

CONSUMER ASSISTANCE REQUEST

0

NAME: [REDACTED]
STATE: [REDACTED]
OPEN_DT: [REDACTED]
CLOSE_DT: [REDACTED]

VIN: [REDACTED]
MODEL: [REDACTED]
MFG DT: [REDACTED]
SVC DT: [REDACTED]
MILEAGE: 1,500

TRIM: S M/T
OPTIONS: [REDACTED]
SERVICING DLR: [REDACTED] PARK
DLR STATE: [REDACTED]
ACCIDENT: N AIRBAG: N

TRD	CONCERN/CATEGORY	SUBCATEGORY/SYMPTOM
NI	Other Vehicle Concerns	Service Department
CK	Dealer/Retailer Issues	Vehicle Maintenance

CAR VERBATIM

[REDACTED]

5:07:11 PM

CRR-JM VERIFIED> Account Info including C's name, home & email address, phone# & best contact# CRR-JM VERIFIED VEH Info including: VIN#, Current Mileage, Warranty & Service History CRR-JM CHECKED and ADVISED for open recalls/campaigns and found: 0 CRR-JM CHECKED for previous UNRELATED Case(s) and found: 0 CRR-JM CHECKED previous RELATED Case(s) and found: 0 CRR-JM NOTED concern is: DLSHP complaint. C said there is something wrong with new VEH. C said C VEH is hesitating while driving, making noises on reverse. C said reverse camera comes on and car does not move. C said C has been to DLSHP twice. C said they could not replicate. C said C wants NNA to exchange the car. C said C does not feel safe in the VEH. C said when driving in 5 th gear VEH sputters. CRR-JM checked and found no campaigns. CRR-JM said was sorry about the problem. CRR-JM said would try to help as much as could. CRR-JM would forward case to regional representative who would call in 1-3 business days.. CRR-JM asked if anything else could help with. C declined. Best no: [REDACTED]

5:08:48 PM

CASE SUMMARY CRR-JM received call from C regarding cannot replicate. CRR-JM referred case to RCAS for further assistance.

11:23:00 AM

RCAS-TR notes this case can not be shared with the Dealer because the Dealer is not Enabled for the Dealer Portal.

11:29:12 AM

RCAS-TR sent email to SM-Stephen Snider inquiring about DLR diagnostic of C's multiple VEH concerns as C requesting a replacement VEH.

11:29:29 AM

RCAS-TR set Filter RHR task for ARBS review.

8:35:22 AM

ARBS-PL-CM notes the following: In-Service Date: [REDACTED] Retail Sale: California VSCs: none DTS Involvement: none Open Campaigns: none Techline Cases: none Warranty Cases: none Previous [REDACTED] Cases: none ***** CPIA: none ***** DBS: [REDACTED] ? PDI [REDACTED] ? 851 miles ? Days Down: 1 Veh doesn't go over 40 MPH ? no dupe (DI) Noise from engine when accelerating ? no dupe (DI) Parking brake got stuck on dupe (DI) [REDACTED] ? [REDACTED] 5 ? 1,505 miles ? Days Down: 2 Loss of power/noise in reverse ? no dupe (CP) **no open ROs found in DBS** ***** Total Days Down: 3 0 repairs, 2 visits for veh doesn't go over 40 MPH/loss of power ---1. No dupe @ 851 miles (DI) ---2. No dupe @ 1,505 miles (CP) 0 repairs, 1 visit for noise from engine when accelerating ---1. No dupe @ 851 miles (DI) 0 repairs, 1 visit for parking brake got stuck ---1. No dupe @ 851 miles (DI)

8:35:36 AM

NNA is not in a position to offer a repurchase/replacement of this vehicle at this time, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that would substantially impair the use, safety, or value of the vehicle

11:49:44 AM

RCAS-TR received email from SM-SS stating: "Hello Taylor, At this point, we were unable to duplicate the customer's concerns. See attached repair order. Stephen Snider" RCAS-TR attaching RO to case.

4:48:16 PM

RCAS-TR placed an outbound call to C [REDACTED] RCAS-TR unable to leave VMX as mailbox is full. RCAS-TR sent unable to contact email to C [REDACTED]

7:28:46 PM

SCRR-MO verified Account Info including: C's name, home, email address & phone# & best contact# SCRR-MO VERIFIED VEH Info including: N/A SCRR-MO CHECKED for open recalls/campaigns and found: 0 SCRR-MO CHECKED for previous UNRELATED Case(s) and found: 0 SCRR-MO CHECKED previous RELATED Case(s) and found: 0 SCRR-MO NOTED concern is: update on case. SCRR-MO received inbound call from RAMON SAICEDO. C stated that C purchased a versa from the DLR and took VEH in a few times already and DLR does not want to do anything about it. C stated that C has been trying to get the VEH switched as C no longer feel safe in the VEH. SCRR-MO apologized and informed will look into it. SCRR-MO reviewed the case and informed RCAS tried to call yesterday but did not reach C and VMX is full so a follow up was set for 31/03. C understood and asked what time. SCRR-MO asked what is a good time to call. C stated anytime tomorrow after 9 at [REDACTED]. SCRR-MO asked if there was any other concern. C declined. SCRR-MO informed case number stays the same. C understood and appreciated the assistance. Best contact# [REDACTED]. Call ended mutually.

7:29:26 PM

*****CASE SUMMARY***** C contacted NNA requesting update on case. SCRR-MO leaving case open for RCAS.

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

CONSUMER ASSISTANCE REQUEST

20

4:42:18 PM

TR placed outbound call to C. TR ADVISED ?This call may be recorded for quality and training purposes.? TR VERIFIED C's name, email address, city, state, and zip, & phone#. TR CHECKED AND ADVISED of open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found: 0 ***** TR stated that TR is C's Case Manager. TR stated C's case has been escalated to TR for further review and TR will be working with C to see what Nissan can do to resolve C's concerns. TR advised contacted NNA requesting buyback/replacement of 2022 Versa due to multiple VEH concerns. C confirmed. TR apologized for C's concerns. TR advised reviewed case with DLR who advised DLR has been unable to duplicate C's concerns. TR advised DLR must duplicate concerns and/or find a code of failure before NNA will authorize a repair. C stated so what happens when it did it again yesterday. C stated transmission making noise, put VEH in reverse and camera did not work. C stated DLR only drives VEH 5 minutes. C stated C does not want to drive VEH anymore, does not have power. C stated it is not safe anymore. C stated when C took it in it was only 8 days C had had VEH. C stated does VEH have to completely quit. TR advised recommends either leaving VEH with DLR longer to allow more time to test or seeking a second opinion. TR reiterated DLR must duplicate and/or pull a code. TR advised NNA reviewed C's buyback/replacement request which is a review of C's service history in accordance with C's state guidelines to determine if VEH qualifies for repurchase/replacement from NNA. TR advised NNA is not in the position to offer repurchase/replacement of C's VEH at this time. TR advised NNA would continue to honor terms and conditions of all applicable warranties. TR advised C would receive decision in the form of a letter by mail which would also include contact information for BBB Auto Line program if C displeased with decision and wished to dispute. C stated wow. C stated ok and thanked TR. TR thanked C for time. Call ended mutually.

4:43:50 PM

TR submitted Repurchase Denial Within Warranty correspondence request.

10:06:17 AM

TR is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA due to multiple concerns with VEH, C states C does not feel safe in VEH and would like a replacement. TR reviewed case with SM-Stephen Snider who advised DLR unable to duplicate the customer's concerns. ARBS-PL-Chase McBryde reviewed filter and advised NNA is not in a position to offer a repurchase/replacement of this vehicle at this time. ***STATEMENT OF DECISION*** TR advised C the Case has been thoroughly reviewed and NNA is not in a position to offer a repurchase/replacement of this vehicle at this time. TR advised DLR must duplicate concerns and/or find a code of failure before NNA will authorize a repair. TR advised recommends either leaving VEH with DLR longer to allow more time to test or seeking a second opinion. C was displeased with outcome.

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

CONSUMER ASSISTANCE REQUEST

NAME: [REDACTED] **VIN:** [REDACTED] **TRIM:** S M/T
CITY: [REDACTED] **MODEL:** [REDACTED]: [REDACTED] **OPTIONS:** [REDACTED]
STATE: [REDACTED] **MFG DT:** [REDACTED] **SERVICING DLR:** [REDACTED]
OPEN_DT: [REDACTED] **SVC DT:** [REDACTED] **DLR STATE:** [REDACTED]
CLOSE_DT: [REDACTED] **MILEAGE:** 1,160 **ACCIDENT:** N **AIRBAG:** N

TRD	CONCERN/CATEGORY	SUBCATEGORY/SYMPTOM
<input type="checkbox"/>	OA Vehicle Concerns	[REDACTED] Engine
<input type="checkbox"/>	Mechanical	AA Crankshaft/Camshaft

CAR VERBATIM

8:00:47 AM

ARBSPL transferring LLLP Case to ARBS-LE First Name: [REDACTED] Email Address: [REDACTED] Twitter Name: - Street Address: - City: - State: - Zip: - Phone Number: - Is Nissan Owner: null VIN: - Dealer Name: - Dealer State: - Subject: LemonLaw Comments: I purchased a [REDACTED] Versa on [REDACTED] and am having a problem with the car and after 2 trips to the service dept. the issue is unresolved/car unsafe. I like the car, am very pleased with the sales and service dept. but am considering contacting a lemon law lawyer today. Please Help. [REDACTED]

8:14:24 AM

ARBS-LE reviewed LLLP case and aware the phone number is in the system but no VIN. ARBS emailed the C and requested the VIN and the best time to call. ARBS preferred email as it is 6:13am PDT

9:03:53 AM

CRR-AA Opened Account Info including: C's name, home & email address, [REDACTED] & best contact [REDACTED] RR-AA VERIFIED VEH Info including: VIN#, Current Mileage 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: Lemon Law C stated C is calling into [REDACTED] for LEMON. C stated C has concern with VEH. C stated the VEH has low power concern. C stated C has been to the dealership on multiple occasions. C stated the VEH is currently back at the dealership again today. C stated C got the VEH 6 weeks ago. C stated the VEH has been into the dealership 3 times and the VEH is unsafe. C stated if this concern cannot be resolved C will be calling a Lemon lawyer right away. C stated C cannot take the VEH back. C stated C is going to have to leave the VEH at the dealership. CRR-AA sending email with case number as per C's request. CRR-AA advised C that Case worker will follow up with C within 1-3 business days. C agreed. CRR-AA asked C if C would like any further assistance. C declined. Call ended mutually.

