rental assistance, and towing assistance. C stated VEH is in [redacted] and [redacted]N is in [redacted]. C stated in order for [redacted] to pickup VEH, 12 hour drive one way then 12 another. SRCAS-TG empathized with C. SRCAS-TG advised C NNA would not be offering any additional FA or rental assistance as NNA is already covering the repair 100%. C stated C understands, unsure if VEH would be ready today and C would need date in advance so C would need to take day off of work nor is NNA paying for gas or time missed at work. C sated DLR stated last week this would be done last week then DLR mentioned some part delays and this would be this week, could not give definite date. C stated in order for work to take off, would have to put in to be off, would have to be during weekend. C stated unsure when DLR will finish but C wont be able to pickup VEH until a Friday and pickup on weekend but would have to take 2-3 days off during week. SRCAS-TG empathized with C. SRCAS-TG advised C SRCAS-TG understands the difficulties of scheduling this and C would need to speak with DLR. C stated NNA is paying for rental VEH already, this is abnormal. C stated if NNA would say C would be finished Friday, C could've taken C stated NNA needs to give C time of when this would be done. SRCAS-TG advised C SRCAS-TG understands the difficulties of having to take time off to pickup VEH but NNA CA has no additional information to provide C. SRCAS-TG advised C SRCAS-TG would be reaching out to DLR and requesting DLR follow up with C to assistance. C asked would NNA be speaking with DLR. SRCAS-TG confirmed. C stated C needs definite time. SRCAS-TG advised C DLR would need to test drive VEH after repair so DLR may not know VEH is ready ahead of time, DLR would know VEH is completed after VEH is repaired and test drive is completed successfully. SRCAS-TG advised C C may discuss this at that time DLR contacts [redacted] asked how many days does NNA usually allow C to keep rental after VEH is repaired. SRCAS-TG advised C NNA does not have this information, C may discuss this with the DLR. C stated so NNA is in same spot as [redacted] stated okay. C disconnected call.

2/16/2024 9:39:26 AM

SRCAS-TG transferring case to RCAS-CP for case closure.

2/16/2024 10:40:51 AM

RCAS-CP is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted CA seeking OOW FA for engine replacement, for rental/loaner assistance, and to file workmanship complaint against previous DLR for not inspecting battery properly. RCAS-CP reviewed Case with [redacted] who advised that engine needs to be replaced and recommended goodwill, and that DLR is going to attempt to have VEH repaired by 02/16. [redacted] who approved goodwill 100% due to premature failure of engine. RCAS-CP sent an email to [redacted] of Mclarty Nissan - 5104 advising of C's complaint and requested for someone to contact C for resolution. *** STATEMENT OF DECISION *** RCAS-CP advised C that NNA is in the position to cover 100% of cost of repairs for engine. RCAS-CP advised that rental/towing expenses can be sent to RCAS for review after VEH is repaired. RCAS-CP noting that C was indifferent with outcome. SRCAS-CP Thomas Gay informed C that NNA would not be providing pre-authorization for rental VEH. RCAS-CP closing case pending rental reimbursement documents.

2/27/2024 11:08:44 AM

RCAS-CP noting the following email received from C on 02/26 at 2:30 PM: Hey [redacted], Attached are all the documents requested in order to get reimbursement for the vehicle rentals. If anything else is needed, please let me know. [redacted]

2/27/2024 11:11:00 AM

RCAS-CP sent an email to [redacted] requesting a copy of RO.

2/27/2024 11:19:14 AM

RCAS-CP made outbound call to C at [redacted]. RCAS-CP VERIFIED now is a good time to speak. RCAS-CP ADVISED, This call may be recorded for quality and training purposes. RCAS-CP advised that RCAS received C's email and asked if VEH was picked up. C said yes. C said C obtained VEH on Saturday. RCAS-CP asked if VEH is operating properly. C said so far C doesn't have any complaints. RCAS-CP is glad to hear that VEH is operating properly. RCAS-CP advised that RCAS will review documents submitted by C. RCAS-CP advised in order to complete review, RCAS will need a copy of PO. RCAS-CP advise that a photo of VEH registration or insurance card will suffice, and RCAS will send C an email for C to reply with documents. C said C had sent in PO previously. C said C received a PO request email and replied with document. RCAS-CP apologized and advised that RCAS does see the PO email received containing the title for VEH. RCAS-CP advised that RCAS will attach document to the case. RCAS-CP advised that RCAS will follow up no later than 03/01. C thanked RCAS-CP. RCAS-CP confirmed C still has direct line and case number. RCAS-CP thanked the C for the C's time. Call ended mutually.