9:32 AM

CASE SUMMARY C stated C is calling into [REDACTED] for Lemon law. CRR-AA documenting case for [REDACTED] CRR-AA advised C that C will be contacted within 1-3 business days.

3:04:34 PM

ARBS-LE notes initial review ***** In Service Date: [REDACTED] State: [REDACTED] Last Reported Miles: 1,155 Previous checks: None VEH purchased: New Retail Carfax: Campaigns found: None Warranty cases: None Additional cases found: None Tech Line Cases found: None VSC found: None DTS found: None ARBS LE notes the following RHR [REDACTED] --- @ 215 miles --- [REDACTED] -- Days Down: 4 [REDACTED] ESCONDIDO / OSWALDO ORTEGA Concern: 1. CUSTOMER STATES THE VEHICLE HAD A HARD TIME GETTING UP HILL IN 2ND, 3RD, 4TH, OR 5TH. STATES 3,000 RPM SEEMED TO BE THE CUT-OFF. CHECK AND ADVISE Action: 1. TEST DRIVEN BY TECH AND SHOP FOREMAN AND SERVICE MANAGER. VEHICLE DRIVING NORMALLY. NO CODES STORED. TEST DRIVEN 8 MILES (DI) [REDACTED] --- @ 935 miles --- [REDACTED] -- Days Down: 7 [REDACTED] EL CAJON / DANIEL ST SAUVEUR Concern: 1. CUSTOMER STATES THE VEHICLE WILL NOT ACCELERATE ONCE THE VEHICLE GETS INTO 3RD GEAR. THE RPMS AND MPHS STAY AT A LEVEL PACE. EVEN WHEN DOWNSHIFTING THE VEHICLE WILL GET NO EXTRA POWER. CHECK AND ADVISE Action: 1. REMOVED AND REPLACED INTAKE CAM POSITION SENSOR (FW) [REDACTED] --- @ 1,154 miles --- [REDACTED] -- Days Down: 1 [REDACTED] EL CAJON / ELIJAH ALVAREZ Concern: 1. CUSTOMER STATES THE VEHICLE WILL NOT ACCELERATING PAST 40MPH. CHECK AND ADVISE Action: 1. DID NOT DUPLICATE CONCERN. PERFORMED HEALTH SCAN AND CHECKED FOR DTCS, NONE STORED. RELEASED VEHICLE TO CUSTOMER. Days Down: 12 Days Down due to FW Repairs: 7

3:39 PM

ARBS notes the following summary: 2 repairs for vehicle not accelerating --- @ 215 miles unable to dup (DI) --- @ 935 miles REPLACED INTAKE CAM POSITION SENSOR (FW) --- @ 1,154 miles unable to dup (DI)

3:34:07 PM

ARBS-LE reviewed DBS // CPIA for RHR. ARBS spoke with another agent who handles CALI cases and was advised that the hesitation to accelerate would constitute a safety issue and if there is a repair after any no dupes then they would count as a repair. ARBS-MT advised can offer DTS but must offer R/R/S. ***** ARBS called C - [REDACTED] ARBS discussed case with C. C took his veh back last night and it is at the DLR. ARBS offered DTS/Replacement/Repurchase. C went through his options. C asked if he could order a vehicle. ARBS advised unfortunately that was not an option. C decided to do a repurchase. ARBS advised would email C letter outlining what ARBS would need from C. C understood. ARBS asked C who C made payments to - NMAC C asked what he should tell the DLR. ARBS told C that DLR would need to continue with repairing the veh. C understood and will let the DLR know. C will call with anymore questions Call ended mutually

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

CONSUMER ASSISTANCE REQUEST

3:36:46 PM

LE notes the following RHR --- @ 215 miles --- Days Down: 4 MOSSY NISSAN ESCONDIDO / OSCAR ORTEGA Concern: 1. CUSTOMER STATES THE VEHICLE HAD A HARD TIME GETTING UP HILL IN 2ND, 3RD, 4TH, OR 5TH. STATES 3,000 RPM SEEMED TO BE THE CUTT-OFF. CHECK AND ADVISE Action: 1. TEST DRIVEN BY TECH AND SHOP FOREMAN AND SERVICE MANAGER. VEHICLE DRIVING NORMALLY. NO CODES STORED. TEST DRIVEN 8 MILES --- @ 935 miles --- Days Down: 7 MOSSY NISSAN EL CAJON / DANIEL ST SAUVEUR Concern: 1. CUSTOMER STATES THE VEHICLE WILL NOT ACCELERATE ONCE THE VEHICLE GETS INTO 3RD GEAR. THE RPMS AND MPHS STAY AT A LEVEL PACE. EVEN WHEN DOWNSHIFTING THE VEHICLE WILL GET NO EXTRA POWER. CHECK AND ADVISE Action: 1. REMOVED AND REPLACED INTAKE CAM POSITION SENSOR (FW) --- @ 1,154 miles --- Days Down: 1 MOSSY NISSAN EL CAJON / ELIJAH ALVAREZ Concern: 1. CUSTOMER STATES THE VEHICLE WILL NOT ACCELERATING PAST 40MPH. CHECK AND ADVISE Action: 1. DID NOT DUPLICATE CONCERN. PERFORMED HEALTH SCAN AND CHECKED FOR DTCS, NONE STORED. RELEASED VEHICLE TO CUSTOMER. --- @ 1,160 miles --- Days Down: OPEN MOSSY NISSAN EL CAJON / ELIJAH ALVAREZ Concern: 1. CUSTOMER STATES LACK OF POWER ON ACCELERATION Action: 1. Notes the following summary: 3 repairs for vehicle not accelerating --- @ 215 miles unable to dup --- @ 935 miles REPLACED INTAKE CAM POSITION SENSOR (FW) --- @ 1,154 miles unable to dup --- @ 1,160 miles OPEN RO Days Down: 12 OPEN RO Days Down due to FW Repairs: 7 OPEN RO

FORMAL REQUEST FOR INFORMATION PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. § 552 (B) (6)

022 8:11:21

LE received the following email from C: "From: <> Sent: 8:30 To: <> (@nissan-usa.com> Subject: Re: Good morning. After some thought it would be better to pursue getting a tech out here to repair the car (I really can't be without a car while processing a buyback and can not afford to take any kind of a loss on this car. Am I correct in assuming I would not be compensated for sales tax and registration on the buyback? Question, I saw a similar Versa online at the same dealership I purchased mine from. If it was available I would definitely pursue that option. Typically though from my experience is that whats advertised online isn't always in stock. I'll call them this morning. Thank you. called C and explained sales tax and reg would be refunded. C really wishes to just have the vehicle repaired but will call the DLR and see if they would be willing to do the replacement but he thinks that they won't. told C would go ahead and contact DTS. C is agreeable and will call once he speaks with the DLR Call ended mutually ***** emailed DTS to call when he has availability notes that it is 6:56 am Cali time

022 9:09:39

LE took a call from the DTS. explains the situation to will change his schedule and will go look at the vehicle today then follow up with ***** emailed the C to let him know that the DTS is going to look at his veh today and will call and will contact the C

022 9:44:11

Hi, Below is the payment/payoff information that you requested. 30 day \$13311.63 good thru 022 Per Diem 0.33 Payments received 1 Payment amount \$385.19 Principal Paid \$371.04 Interest paid \$14.15 Late fee paid \$0.00 Recent payment received on 022 in the amount of \$385.19 SOC Eligible: Yes Copy of Contract, Title and Payment History are attached. Thank you,

022 9:50:36

LE received payoff, payment history, e-title and BOS from attached to the case

022 2:01:34 PM

LE took a call from C C spoke with the DTS and DTS isn't able to duplicate the problem. C has not talked to the DLR re: replacement but will call the DLR asking about this process.

022 2:34:24 PM

LE took a call from C. C advised he should hear back today or tomorrow on if he DLR is willing to do a replacement and he will let know. Call ended mutually ***** received and email from DTS-KB unable to duplicate the concern but DTS did speak with a Sales Mgr about a trade.

10:59:22

LE received a voicemail from EM-SK that they do not have any Versa's in their inventory and aren't sure when they will get any.

9:50:20

LE called C - C asked if he could return call in a few minutes Call ended mutually

9:24:39

LE received docs from C via google but unable to access called C and left a message to call back

022 8:25:21

CRR-LL VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number CRR-LL VERIFIED VEH Information including: NA CRR-LL CHECKED for open recalls/campaigns and found: 0 CRR-LL CHECKED for previous UNRELATED Case(s) and found: CRR-LL CHECKED previous RELATED Case(s) and found: 0 CRR-LL NOTED concern is: Status update on case. CRR-LL received inbound call from C, C stated C was calling back to speak to LE. C stated that LE has been working with C concerning C's case. C stated C has tried calling and received no answer. CRR-LL acknowledged C. CRR-LL advised C that a follow up date has been scheduled for 022. CRR-LL advised C that CRR-LL will update case notes. CRR-LL asked C if there was anything else CRR-LL could assist with. C declined. CRR-LL provided C with case number. CRR-LL noting C's best contact number is Call ended mutually.

022 8:25:46

CASE SUMMARY C looking to speak to LE. CRR-LL updated case notes.

022 9:31:45

LE received an email from C - Pat Rogers requesting a call back. called him back @ C advised he has tried to reach out to multiple times yesterday and the day before. apologized but did not get any voicemails from C explained the images C sent were attached to his google drive and unable to access. C will resend explained once info in file can move forward. C just wishes to pursue a buyback at this time. ABS understood and stressed that docs needed from C will get this in today or this weekend with the help of his kids Call ended mutually

022 10:30:42

LE attached exterior photos and the reg. emailed the C and asked for an interior photo and a full picture of the registration

CONSUMER ASSISTANCE REQUEST

022 10:52:36

ARBS-LE attached the interior photo

022 10:54:06

Email Address: [REDACTED] Twitter Name: - Street Address: - City: - State: - Zip: - Phone Number: - Is Nissan Owner: null VIN: - Dealer Name: - Dealer State: - Subject: LemonLaw Comments: I purchased a 2022 Versa on [REDACTED] 2 and am having a problem with the car and after 3 trips to the service dept. the issue is unresolved/car unsafe. I like the car, am very pleased with the sales and service dept. but am considering contacting a lemon law lawyer today. Please Help.

022 12:27:28 PM

Repurchase Base Price	\$16,940.00	Document Processing	\$85.00	Sales Tax	\$1,319.44	AVRS	\$30.00	License Fees
\$110.00 Reg/Tranfer/Title Fees	\$178.00	Tire Fees	\$8.75	Interest (accrued & paid)	\$25.63	Total Purchase Price	\$18,696.82	Less Usage
\$30.35 Loan Payoff*	[REDACTED] 2	\$13,311.63	Total Deductions	\$13,341.98	Refund Amount	\$5,354.84		

022 12:27:28 PM

ARBS-LE received the purchase agreement. ARBS called C and discussed repurchase calculations. C understood. Call ended mutually ***** ARBS emailed the repurchase ltr to C

8:10:04

Consumer Affairs voluntary repurchase due to 3 repair and 7 days down for vehicle hesitating and 7 days down for all warranty repairs.

8:10:05

Consumer Affairs voluntary repurchase due to 3 repair and 7 days down for vehicle hesitating and 7 days down for all warranty repairs.

8:13:07

ARBS-LE adjusting payoff for additional 7 days. Payoff good until [REDACTED] 7 additional days at .33 = \$2.31 $\$2.31 + 13,311.63 =$ [REDACTED]

8:21:14

ARBS-LE received the signed repurchase letter ARBS emailed C to advise received and [REDACTED] would contact C by end of next week to schedule surrender ARBS completed CST and requested a check

8:22:22

LE requested \$5,354.84 for [REDACTED] ARBS-LE request [REDACTED] for NMAC 2022 Nissan Versa

2:39:23 PM

ARBS-LE received check approval ARBS successfully created a case with [REDACTED] with Case Number as [REDACTED]

8:06:03

ARBS-LE reviewed the case file and [REDACTED] accepted the case

9:13:58

ARBS-LE emailed the C the VPP claim code

12:20:50 PM

DRTS forwarding check to Morley via FedEx [REDACTED]. Customer: [REDACTED]. Check Type: Lienholder. Amount: \$13313.94. DRTS forwarding check to Morley via FedEx [REDACTED]. Customer: [REDACTED]. Check Type: Customer. Amount: [REDACTED]

8:43:37

ARBS-LE notes the surrender date at 5/13

2 2:10:38 PM

ARBS-LE received an email from C today stating he completed the repurchase and wanted to know if NNA will send him a receipt. ARBS emailed the C back and advised NNA would not but he could request a paid off ltr from NMAC in 7-10 days.

2 11:25:35

ARBS-LE is closing the case as repurchase completed and all emails attached. ***CASE SUMMARY*** C is seeking assistance with vehicle not accelerating. ***STATEMENT OF DECISION*** ARBS-LE reviewed case thoroughly and Nissan/Infiniti is in a position to offer a settlement. Consumer Affairs voluntary repurchase due to 4 repair and 7 days down for vehicle hesitating and 7 days down for all warranty repairs.

3:27:38 PM

*** [Added after the case is closed.] *** ROC-AR: Check from NMAC for overpayment in the amount of \$389.46, sent to [REDACTED] via FedEx tracking # [REDACTED]. Check will be credited and journalized to [REDACTED]. Case closed and copy of check attached to case on this date.

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

CONSUMER ASSISTANCE REQUEST

0

NAME: [REDACTED]
STATE: [REDACTED]

VIN: [REDACTED]
MODEL: [REDACTED]
MFG DT: [REDACTED]
SVC DT: [REDACTED]
MILEAGE: 6,525

TRIM: S M/T
OPTIONS: [REDACTED]
SERVICING: [REDACTED] PEDDER NISSAN
STATE: [REDACTED]
ACCIDENT: N AIRBAG: N

OPEN_DT: [REDACTED]
CLOSE_DT: [REDACTED]

TRD	CONCERN/CATEGORY	SUBCATEGORY/SYMPTOM
11	OA Vehicle Concerns	Engine Electric
	Mechanical	AM 12 Volt Battery

CAR VERBATIM

[REDACTED]

6:56:21 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 # CRR-MA CHECKED AND ADVISED OF Open/campaigns and found: 0. CRR-MA CHECKED for previous UNRELATED Case(s) and found: 0. CRR-MA CHECKED previous RELATED Case(s) and found: [REDACTED] CRR-MA NOTED concern is: RHR- DLR UNABLE TO DUPLICATE CONCERN CRR-MA received inbound call from C RAMON SAUCEDO. C stated C has called before but issue still persists. C stated C has gone to multiple Nissan dealerships. C stated C almost got into an accident as VEH stalled again. C stated VEH couldn't go over 10mph. C stated C knows of lemon law and would like NNA [REDACTED] to replace VEH. CRR-MA apologized for concern and agreed to look into issue for C. CRR-MA advised case can be forwarded to RCAS for review. CRR-MA advised RCAS would reach out to C by EOB [REDACTED] ?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. CRR-MA provided C with agent name and case number [REDACTED] via email. CRR-MA noting C agreed to email. C understood. CRR-MA asked C if there was anything else CRR-MA could assist with. C declined. Call ended mutually. Best Contact Number: [REDACTED] / [REDACTED] Best Contact Time: ASAP.

6:56:36 PM

***** [CASE SUMMARY] ***** C contacted for VEH complaint due to multiple service visits for same concern. C stated C would like NNA [REDACTED] to buyback VEH. CRR-MA sending case to RCAS for VEH complaint and RHR request. Best Contact Number: [REDACTED] [REDACTED] Best Contact Time: ASAP.

10:35:01 AM

C contacted NNA due to multiple concerns with VEH, C states C does not feel safe in VEH and would like a replacement.

4:24:07 PM

CRT-PM submitted Filter RHR.

4:24:44 PM

CRT-PM noting unable to datanet due to dealer portal.

4:29:54 PM

Previous related cases found [REDACTED] Previous unrelated cases 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:6,525 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: \$24.94 What is your customer seeking? C is seeking a buyback due to multiple concerns with VEH stalling.

5:17:04 PM

CRT-PM made outbound call to C at [REDACTED] C hung up after CRT-PM stated calling from Nissan.

5:21:08 PM

CRT-PM made outbound call to C at [REDACTED]. CRT-PM spoke to [REDACTED] CRT-PM ADVISED, ?This call may be recorded for quality and training purposes.? C asked who was calling again. CRT-PM advised CRT was calling from Nissan Consumer Affairs regarding C's case with Nissan. CRT-PM ATTEMPTED TO VERIFY C's name, home & email address, concern, phone. C verified email. C hung up call.

5:23:40 PM

CRT-PM sent follow up email to C.

12:09:23 PM

CRT-PM made outbound call to C at [REDACTED] C hung up after CRT-PM stated calling from Nissan.

12:15:25 PM

ARBS-PL-CM notes the following: In-Service Date: [REDACTED] Retail Sale: California VSCs: none DTS Involvement: none Open Campaigns: none Techline Cases: none Warranty Cases: none Previous [REDACTED] Cases: [REDACTED] ? buyback denial ***** CPIA: none ***** DBS: [REDACTED] ? PDI [REDACTED] ? 851 miles ? Days Down: 1 Veh doesn't go over 40 MPH ? no dupe (DI) Noise from engine when accelerating ? no dupe (DI) Parking brake got stuck ? no dupe (DI) [REDACTED] ? RO [REDACTED] ? 1,505 miles ? Days Down: 2 Loss of power/noise in reverse ? no dupe (CP) [REDACTED] ? maintenance [REDACTED] ? 7,015 miles ? Days Down: 3 currently No power/won't move ? no dupe (DI) ***** Total Days Down: 3 0 repairs, 3 visits for veh doesn't go over 40 MPH/loss of power ---1. No dupe @ 851 miles (DI) ---2. No dupe @ 1,505 miles (CP) ---3. No dupe @ 7,015 miles (DI) 0 repairs, 1 visit for noise from engine when accelerating ---1. No dupe @ 851 miles (DI) 0 repairs, 1 visit for parking brake got stuck ---1. No dupe @ 851 miles (DI)

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

CONSUMER ASSISTANCE REQUEST

CA46603603

022 12:15:47 PM

NNA is not in a position to offer a repurchase/replacement of this vehicle at this time, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that would substantially impair the use, safety, or value of the vehicle RCAS, re-review once open RO is closed ***

022 12:31:19 PM

CRT-PM made outbound call to Peddar Nissan at ** [REDACTED] CRT-PM asked to speak with SM. CRT-PM spoke with SM- David Blaisdell. CRT-PM asked if VEH had DIAG on stalling concerns. SM-DB advised that VEH had test drive for about 11 miles and could not duplicate concern. SM-DB advised that DLR tested battery and no codes came up. CRT-PM advised that VEH had been to multiple DLR's regarding concern and no one able to duplicate concerns. CRT-PM asked if DTS was ever involved. SM-DB advised that DTS was not involved since VEH at Peddar only once for stalling concern. SM-DB advised CRT should reach out to Dan Martinez regarding scheduling APPT for DTS to look at VEH. CRT-PM understood and asked could DTS inspect VEH at any DLR. SM-DB advised that DTS could look at VEH at any DLR. CRT-PM asked SM if C still needed to pick up VEH today since C would need to wait on DTS APPT. SM-DB agreed. CRT-PM thanked SM for time. Call ended mutually.