2/27/2024 11:19:19 AM

RCAS-CP attached POP and PO to the case.

2/29/2024 9:50:45 AM

RCAS-CP attached RO 723576 to the case.

3/1/2024 8:49:21 AM

RCAS-CP reviewed with SRCAS-[redacted] who declined rental reimbursement due to NNA providing 100% goodwill for engine and transmission replacements.

3/1/2024 9:00:41 AM

RCAS-CP made outbound call to C at [redacted]. RCAS-CP left VMX advising of the case number, RCAS-CP contact number, and advised that RCAS-CP will follow up no later than 03/04.

3/1/2024 9:02:24 AM

RCAS-CP made outbound call to C at [redacted]. RCAS-CP received a message stating that C's VMX is disabled and RCAS-CP could not leave a VMX. Call disconnected.

3/1/2024 9:04:18 AM

RCAS-CP sent unable to contact email to C.

3/1/2024 11:20:13 AM

[redacted]8 : Hi this is Ms [redacted] please give me a call [redacted] : We are not able to call you from the text line. If you were looking for a callback on your case next follow up is Monday as you were not able to be reached. In order to discuss your case, may I get your address and email, please?

3/1/2024 12:07:43 PM

CRR-AN VERIFIED Account information including: C's name, home address, phone number & best contact number. CRR-AN VERIFIED VEH Information including: VIN #. CRR-AN CHECKED and ADVISED for open recalls/campaigns and found: N/A. CRR-AN CHECKED for previous UNRELATED Case(s) and found: 1. CRR-AN CHECKED previous RELATED Case(s) and found: 0. CRR-AN NOTED concern is: Follow-up on case[redacted]. CRR-AN received inbound call from C: STEPHANIE THORTON. C stated that C wanted to have an update regarding the case[redacted]. CRR-AN empathized with C and assured C that CRR-AN will look into it. CRR-AN advised C that RCAS agent tries to contact C but was not able to be reached [redacted]RR-AN advised C that RCAS agent requested C to provide updated address and email. C stated that yes, it's true C was not reachable. CRR-AN advised C that CRR-AN will document everything let RCAS know, and C will be contacted. C understood. CRR-AN thanked [redacted] s patience and understanding. CRR-AN offered further assistance. C declined. CRR-AN provided name and case # [redacted]. Call ended mutually. Best contact #: [redacted].

3/1/2024 12:08:10 PM

**********CASE SUMMARY********** C called for Follow-up on case 50353171. CRR-AN is sending the case to RCAS for further review for assistance.

3/1/2024 4:00:38 PM

CRR-AM VERIFIED Account information including: C s name, home address, phone number & best contact number. CRR-AM VERIFIED VEH Information including: n/a CRR-AM CHECKED for open recalls/campaigns and found: n/a CRR-AM CHECKED for previous UNRELATED cases and found: 7 CRR-AM CHECKED previous RELATED cases and found: 0 CRR-AM NOTED concern is: Follow up for RCAS. CRR-AM received a call from [redacted] now known as [redacted] stated received call yesterday and callback today and wasn t able to get anyone today when trying. C stated is urgently seeking callback as would like to speak to case manager. CRR-AM acknowledged and empathized with [redacted]RR-AM informed that the case has been documented and sending to case manager for further review and will contact C by the end of business day 03/04/2024. C understood. Call ended mutually. Best contact # [redacted].

3/1/2024 4:00:59 PM

****** [CASE SUMMARY] ****** C called for RCAS follow up. CRR-AM updated case notes.

3/4/2024 10:42:42 AM

RCAS-CP made outbound call to C at [redacted]. RCAS-CP spoke with C's mother, [redacted], who will now be referred to as "C." RCAS-CP VERIFIED now is a good time to speak. RCAS-CP ADVISED, This call may be recorded for quality and training purposes. RCAS-CP asked if VEH is still operating properly. C said VEH seems to be doing well. RCAS-CP is glad to hear that VEH is operating properly. RCAS-CP advised that NNA has completed the review of C's case. RCAS-CP advised that NNA and CA are allotted a certain budget for OOW assistance for repairs and reimbursements. RCAS-CP advised that due to NNA covering 100% of the cost for a new engine replacement and new transmission on VEH, which is 26 months OOW, NNA unfortunately is not able to provide additional assistance in the form of rental reimbursement. RCAS-CP apologized for outcome not being what C had hoped for and for inconvenience. C said C has an issue with outcome. C said RCAS informed C to get a VEH that was going to get a VEH C said that being that repairs took so long and that NNA had to pay so much money is not C's fault. C said part delay is not C's fault. C said as far as motor should have lasted longer than motor did. C said C understands amount that NNA paid but product is no good. C said C's son was stuck for hours waiting for a tow truck. C said not only did C's son have to drive VEH up but C had to pay for a loaner VEH. C said from the research that C has done and speaking with lemon law lawyer, C sees that NNA has a lot of concerns with Titans which is why NNA is not producing VEHs anymore. C said NNA could have ordered transmission when engine was ordered. C said NNA wasn't willing to order transmission because NNA only wanted to pay for the minimum. C said cost C's son a whole weekend, gas, and wear and tear on body in order to. C said C was not told that reimbursement would not be guaranteed. C said nothing is not acceptable. C said only reason that C hasn't started a lemon lawsuit is because of rental reimbursement. C said VEH is a lemon. C said C wasn't reimbursed for time, inconvenience, or time missed work. C said NNA may have paid $35,000 for C asked for case to be escalated and re-reviewed. RCAS-CP apologized for inconvenience and outcome of case. RCAS-CP advised that case has been escalated to RCAS for review and decision. RCAS-CP advised that OOW FA is not guaranteed- (C interrupted RCAS-CP) C said yes VEH was OOW. C said VEH was maintained by NNA. C said C's son had to lose vacation time. C said even though VEH was OOW, NNA is the professionals maintaining VEH. C said C's son paid more money to service with DLR. RCAS-CP understands frustration however due to NNA providing OOW FA for the engine and transmission, NNA is not in the position to assist further. C said sounds like RCAS-CP saying that NNA paying for engine and transmission is doing C a favor. C said NNA did not do C any favors. C said C's son paid full price for VEH and paid VEH off. C said VEH was maintained properly. C said NNA got off very easily just by paying for the motor and transmission. C said not going to hurt NNA to pay $4000-$5000 for a rental VEH. C said there was not one day that NNA eluded not to C said C is asking kindly to reconsider. C said in the meantime C will be making contacts to move forward. C said C wants C's son for time off and for gas. C said DLR didn't order part in the first place. C said DLR and NNA are the reason for delay. C said nothing is C's fault. C said if C knew that there was a chance that rental reimbursement would not have been guaranteed then NNA would have been dealing with attorney.

3/4/2024 10:43:11 AM

C said no one is sitting around holding money just because NNA equipment doesn't last. C said the law will communicate further if better decision isn't provided. C said it took 12 hours for C to go back and forth. C said now NNA is going to tell C that NNA is not going to C said C expects to hear back by Wednesday or else NNA will be hearing from an attorney. C said C will pay for gas and inconvenience but NNA needs to be going for DLR and not for [redacted] said a diesel engine should get more than 47,000 miles. C asked to escalate case. RCAS-CP apologized for inconvenience and advised that case has been reviewed by NNA and unfortunately NNA is not able to assist further due to VEH being OOW, and for NNA already assisting with cost of repairs. C said RCAS told C that NNA would cover the rental VEH. C said C has date and time where RCAS told C to get a VEH that is comparable to C's own VEH. C said C paid money for towing and NNA did not reimburse anything. C said NNA is only looking at repairs which should have been taken care of to begin with. C said C will file claims on social medial and people will stop buying NNA VEHs. C said people do look at reviews. C said C is very upset. C said C does not accept decision. C said NNA doesn't care about son's inconvenience. C said it was RCAS responsibility to provide information. C said case must be escalated. C said C doesn't know who's over RCAS but C knows something has to be done. RCAS-CP advised that RCAS will have supervisor contact C by EOD on 03/05. C said if supervisor is going to give same decision then NNA will speak with C's attorney. C said C has enough proof. C said C would hate to force NNA to do something that C should have done in the first place. C said RCAS knows that NNA is in the wrong. RCAS-CP advised that RCAS will send attorney representation email to [redacted] said please do. C said C is not only going to ask for rental reimbursement but C is going to ask for time off work and travel. C said be sure that RCAS tells supervisor everything. C said imagine that C was white and not muslim.