022 12:46:55 PM

CRT-PM made outbound call to C at [REDACTED] CRT-PM spoke to Ramon Saucedo CRT-PM ADVISED, ?This call may be recorded for quality and training purposes.? CRT-PM VERIFIED C's name, home & email address, concern, phone. CRT-PM CHECKED and ADVISED C of open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found: [REDACTED] CRT-PM advised that case has been escalated to CRT-PM and CRT-PM will be RCAS reviewing case. CRT-PM confirmed C's concern with VEH stalling and DLR not able to duplicate concerns and possible repurchase. C confirmed. C advised that VEH at DLR now and ready to be picked up but DLR unable to duplicate concerns. CRT-PM apologized and acknowledged C's concern. CRT-PM advised since DLR was unable to duplicate concerns again CRT-PM would reach out to DTS to schedule APPT to further inspect the VEH. CRT-PM advised that CRT would follow up no later than 3 business days regarding DTS. C understood and asked if C should still pick VEH up today. CRT-PM advised that C would still need to pick VEH up as DTS would need to get back with CRT for APPT to inspect VEH. C understood. CRT-PM asked if C had any other questions CRT-PM could assist with. C declined. CRT-PM provided direct line and case number. CRT-PM advised of follow up date of Monday, June 27th. CRT-PM thanked C for time. Call ended mutually.

022 12:45:40 PM

CRT-PM submitted DTS request.

022 12:45:45 AM

CRT-PM sent email to DTS-Dan Martinez requesting DTS contact DLR to schedule APPT that works best for them and customer.

022 12:38:54 PM

CRT-PM made outbound call to C at [REDACTED] CRT-PM left VMX stating to speak with C regarding C's case with NNA. CRT-PM left contact number, case number and CRT stated follow up tomorrow [REDACTED]

022 12:39:06 PM

CRT-PM made outbound call to C at [REDACTED]. CRT-PM unable to reach VMX. Disconnected

022 11:34:10 AM

CRT-PM made outbound call to C at [REDACTED] CRT-PM ADVISED, ?This call may be recorded for quality and training purposes.? CRT-PM confirmed C's concern with DTS for further inspection. C confirmed. CRT-PM advised that DTS scheduled APPT for 7/6 at 1 [REDACTED] and asked if APPT would work with C. C confirmed APPT and asked where does C take VEH. CRT-PM acknowledged and advised that C should take VEH to Peddar Nissan. C understood and asked if CRT would call C back. CRT-PM informed CRT would call back after APPT with DTS on 7/7. CRT-PM advised that CRT would confirm APPT with DLR and DTS. C thanked CRT-PM. CRT-PM confirmed C had direct line and case number. CRT-PM asked if C had any other questions CRT-PM could assist with. C declined. CRT-PM thanked C for time. Call ended mutually.

022 11:35:55 AM

CRT-PM sent email to [REDACTED]

022 11:40:35 AM

CRT-PM sent email to SM-David Blaisdell and DTSM-Dan Martinez confirming APPT for 7/6 at 1 [REDACTED]

022 11:51:03 AM

CRT-PM made outbound call to C at [REDACTED]. CRT-PM left VMX stating to speak with C regarding C's case with NNA and reminder for DTS APPT on [REDACTED] CRT-PM left contact number, case number.

022 11:53:04 AM

CRT-PM sent unable to contact email to C.

022 10:41:14 AM

CRT-PM made outbound call to C at [REDACTED] CRT-PM left VMX stating to speak with C regarding C's case with NNA. CRT-PM left contact number, case number and CRT stated follow up Monday, [REDACTED]

022 10:44:31 AM

CRT-PM made outbound call to C at [REDACTED] CRT-PM ADVISED, ?This call may be recorded for quality and training purposes.? CRT-PM advised of DTS APPT reminder for today at 1 [REDACTED] CRT-PM advised that CRT left VMX on other number [REDACTED] but wanted to make sure C remembered APPT. C understood and thanked CRT-PM. CRT-PM advised of FUD of [REDACTED]. C understood. CRT-PM thanked C for time. Call ended mutually.

022 11:10:54 AM

CRT-PM submitted Filter RHR.

022 5:20:29 PM

CRT-PM made outbound call to C at [REDACTED] CRT-PM left VMX stating to speak with C regarding C's case with NNA. CRT-PM left contact number, case number and CRT stated follow up tomorrow [REDACTED]

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

CONSUMER ASSISTANCE REQUEST

022 5:22:19 PM

CRT-PM sent unable to contact email to C.

022 9:35:20 AM

PL-CM notes the following: In-Service Date: Retail Sale: California VSCs: none DTS Involvement: none Open Campaigns: none Techline Cases: none Warranty Cases: none Previous CA Cases: ? buyback denial ***** CPIA: none ***** ? PDI 3 ? ? 851 miles ? Days Down: 1 Veh doesn't go over 40 MPH ? no dupe Noise from engine when accelerating ? no dupe Parking brake got stuck ? no dupe ? RO ? 1,505 miles ? Days Down: 2 Loss of power/noise in reverse ? no dupe (CP) ? maintenance ? ? 7,015 miles ? Days Down: 1 No power/won't move ? no dupe ? ? 7,665 miles ? Days Down: 1 No power ? no dupe ***** Total Days Down: 5 0 repairs, 4 visits for veh doesn't go over 40 MPH/loss of power ---1. No dupe @ 851 miles ---2. No dupe @ 1,505 miles (CP) ---3. No dupe @ 7,015 miles ---4. No dupe @ 7,665 miles 0 repairs, 1 visit for noise from engine when accelerating ---1. No dupe @ 851 miles 0 repairs, 1 visit for parking brake got stuck ---1. No dupe @ 851 miles

022 9:43:23 AM

NNA is not in a position to offer a repurchase/replacement of this vehicle at this time, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that would substantially impair the use, safety, or value of the vehicle

022 11:39:15 AM

CRT-PM made outbound call to C at CRT-PM left VMX stating to speak with C regarding C's case with NNA. CRT-PM left contact number, case number and CRT attempted to reach C yesterday 2 and if C needed further assistance to give CRT a call back.

022 11:40:23 AM

CRT-PM made outbound call to C at CRT-PM unable to leave VMX. C not accepting calls.

022 11:41:11 AM

CRT-PM sent unable to contact email to C.

022 11:46:15 AM

CRT-PM is closing Case as no further assistance can be offered at this time pending C contact. *** CASE SUMMARY *** C contacted Nissan CA requesting a buyback due to multiple concerns with VEH stalling. CRT-PM advised C Nissan has created a Case to document C's concern and this Case will remain in NNA's system. CRT-PM reviewed Case with SM-David Blaisdell that advised DLR couldn't duplicate C's concern and codes were found on VEH. SM-DB advised that DTS had no been involved yet. DTS-Dan Martinez who advised that VEH was further inspected and concluded that VEH is operating as intended. FOM- Chase McBryar who denied RHR. *** STATEMENT OF DECISION *** CRT-PM attempted to speak with C however was unable to make contact.

022 12:32:39 PM

CRR-AB<VERIFIED> Account Info including: C's name, home & phone# & last contact#. CRR-AB VERIFIED Veh Info including: N/A. CRR-AB CHECKED and ADVISED for open recalls/campaigns and found: N/A. CRR-AB CHECKED for previous UNRELATED Case(s) and found: 0. CRR-AB CHECKED previous RELATED Case(s) and found: 1. C is CRR-AB NOTED concern is: Case follow up. C Stated C received a call and would a case follow up. CRR-AB assured C that CRR-AB will look into C's concerns. CRR-AB Advised C that RCAS made a call and was unable to contact and it would be another 1-3 business day for follow up. CRR-AB informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of 1-3 business day regarding C's concern. CRR-AB provided C with C understood and appreciated the assistance. Best Contact #: Call ended mutually.

022 12:33: PM

CASE SUMMARY C stated case follow up. CRR-AB set FUD for

022 10:34:48 AM

CRT-PM made outbound call to C at CRT-PM ADVISED, ?This call may be recorded for quality and training purposes.? CRT-PM confirmed CRT reviewing for possible repurchase of the VEH due to C's concerns with stalling. C confirmed. CRT-PM advised that NNA reviewed the case based on the service history and the warrantable repairs made to the VEH. CRT-PM advised that after collecting and reviewing all the service history, NNA would not be in the position to repurchase or replace the VEH. CRT-PM stated that the DLR did confirm that the VEH is operating at Nissan standards. CRT-PM advised that TECH specialist has been completed and VEH is operating as intended. CRT-PM advised that NNA will send a denial letter via mail and if the C agrees with the decision the C can contact the BBB. C stated okay. CRT-PM asked if C had any other questions CRT-PM could assist with. C declined. CRT-PM confirmed C had direct line and case number. CRT-PM advised C can contact NNA CA for future assistance. C understood. CRT-PM thanked C for time. Call ended mutually.

022 10:35:38 AM

CRT-PM reviewed case with DC- who advised CRT can close case under DTS.

022 10:41:20 AM

CRT-PM submitted correspondence request repurchase within WTY denial.

9:37:01 AM

CRT-PM is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted Nissan CA requesting a buyback due to multiple concerns with VEH stalling. CRT-PM advised C Nissan has created a Case to document C's concern and this Case will remain in NNA's system. CRT-PM reviewed Case with SM- advised that DLR could not duplicate stalling concern and DTS had not been involved yet. who advised that VEH is operating as intended. Chase McBryar who denied RHR. *** STATEMENT OF DECISION** NNA declined repurchases request and DTS confirmed VEH operating at Nissan standards. C understood.

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

CONSUMER ASSISTANCE REQUEST

NAME: [REDACTED] **VIN:** [REDACTED] **TRIM:** S M/T
CITY: [REDACTED] **MODEL:** [REDACTED]: [REDACTED] **OPTIONS:** [REDACTED]
STATE: [REDACTED] **MFG DT:** [REDACTED] **SERVICING DLR:** [REDACTED]
OPEN_DT: [REDACTED] **SVC DT:** [REDACTED] **DLR STATE:** [REDACTED]
CLOSE_DT: [REDACTED] **MILEAGE:** 1,946 **ACCIDENT:** N **AIRBAG:** N

TRD	CONCERN/CATEGORY	SUBCATEGORY/SYMPTOM
10	OA Vehicle Concerns	228500 Manual Transmission
	CA Mechanical	AY Assembly (complete)

CAR VERBATIM

4:37:22 PM

CRR-SS VERIFIED account information including: C?s name, home & e-mail address, phone number & best contact number. CRR-SS VERIFIED VEH Information including: VIN number and Current mileage. CRR-SS CHECKED for open recalls/campaigns and found: 0 CRR-SS CHECKED for previous UNRELATED Case(s) and found: 0 CRR-SS CHECKED previous RELATED Case(s) and found: 0 C?s concern is: VEH concerns. CRR-SS received a call C: [REDACTED] C stated C owns [REDACTED] Nissan Versa Sedan. C stated that C is having issues with VEH. C stated the VEH stops anywhere. C stated the DLRSHR evaluated the VEH but still no fix. C stated C is not comfortable driving the VEH. C stated C want C?s VEH to be fixed. C stated the DLR informed it will take long to fix the VEH. C stated DLR referred C to NNA for loaner for long time. CRR-SS asked C to verify account information. CRR-SS asked for VIN and mileage. C provided VIN# [REDACTED] C provided current mileage 1,946. C verified account information. CRR-SS created a new case for C and informed C that CRR-SS documented C?s concerns in this case. CRR-SS informed C that C will be contacted by the RCAS by the end of the next business day, due to unusual high call volumes, it could take up to 3 business days. C understood. CRR-SS provided C with the case number# [REDACTED] CRR-SS asked if there was anything else CRR-SS could assist you today. C declined. CRR-SS thanked C for calling Nissan Consumer Affairs. Once again, C?s name is Simran. Have a great day! Call ended mutually. Best contact # [REDACTED]

4:38:06 PM

***** [CASE SUMMARY] ***** C called for VEH concerns. CRR-SS send case to RCAS to review.

10:59:26 AM

RCAS-KD unable to datanet.

10:59:29 AM

RCAS-KD emailed SM- [REDACTED] as preferred method of contact. RCAS-KD provided case summary. RCAS-KD asked for more info.

10:59:37 AM

Open Recalls/Campaigns:0 UNRELATED Case(s) Found:0 RELATED Case(s) Found:0 VSC: 0 Vehicles Owned: 1 Customer Pay:0 New or Pre-owned:NEW Mileage:2000 Beyond Basic Miles:0 Beyond Basic Months:0 Beyond PT Miles:0 Beyond PT Months:0 What is your customer seeking? C contacted NNA for concerns with VEH stopping/loaner assistance.

10:32:47 AM

RCAS-KD called [REDACTED] NISSAN OF OREM and asked for SM. SM- [REDACTED] advised VEH was in two months ago. SM-DB advised VEH is manual. SM-DB advised someone was inspected by someone from Japan. SM-DB advised contacted techline and database and nothing found. RCAS-KD notes TECHLINE case states VEH is operating as designed. SM-DB advised DTS- [REDACTED] advised no fix for it. SM-DB advised VEH will stall and then go into limp mode. SM-DB advised have restart the VEH entirely and then MAYBE can restart. SM-DB advised there just is not a fix for it, per techline, engineer from Japan, and DTS.

10:33:10 AM

CORRECTION: RCAS-KD called [REDACTED] NISSAN OF OREM and asked for SM. SM- [REDACTED] advised VEH was in two months ago. SM-DB advised VEH is manual. SM-DB advised someone was inspected by someone from Japan. SM-DB advised contacted techline and database and nothing found. RCAS-KD notes TECHLINE case states VEH is operating as designed. SM-DB advised DTS- [REDACTED] advised no fix for it. SM-DB advised VEH will stall and then go into limp mode. SM-DB advised have restart the VEH entirely and then MAYBE can restart. SM-DB advised there just is not a fix for it, per techline, engineer from Japan, and DTS. SM-DB advised techline case must not be updated.

10:41:04 AM

RCAS-KD called DTS- [REDACTED] and provided case details. DTS-MT advised knows what is going wrong but no software to fix concern. DTS-MT advised ECM misdiagnosing VEH. DTS-MT advised C needs to not stall engine or drive automatic VEH. DTS-MT advised there is essentially no fix. DTS-MT advised when the stalls, ECM misdiagnoses concern and goes limp. DTS-MT advised only fix is to not stall the engine until they come up with a different software solution. DTS-MT advised stated VEH is basically unsafe unless C can never stall the VEH again.

CONSUMER ASSISTANCE REQUEST

10:02 2:07:31 PM

FILTER RHR [REDACTED] PL Recommends an RHR [REDACTED] UTAH [REDACTED] 22 [REDACTED] 7.20.22 GUN METALLIC Retail Sale Selling Dealer - KEN GARFF NISSAN OF OREM / 3696 / UT PREV. CASES - 0 DPIC CASES - 0 VCS CASES - 0 Approved Checks - 0 Tech line cases - 1 [REDACTED] RE: C/s THAT WHEN SHE KILLS THE VEHICLE IT LOSES POWER, AND THAT IT DOESNT ACCELERATE. RPMS DO NOT GO UP CAPS SPEED AT 25-30MPH UNTILL SHE PARKS IT AND RESETS IT. Warranty cases - 0 Open Campaigns - 0 VSC - 0 DTS - [REDACTED] Scramble Support for limp mode after engine stall. TABLEAU - OPEN RO: [REDACTED] 1) WHEN THE CAR ENDS UP STALLING 2) WHEN THE CAR ENDS UP STALLING, WHEN RESTARTING THE CAR IT CAPS THE SPEED AT 30MPH ON THE ODOMETER. CUSTOMER HAS VIDEO. THEY STATE THEY HAVE TO PULL OVER AND LET THE CAR SIT FOR AT LEAST 15 SEC BEFORE THE CAR WILL DRIVE NORMAL AFTER RESTART DBS - LAST Closed RO: [REDACTED] - [REDACTED] @ 890 Miles @ KEN GARFF NISSAN OF OREM / [REDACTED] Vega 1) C/s WHEN SHE KILLS THE VEHICLE IT LOSES THE POWER, AND THAT IT DOESN'T ACCELERATE. RPMS DO NOT GO UP, CAPS SPEED 25-30 UNTIL SHE PARKS IT AND RESETS IT ---- INSPECTED VEHICLE AND FOUND IT DRIVING AS DESIGNED WHEN NOT MISS USING THE CLUTCH. STALLED VEHICLE AND RE STARTED AND FOUND VEHICLE DOES LACK IN ACCELERATION AND [REDACTED] STORES IN ECM. CHECKED FOR ANY TSBS AND FOUND NONE RELATED, CHECKED DATA BASE AND FOUND RO: 55729 (7.20.22) @ 5 Miles @ KEN GARFF NISSAN OF OREM / MADISON, JOHNSON 1) NEW CAR DETAIL

12:10:38 AM

Request sent to [REDACTED] for copy of RO [REDACTED]

12:18:52 PM

RCAS-KD made outbound call to C at [REDACTED]. RCAS-KD left VMX for C containing name calling from NNA CA, case number, direct line, and reason for calling: VEH concern.

12:22:04 PM

RCAS-KD made outbound call to C at [REDACTED]. RCAS-KD verified it is a good time to speak about case. RCAS-KD ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-KD VERIFIED C?s name, home & email address, and phone. Open Recalls/Campaigns: 0 UNRELATED Case(s) Found: 0 RELATED Case(s) Found: 0 RCAS-KD advised that case has been escalated to CRT-KD and CRT-KD will be RCAS reviewing case and making all decisions on behalf of NNA. RCAS-KD confirmed C contacted NNA for concerns with VEH stopping. RCAS-KD apologized that C is experiencing concerns with VEH stopping. RCAS-KD stated understands frustration and apologized for inconvenience. RCAS-KD advised spoke to SM and DTS about VEH concern and confirmed the ECM is misdiagnosing concern leading to VEH going limp. RCAS-KD advised DTS confirmed there is currently no software to fix concern. RCAS-KD advised NNA is reviewing case internally and will follow up on 10/10 with next steps. RCAS-KD apologized for delay and assured C NNA is working on some sort of C satisfaction. C understands. C stated SM mentioned a couple options. C stated would like to keep VEH just get it repaired. C stated loves VEH. RCAS-KD confirmed C has no more questions or concerns regarding the case. RCAS-KD provided direct line and case number. RCAS-KD thanked C for time and patience. Call ended mutually.