3/4/2024 10:43:37 AM

CALL CONTINUED -CP apologized for inconvenience related to repairs- (C interrupted) C said why can't S just say that didn't give correct information. C said why can't just apologize and own up to what S said. -CP advised that informed C that OOW FA and rental reimbursement is not guaranteed, and that cases are reviewed on a case by case basis when it comes to rental amount. C said NNA took time to get supplies. C said NNA did not order supplies on time. C said every time that delays were extended then money was spent. C said NNA cost C money. C said so what if VEH is OOW. C said VEH is in perfect condition. C said DLR doesn't know how VEH passed test at other DLR. C said there is so much that NNA has done wrong. C said C's son did not do anything wrong. C said NNA knew that NNA wasn't going to reimburse for rental. C said DLR told C that NNA didn't want to do transmission. C said yes warranty was out but VEH was taken to NNA's professionals. C said NNA has already cost inconvenience of time. C said C just thinks that not everything was explained. C said maybe NNA doesn't know everything. C said C knows enough that NNA will be paying in the end. C said NNA will end up paying for distress and frustration. C said C will be hearing back from NNA tomorrow (03/05). C said to have a good day. C disconnected the call. -CP advised that since VEH is OOW, NNA is not obligated to provide assistance for costs of repairs. -CP advised that due to the low mileage on VEH and C's service history, NNA was willing to cover costs of repairs for C as a gesture of goodwill, however doesn't change the fact that VEH is OOW by 26 months. S-CP advised that rental reimbursements are reviewed on a case by case basis, and due to NNA already extending goodwill gesture to cover repairs, NNA will not be able to provide further assistance. -CP apologized for outcome and for not being able to assist. -CP confirmed C still has direct line and case number. -CP thanked the C for the C's time. Call ended mutually.

3/4/2024 10:44:31 AM

-CP NOTING TO DISREGARD LAST PARAGRAPH AFTER C DISCONNECTED CALL*

3/5/2024 12:31:37 PM

**********ESCALATION**********-TG contacted C (, mother) . -TG advised C call may be recorded for quality and training purposes. -TG confirmed now was a good time to speak. -TG stated that S-TG is calling in regard to C's request for a supervisor. C stated C is also recoding. -TG requested C cease recording or -TG will have to disconnect. C stated C will get sister on line then. -TG agreed. C stated hopefully no problem, C cant get anybody on at this time. -TG understood. -TG advised C -TG and C had spoken previously and information and any decisions previously provided would remain the same but -TG can try and answer any additional questions C may have. C stated C was told C would get REIMB. -TG advised C any ll REIMB is reviewed after VEH is repaired. C stated C explained to C's son is 450 pounds. C stated advised C to get something comfortable and C found something, $125/day. C stated C used insurance claim number to get $25/day discount. C stated then C asked if this was okay for C to rent, no insurance added, and C was told this was okay. C stated VEH is only serviced at NNA even when C was OOW. C stated motor did not last as long as motor shouldve. C stated C has written down several names and notes that have been made where people who work at NNA say Titan is no good, having too many problems with VEH. C stated no only are there issues with crankshaft, metal in transmission. C stated DLR advised that DLR went to war with NNA to get this repair approved. C stated this was in December, it is March now. C stated so from December-February, paying VEH insurance on VEH that isnt even being driven and C is told to get loaner VEH as DLR did not have one, C has done everything from buying VEH, paying on VEH, MAINT on VEH, professionally cleaned, done everything that shouldve been done. C stated C was told by that -CP would be contact person. C stated C had asked if there is a maximum amount and C was denied C stated if -TG's son's VEH broke down, cant walk to work. -TG stated rental VEH or Uber/Lyfts. C stated DLR bears NNA name. C stated DLR stated DLR has been sending emails to NNA and have all of emails which can be retrieved. C stated C has a Mercedes, QX80, would've gave son one of these. C stated -CP advised C of something yesterday that hadn't been said. C stated REIMB for using Titan is $55. C stated if there was any authorization, this should've been done prior. C stated NNA has to know C has to get to work. C stated NNA should've provided Uber gift card if that s what NNA wanted to do, so many different avenues this could've went but NNA wanted to advise rental would be covered. C stated NNA played game till end. C stated if C gets an attorney, NNA will have to pay for this as NNA should know diesel motor lasts longer than 47,000 miles. C stated DLR in fixed VEH. C stated putting motor in could be done in 2 weeks then NNA put pressure on DLR. C stated C hopes -TG cannot sleep at night knowing what was done to stated bad publicity and media, legislator, lemon law lawyer. C stated C's daughter is an attorney and C is in law school. C stated this is not just the DLR, this is NNA. C stated C doesn t care if this is day 3, NNA should've told stated bring recording out, this is okay but C wants to know if NNA is willing to work with stated C was told maximum would be $55/day but C was not told this till yesterday. C stated this originated in December though and tried to get discount from rental VEH company. C stated 47,000 miles on a diesel engine is junk and if this goes public, sales will go down so C wants to know right now, where is NNA going to meet C as far as this VEH, C wont ask for $600/day for missed work.