10:50:50 AM

RHR specialist contacted SM-devin butters at ken garff nissan who advised will not be at DLR for another 20 minutes. RHR specialist advised would call back. Call ended.

12:13:24 PM

RO received and attached.

1:47:42 PM

RHR assigned to [REDACTED] Lauren March for review.

10:24:07 AM

[REDACTED] LM noting the following repair history: [REDACTED] 2 @ 890 miles-- RO [REDACTED] - 3 days down Concern 1. customer states that when she kills the vehicle it loses power and wont accelerate, rpms do not go up Action 1. inspected vehicle and found it driving as designed when not miss using the clutch. stalled vehicle and re started and found vehicle does lack in acceleration and [REDACTED] stores in ecm. checked for any tsbs and found none related, checked data base and found [REDACTED] 2 @ 978 miles-- RO [REDACTED] - RO open-- 54 days down as of [REDACTED] Concern 1. customer states when the car ends up stalling Action 1. RO open Total days down: 57 days down as of [REDACTED]

10:24:25 AM

[REDACTED] LM noting the following summary: Purchased: New-Retail Sale In-service date: [REDACTED] 022 Open campaigns: None Additional cases found: None Tech line case found: [REDACTED] Warranty cases: Inspection completed by [REDACTED] on [REDACTED] DTS involved: None VSC found: None State: UT 2 pending FW repairs for customer states that when she kills the vehicle it loses the --inspected vehicle and found it driving as designed when not miss using the clutch. stalled vehicle and re started and found vehicle does lack in acceleration and [REDACTED] stores in ecm. checked for any tsbs and found none related. checked data base and found --RO open

10:26:32 AM

[REDACTED] took ownership of the case and will be following up with C. [REDACTED] noting intent to offer a repurchase/replacement/settlement. [REDACTED] noting based off the following DTS notes dated 1 [REDACTED] 022 [REDACTED] will not make contact with C until [REDACTED] confirms if concern is isolated to C's vehicle or across all 2022 Versa's RCAS-KD called DTS [REDACTED] and provided case details. DTS-MT advised knows what is going wrong but no software to fix concern. DTS-MT advised ECM misdiagnosing VEH. DTS-MT advised C needs to not stall engine or drive automatic VEH. DTS-MT advised there is essentially no fix. DTS-MT advised when engine stalls, ECM misdiagnoses concern and goes limp. DTS-MT advised only fix is to not stall the engine until they come up with a different software solution. DTS-MT advised stated VEH is basically unsafe unless C can never stall the VEH again.

10:29:38 AM

[REDACTED] LM noting sent DTS Mike the following email Good morning Mike, I know you were recently involved with this vehicle. Do you know if this concern is isolated to this customer?s vehicle or is it a concern on all 2022 Nissan Versas. I ask because I can offer a replacement but If the concern will be present in the replacement vehicle as well I will just offer a repurchase. Thanks,

022 11:43:02 AM

[REDACTED] LM noting received the following email from DTS Mike I don?t know if this is an isolated case. I would suspect all Versa with manual transmission could be affected as well. Regards,

022 2:50:56 PM

[REDACTED] LM noting sent PC-JP the following email Jimmy, Can you review the emails below? Have you heard of this concern with this vehicle model or is this driver error? Thanks,

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

CONSUMER ASSISTANCE REQUEST

022

022 9:12:47 AM

LM noting received the following email from PC-JP Lauren, There aren't any review items for any concerns with the manual transmission. There aren't any similar cases in Techline's database either. It looks like it might be driver related. Thanks,

022 12:02 AM

LM noting reviewed case with Senior Planner Jessi W noting 0 FW repairs and 0 repairs recommended by DTS noting can re-submit filter if any FW repairs are completed on vehicle

022 12:26 AM

LM noting sending case back to for handling -LM 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. -LM recommends review case with TL and Region to discuss possible resolutions based on the specifics of this case.

022 01:57 PM

GW Review PL waiting on reply from Sr. mgmt.

022 12:51:04 PM

PL Rec'd IM from Sr. Pl. JW stating Sr. Mgmt. supports Decision NO GW Recommendations at this time

022 3:23:30 PM

KD made outbound call to C. KD verified it is a good time to speak about case. KD ADVISED, ?This call may be recorded for quality and training purposes.? KD advised at this time the dlr and the highest technical support with NNA has been involved and at this time there is no recommended repairs. KD stated since I do not have the background to diagnose or repair a VEH I would recommend you returning to same or any NNA dlr for diagnosis if concern persists. KD stated be advised if the dlr does not recommend or find a repair to address there will not be any recommendations. KD advised NNA reviewed for possible replacement VEH however, request was denied. RCSA-KD advised C will receive denial letter in the mail. KD advised if C disagrees, C can contact the BBB on line at RCS-KD apologized as NNA cannot further assist. C stated persistent concern, no solution, and C should work with DLR. C confirmed NNA is willing to drive unsafe VEH with no remedy and hopefully will fix eventually. C confirmed can contact BBB. KD apologized cannot further assist. C stated DLR stated default in system. C stated defective VEHs continue to be shipped. KD empathized and apologized cannot assist. C stated thank you and sorry was in the middle of it. C stated what about a loaner for long time. KD referred to DLR. C STATED dlr REFERRED TO CA. KD advised DLR owns loaner VEHs and CA cannot authorize or approve rentals up front. KD confirmed no further questions. KD confirmed direct line and case number. KD thanked C for time and patience. Call ended mutually.

022 3:25:42 PM

KD is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted NNA for concerns with VEH stopping/loaner assistance. SM advised DTS advised no fix for SM-DB advised VEH will stall and then go into limp mode. SM-DB advised have restart the VEH entirely and then MAYBE can restart. SM-DB advised there just is not a fix for it, per techline, engineer from Japan, and DTS. DTS-MT advised knows what is going wrong but no software to fix concern. DTS-MT advised ECM misdiagnosing VEH. DTS-MT advised there is essentially no fix besides never stalling the VEH. denied RHR. I stated no GW needed. STATEMENT OF DECISION*** KD advised C the Case has thoroughly reviewed and Nissan is not in the position to offer assistance at this time. KD advising C was not offered assistance & was displeased with outcome.

2 5:51:41 PM

*** [Added after the case is closed.] *** CCF Received, Customer stated purchased a 2022 Versa with a manual transmission on 022. Customer stated that from the beginning the VEH would go into "limp mode" whenever the VEH died due to dropping the clutch too quickly. Customer stated that VEH was taken to DLR who advised concern was normal and VEH would need to be turned on and off to reset. Customer advised that process did not work and the SM was able to duplicate the concern and found that VEH needed to be pulled over and turned off for 10-15 seconds to reset the system. Customer advised the process was a safety concern as you could not always find a safe place to pull over and complete the reset to the system. Customer advised had continued to work with DLR and the DLR requested DTS-Mike to test the VEH. Customer stated that DTS-Mike had an engineer test the VEH and it was determined there was a defect and a reprogramming was needed but would take some time and was not advised when it would be available. Customer stated that C hoped a resolution would be found in a reasonable amount of time to minimize the safety risk. Customer stated a few weeks ago the VEH went into limp mode for no apparent reason while on a busy hill. Customer stated was able to get VEH safety to a spot to perform reset but was a dangerous situation. Customer stated contacted DLR to advise of the situation and was referred to NNA CA. Customer advised that case was opened and C was advised that NIS was not able to assist. Customer stated was filing the BBB complaint to resolve a significant safety concern due to a defect in the VEH programming that NIS was not currently able or willing to resolve.

10:36:47 AM

*** [Added after the case is closed.] *** Sent 03:09 AM From: Nissan To: BBB of Middle Tennessee & Southern Kentucky Subject: Respond to Complaint Thank you for taking the time to contact Nissan North America and allowing us the opportunity to review concerns with her 2022 Versa. We apologize for any inconvenience this situation may have caused. A review of our records shows r contacted Consumer Affairs on to request assistance with transmission concern that required a software update. Unfortunately, there is not an update available for the software at this time. case was also reviewed for a possible repurchase or replacement of the vehicle and unfortunately an offer to repurchase or replace the vehicle was not being provided at this time either. We recommend that continue to work with her local Nissan Dealer as they would be the first to know about any software updated. Should have any additional questions, she is welcome to contact her Specialist and reference her case number at that time. Thank you

022 10 9 AM

*** [Added after the case is closed.] *** CCF Rebuttal, Customer stated was rejecting the response due to the absence of the software update made the VEH unsafe to drive. Customer stated that the update should be made available or the VEH replaced as it was unsafe.

022 10:47:02 AM

*** [Added after the case is closed.] *** Sent: 022 10:26 AM From: Nissan To: BBB of Middle Tennessee & Southern Kentucky Subject: Respond to Complaint Thank you for bringing latest response to our attention. We certainly understand level of disappointment and are sorry to hear that she is dissatisfied with our decision. Please be assured, Nissan reviewed multiple factors with reference to request for replacement of her vehicle, and we must reiterate our decision. Unfortunately, Nissan is not in the position to repurchase or replace the vehicle. We recommend that continue to work with her local Nissan Dealer as they would be the first to know when the software update is available. Should have any additional questions, she is welcome to contact her Specialist and reference her case number at that time. Thank you

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

CONSUMER ASSISTANCE REQUEST

NAME: [REDACTED] **VIN:** [REDACTED] **TRIM:** S M/T
CITY: [REDACTED] **MODEL:** [REDACTED] **OPTIONS:** [REDACTED]
 [REDACTED] -2 **MFG DT:** [REDACTED] **SERVICING DLR MOSSY** [REDACTED]
OPEN_DT: [REDACTED] **SVC DT:** [REDACTED] **DLR** [REDACTED]
CLOSE_DT: [REDACTED] **MILEAGE:** 7,000 **ACCIDENT:** N **AIRBAG:** N

TRD	CONCERN/CATEGORY	SUBCATEGORY/SYMPTOM
<input type="checkbox"/> NI	<input type="checkbox"/> Other Vehicle Concerns	<input type="checkbox"/> Service Department
<input type="checkbox"/> CK	<input type="checkbox"/> Dealer/Retailer Issues	<input type="checkbox"/> Vehicle Maintenance

CAR VERBATIM

[REDACTED]

6:42:40 PM

CRR-CN VERIFIED Account information including C?s name, home & e-mail address, phone number & best contact number. CRR-CN VERIFIED VEH Information including VIN #, Current Mileage: CRR-CN CHECKED for open recalls/campaigns and found: 0 CRR-CN CHECKED for previous UNRELATED Case(s) and found: 0 CRR-CN CHECKED previous RELATED Case(s) and found: 0 CRR-CN NOTED concern is: VEH Concern- RHR CRR-CN received a call from C. C stated C owns a [REDACTED] Nissan Versa. C stated C purchased VEH new and VEH has had issues with power as C drives. C stated C has taken it to two Nissan DLRs but the occurrences still happens. C stated VEH just loses power while being driven and both DLRs has no clue as to what the cause is. C stated C would like Nissan to repair VEH or refund C money back. C stated C does not feel safe anymore in VEH. DLR: TONY [REDACTED] and MOSSY [REDACTED] SA: Brian CRR-CN informed C that CRR-CN would look into it. CRR-CN asked for VIN and mileage. C provided VIN # [REDACTED] C provided mileage 7000 CRR-CN informed C case would be transferred to RCAS and RCAS would contact C within 1-3 business days. C understood. CRR-CN asked if there was anything else CRR-CN could assist with at this time. C declined. CRR-CN provided C with name and case # [REDACTED] CRR-CN thanked C and branded the call. Call ended mutually [REDACTED]

6:43:08 PM

***** [CASE SUMMARY] ***** C called for RHR. CRR-CN sending case to RCAS for RHR request.

023 11:37:48 AM

RCAS-LY submitted RHR Filter.

023 11:38:19 AM

RCAS-LY is not able to data net: DLR is not enabled in the DLR portal.

023 11:45:55 AM

RCAS-LY sent an email to SM- [REDACTED] asking RHR questions. RCAS-LY noting email is the DLR preferred method of contact.

6:16:58 AM

ARBS PL-RG notes the following: [REDACTED] Nissan Versa Sedan S M/T VIN # [REDACTED] In-Service Date: [REDACTED] Vehicle Purchased: New, Retail Purchase State: Hawaii Last Reported Miles: 7000 Nissans Owned: 1 Selling Dealer: TONY [REDACTED] not eligible for California CEE program proceed with SOP 3.19 ARBS-PL-RG setting filter for ARBS-PL-Janelle Cantrall

3 7:50:30 AM

FILTER RHR ARBSPL Does not Recommend an RHR due to the vehicle has not been subjected to an unreasonable amount of repairs. NO OPEN ROs 2V and 1 repair for SES Light on 1) 3,416 Miles / cleared DTC and performed DTC confirmation. Drove vehicle but DTC did not trigger. Vehicle is operating within normal parameters at this time. (WP) 2) 4,932 Miles / UNABLE TO CONFIRM CUSTOMER CONCERN DD:16 ----- [REDACTED] 96819 [REDACTED] VERSA [REDACTED] 8.23.22 GUN METALLIC Retail Sale Selling Dealer - Tony Nissan - 98009 - HI MOSSY [REDACTED] / PREV. CASES - 0 DPIC CASES - 0 VCS CASES - 0 Approved Checks - 0 Tech line cases - 0 Warranty cases - 0 Open Campaigns - 0 VSC - 0 DTS - 0 TABLEAU - NO OPEN ROs DBS - LAST Closed RO: 583739 (12.31.22 - 1.2.23) DD: 3 @ 4,932 Miles @ MOSSY [REDACTED] / Christian, Hernandez 1) Perform Complimentary Multi Point Vehicle Inspection / Complete 2) [REDACTED] INSPECTION / Complete 3) CHECK ENGINE LIGHT COMES ON AT RANDOM TIMES WHEN DRIVING. CUSTOMER [REDACTED] THAT VEHICLE LOSES POWER IN ACCELERATION WHEN ENGAGING INTO ANY GEAR, WHEN DRIVING OVER 20MPH ----- UNABLE TO CONFIRM CUSTOMER CONCERN - Correction TEST DROVE VEHICLE UNDER NORMAL DRIVING CONDITIONS. CHECKED VEHICLE SYSTEM FOR DTCS. PAST DTC IN ABS ONLY 1109-106 CHECKED FOR ECM REPROGRAM-NONE. UNABLE TO CONFIRM CUSTOMER CONCERN AT THIS TIME. MILES OUT 4,939 (CP) RO: [REDACTED] DD: 13 @ 3,416 Miles @ TONY [REDACTED] / [REDACTED] 1) CHECK ENGINE LIGHT CAME ON ABOUT TWICE WHILE DRIVING, AND IT WOULD SOMETIMES LOSE POWER ----- SES Light was not on when retrieving vehicle. scanned vehicle and found multiple past DTC stored in ecu. Past [REDACTED] A camshaft position B1 in Engine. [REDACTED] Battery Voltage Abnormal and [REDACTED], Brake Booster, and [REDACTED] Radar Stain stored in ecu. cleared DTC and performed DTC confirmation. Drove vehicle but DTC did not trigger. Vehicle is operating within normal parameters at this time. (WP) RO: 750805 [REDACTED] @ 36 Miles @ [REDACTED] / [REDACTED] 1) TRANSPORTATION CLAIM MISSING KEY REMOTE / RPL & PROGRAM IMMOBILIZER KEY BLANKS (WP) [REDACTED] 8 [REDACTED] @ 36 [REDACTED] s @ TONY [REDACTED] / [REDACTED]

2:07:54 PM

RCAS-LY received an email from SM-Donald Weiss SM-stated unable to verify C concern test drove 7 miles. How many times has the customer?s vehicle been to the dealer/retailer for repairs? 1 What repairs were performed? NONE Are there currently any OPEN ROs? NO Is the vehicle currently at the dealership? NO How many days has the vehicle been kept out of service at your dealer for repairs? 1 DAY Has TECH LINE been involved? NO UNABLE TO VERIFY Has a Dealer Technical Specialist (DTS) been involved? NO

2:25:50 PM

RCAS-LY made outbound call to C at [REDACTED] RCAS-LY left VMX stating case/contact number.

CONSUMER ASSISTANCE REQUEST

2:26:15 PM

RCAS-LY made outbound call to C [REDACTED] RCAS-LY noting number is information management group number.

2:26:51 PM

RCAS-LY sent C follow up email.

3 12:26:33 PM

RCAS-LY made outbound call to C at [REDACTED] 0 RCAS-LY left VMX stating case/contact number.

12:26:44 PM

RCAS-LY sent C follow up email.

2:27:14 PM

RCAS-LY submitted correspondence letter.

11:36:01 AM

RCAS-LY is closing case for no further assistance is needed. Closing Summary: C contacted NNA CA regarding C does not feel safe anymore in VEH. RCAS-LY reviewed case with SM-Donald Weiss who stated unable to verify C concern test drove 7 miles. RCAS-LY reviewed case with ARBS-Janelle Cantrall who stated ARBSPL Does not Recommend an RHR due to the vehicle has not been subjected to an unreasonable amount of Repairs. RCAS-LY pending C return call. Statement of Decision: C was unable to be contacted.

11:00:49 AM

RCAS-LY received an email from C [REDACTED] 3 7:51 PM Thank you please feel free to contact me anytime after 1100 AM PST [REDACTED]

3 2:26:39 PM

RCAS-LY made outbound call to C at [REDACTED] RCAS-LY left VMX stating case/contact number.

2:26:55 PM

RCAS-LY sent C follow up email.

2:28:37 PM

RCAS-LY is closing case for no further assistance is needed. Closing Summary: C contacted NNA CA regarding C does not feel safe anymore in VEH. RCAS-LY reviewed case with SM-Donald Weiss who stated unable to verify C concern test drove 7 miles. RCAS-LY reviewed case with ARBS-Janelle Cantrall who stated ARBSPL Does not Recommend an RHR due to the vehicle has not been subjected to an unreasonable amount of Repairs. RCAS-LY pending C return call. Statement of Decision: C was unable to be contacted.