3/5/2024 12:32:10 PM

continued -TG advised C -TG did want to touch on a few topics C mentioned. -TG advised C as far as lemon law and C mentioning an attorney, NNA would not be able to repurchase or replace VEH.. C stated if a VEH is sold that does not stand up to what is being advertised to, then it s a lemon. C stated a diesel engine motor, was going to DLR getting this serviced. C stated NNA is acting like NNA has upper hand. C stated C didn t ask for buyback. -TG advised C -TG was just relaying this information to C based of what C stated. -TG advised C s job is to review for REIMB after VEH is repaired and does not guarantee any type of REIMB prior to VEH being repaired as S is not authorized to do so. -TG advised C -TG had reviewed the original call C was referring to and -TG can confirm C was advised this would be reviewed and nothing was guaranteed. C stated C was advised by -CP of NNA paying for $55/day for this. C stated if NNA willing to work with us C stated C knows NNA has own lawyers so by the time all this back and forth is done, will cost NNA money. C stated C was told this would be REIMB when C was told to get comfortable VEH to size. C stated SM-CHARLES advised NNA would provide rental. C stated this is when advised C to keep receipts and turn into DLR. C stated if -TG was told to stand by decision, then C needs to speak with someone else. C stated asked for TG's last name. -TG advised C -TG is CA supervisor. -TG advised C NNA CA does not provide last names. C stated come on . C requested ID number. -TG advised C 57756. -TG empathized with C for unfavorable decision. C began to reiterate cost of rental was $125/day and that C used $25/day coupon. C stated C was told this would be REIMB. -TG advised C S-TG listened to call and C was told this would be reviewed for REIMB as does not guarantee REIMB. C continued to voice displeasure with decision and information provided. -TG advised C -TG has provided all available information and call has become unproductive. -TG advised C decision would remain the same. -TG thanked C for time. -TG disconnected call.

3/5/2024 12:32:27 PM

-TG transferring case to S for case closure.

3/5/2024 2:10:34 PM

S-CP is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted CA seeking OOW FA for engine replacement, for rental/loaner assistance, and to file workmanship complaint against previous DLR for not inspecting battery properly. -CP reviewed Case with -Robbie King who advised that engine and transmission need to be replaced and recommended goodwill, and that DLR is going to attempt to have VEH repaired by 02/16. FOM- who approved goodwill 100% due to premature failure of engine, and 100% goodwill for transmission. -CP sent an email to of Mclarty Nissan - 5104 advising of C's complaint and requested for someone to contact C for resolution. who denied rental reimbursement. *** STATEMENT OF DECISION *** -CP advised C that NNA is in the position to cover 100% of cost of repairs for engine and transmission. -CP advised that NNA is not in the position to reimburse for rental VEH. -CP noting that C was displeased with outcome.

3/5/2024 7:10:30 PM

CRR-WV VERIFIED Account information including: C s name, home address, and phone number. CRR-WV VERIFIED VEH Information including: NA CRR-WV CHECKED for open recalls/campaigns and found: 0 CRR-WV CHECKED for previous UNRELATED cases and found: 0 CRR-WV CHECKED previous RELATED cases and found: 7 CRR-WV NOTED concern is: calling about case C wanted to file a complaint about supervisor. C stated does not want to speak with previous supervisor again and wants a different one. C stated wanted to speak to someone over supervisor c was speaking to earlier today C states wants to file a complaint about agent [redacted] stated has brought vehicle in to dealership 2 days ago as engine is running hot. C stated brought vehicle into [redacted] and they are not able to determine what is wrong with the vehicle. CRR-WV informed department that handled file is the highest department and decision would stand. C stated wants to speak to someone else to file complaints about supervisor. CRR-WV informed C that request will be submitted and to expect follow up with C within 1 business day. CRR-WV advised cannot state who will contact C C understood.

3/5/2024 7:11:25 PM

******* [CASE SUMMARY] ****** C called to file a complaint about supervisor CRR-WV re-opened case due to customer contact.