2/ [REDACTED] /2023 3:01:20 PM

CRR-LB VERIFIED Account information including: C's name, home Phone number & best contact number CRR-LB VERIFIED VEH Information including: CRR-LB CHECKED for open recalls/campaigns and found: 0 CRR-LB CHECKED for previous UNRELATED Case(s) and found: 0 CRR-LB CHECKED previous RELATED Case(s) and found: 0 CRR-LB NOTED concern is: RCAS follow up CRR-LB received inbound call from [REDACTED] known as C C stated C is looking for an update on the case. C stated the VEH is losing power while driving C would like to be reached out to as soon as possible. C stated that this is a life threatening concern and need this to be taken care of. C stated that C has been dealing with this since November C stated that the VEH has been experiencing this since purchase. CRR-LB advised that CRR-LB will send internal email. CRR-LB asked C if there was anything else CRR-LB could assist with C declined CRR-LB provided C with case number [REDACTED] C understood CRR-LB thanked C and branded call Call ended mutually C's best contact number is: [REDACTED] Anytime however Mon-Weds 9am-[REDACTED]

2/ [REDACTED] /2023 3:02:43 PM

****Case Summary**** C called for case update. CRR-LB documented all the details C provided. CRR-LB sent internal email

2/ [REDACTED] /2023 3:05:08 PM

CRR-LB changed the FUD

3:19:55 PM

RCAS-LY made outbound call to C at [REDACTED] RCAS-LY ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-LY VERIFIED C's name, home & email address, concern, phone. RCAS-LY verified make/model- of VEH, mileage, and case servicing DLR RCAS-LY CHECKED and ADVISED C of open recalls/campaigns and found:0 Previous UNRELATED Case(s) Found:0 Previous RELATED Case(s) Found:0 RCAS-LY provided credentials as C case manager and described role in case. RCAS-LY verified C concern regarding C does not feel safe anymore in VEH. C stated within the week C got the VEH it's been an issue. RCAS-LY apologized for C having to go through the trouble with VEH. RCAS-LY advised C that RCAS did review for the repurchase/replace of the VEH. RCAS-LY advised C that RCAS has a decision on today. RCAS-LY advised that NNA reviewed the case based on the service history and the warrantable repairs made to the VEH. RCAS-LY advised that after collecting and reviewing all the service history, NNA would not be in the position to repurchase or replace the VEH. RCAS-LY advised C that a denial letter will be sent to C via mail and if C disagrees with the decision C can contact the BBB. RCAS-LY asked C would C like case contact number? C-stated yeah RCAS-LY advised C that C can take the VEH back to the DLRSHIP or seek a second opinion from another Nissan DLRSHIP. C-stated it occurs a dozen times. C-stated DLR couldn't get an advance tech to come out. C-stated C got the VEH from Hawaii. C-stated when C was in Hawaii C was having an issue intermediately. C-stated it happened on the highway. C-stated the tech stated tech couldn't find anything. C-stated C have videos. RCAS-LY advised C that C can take a test drive with the tech so the tech can see what's going on with the VEH. C-stated C did that again. C-stated advanced tech wasn't there. C-stated it happens randomly. C-reiterated concerns. RCAS-LY advised C that the DTS travels and the DLR will have to set up an appointment with the DTS to come out. C-stated will C be charged. C-stated if that doesn't work what should C do. RCAS-LY advised C that C is still in warranty but that will be a questions for the DLRSHIP. RCAS-LY advised C that RCAS will recommend a C seek a second opinion. C-reiterated concerns RCAS-LY advised C that RCAS doesn't have the background to diagnosis or repair a VEH so RCAS is recommending C seek a second opinion. C-stated will Nissan cover it RCAS-LY that will be a questions for the DLRSHIP. C-reiterated concerns. RCAS-LY advised C that RCAS will be sending C an email with case/contact number and if C needs further assistance C can reach back out to RCAS. C-stated okay. RCAS-LY thanked C for C's time. Call ended mutually.

3 3:20:14 PM

RCAS-LY sent C an email with case/contact number.

CONSUMER ASSISTANCE REQUEST

2/ /2023 3:22:12 PM

RCAS-LY is closing case for no further assistance is needed. Closing Summary: C contacted NNA CA regarding C does not feel safe anymore in VEH. RCAS-LY reviewed case with SM: who stated unable to verify C concern test drove 7 miles. RCAS-LY reviewed case with ARBS: who stated ARBSPL Does not Recommend an RHR due to the vehicle has not been subjected to an unreasonable amount of Repairs. RCAS-LY advised C that NNA would not be in the position to repurchase or replace the VEH. Statement of Decision: C was understanding.

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CONSUMER ASSISTANCE REQUEST

NAME: [REDACTED] **VIN:** [REDACTED] **TRIM:** S M/T
STATE: [REDACTED] **MODEL:** [REDACTED] **OPTIONS:** [REDACTED]
OPEN_DT: [REDACTED] **MFG DT:** [REDACTED] **STATE:** [REDACTED]
CLOSE_DT: [REDACTED] **SVC DT:** [REDACTED] **ACCIDENT:** N **AIRBAG:** N
MILEAGE: [REDACTED]

TRD	CONCERN/CATEGORY	SUBCATEGORY/SYMPATOM
07	OA Vehicle Concerns	5X Fuel/Intake System
	Mechanical	4S Fuel Pump

CAR VERBATIM

10:36:59 AM

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. CRR-NS CHECKED for open recalls/campaigns and found: 0. CRR-NS CHECKED for previous UNRELATED Case(s) and found: 0. CRR-NS CHECKED previous RELATED Case(s) and found: 0. CRR-NS NOTED concern is: Issue with new VEH / DLRSH unable to duplicate concern. CRR-NS received a call from [REDACTED] also known as C. C stated C owns [REDACTED] Nissan Versa. C stated C has issue with brand new VEH. C stated the VEH won?t run. C stated C has taken the VEH to the DLRSH. C stated DLRSH changed the fuel pump. C stated C still has the same issue. C stated C contacted the DLRSH and was advised DLRSH cannot do anything as there are no codes. C stated C wants the VEH fixed or replaced. CRR-NS informed C that CRR-NS would look into it. CRR-NS asked for VIN and mileage. C provided VIN # [REDACTED] C provided mileage 4500 miles. CRR-NS informed C that C?s case would be forwarded to [REDACTED] CRR-NS informed C that C would be contacted by EOB in 1 to 3 business days. 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 # [REDACTED]. CRR-NS thanked C and branded the call. Call ended mutually Best contact # [REDACTED]

10:37:07 AM

Case Summary C called in for issue with new VEH / DLRSH unable to duplicate concern. CRR-NS forwarding case to [REDACTED]

023 8:00:22 AM

FILTER RHR ARBSPL Recommends an RHR OPEN RO ATTACHED =====
9.27.22 GUN METALLIC Retail Sale Selling Dealer - [REDACTED] NISSAN OF [REDACTED] T / 3256 / [REDACTED] NISSAN / FL / 3755 PREV. CASES - 0 DPIC CASES - 0 VCS CASES - 0 Approved Checks - 0 Tech line cases - [REDACTED] Warranty cases - 0 Open Campaigns - 0 VSC - 0 DTS - GT [REDACTED] @ [REDACTED] NISSAN / FL / 3755 RE: 2023 Versa loss of power going up hills. DTSM could not duplicate the concern but the customer has records of the incident occurrence and was very detailed about the concern. DTSM has advised the customer to video the issue if it occurs after the repair has been completed. No DTC present and battery shows good. TABLEAU - OPEN RO: 6137147 (2.20.23) @ 4,569 Miles @ [REDACTED] NISSAN [REDACTED] T / corey, brooks 1) Z- DMS APPT. FEED LINE 1 CS CK CAR HESITATING WHILE DRIVING DBS - LAST Closed RO: [REDACTED] @ 4,007 Miles @ [REDACTED] NISSAN [REDACTED] T / [REDACTED] s 1) Z- DMS APPT. FEED LINE 1 CS CK WHEN CAR GOES UP A HILL, CAR FEELS LIKE IT LOSES ALL POWER AND ENGINE ISNT GETTING ANY GAS, WHEN THIS HAPPENS, CAR WI - CUST SAYS CAR DOESNT FEEL LIKE ITS GETTING ANY POWER GOING UP HILLS --- repl. Fuel pump (WP) [REDACTED] @ 3,869 Miles @ [REDACTED] NISSAN [REDACTED] T / [REDACTED] 1) Z- DMS APPT. FEED LINE 1 CS CK CAR FEELS LIKE ITS LOSING POWER, CAR WILL BACKFIRE WHEN THAT HAPPENS --- NO PROBLEM FOUND AT THIS TIME RO: [REDACTED] @ 1,093 Miles @ [REDACTED] NISSAN [REDACTED] T / [REDACTED] 1) C/s SHUTTING OFF WHILE DRIVING AND WILL NOT ACCELERATE LIKE NOT GETTING GAS MOSTLEY GOING UP HILL SEE HISTORY --- CND -- no codes stored test drove with cust (WP) [REDACTED] @ 551 Miles @ [REDACTED] NISSAN [REDACTED] T / [REDACTED] 1) DIAGNOSE BODY / TRIM CONCERN CUSTOMER STATES, PS TAIL LIGHT ASSEMBLY RETAINS WATER; PART/S HERE ZJA --- passenger side tail light assembly retains water --- REPLACED PS TAIL LIGHT ASSEMBLY (WP) [REDACTED] @ 329 Miles @ [REDACTED] NISSAN [REDACTED] T / [REDACTED] s 1) C/s PASSENGER SIDE TAIL LIGHT ASSEMBLY RETAINS WATER -- ORDERED PART/S (WP) RO: 6132702 [REDACTED] @ 64 Miles @ [REDACTED] NISSAN [REDACTED] T / [REDACTED] r 1) DIAGNOSE DRIVEABILITY CONCERN SHUTTING OFF WHILE DRIVING, LOST ALL POWER ----- DROVE VEHICLE, UNABLE TO DUPLICATE COCERN, NO CODES STORED AT THIS TIME (C) [REDACTED] (9.22.22) @ 2 Miles @ [REDACTED] NISSAN [REDACTED] T / [REDACTED] 1) PDI

023 11:28:23 AM

PK attempted to Datatnet: [REDACTED]

023 11:28:59 AM

PK sent email to [REDACTED] requesting RHR information and attached [REDACTED] JM. [REDACTED] PK noting that email is [REDACTED] preferred method of contact.

023 11:29:14 AM

PK moving F/U pending [REDACTED] reply.

12:09:42 PM

JM sent an email to [REDACTED] and [REDACTED] requesting RHR information. [REDACTED] JM noting [REDACTED] preferred method of contact.

3 8:59:19 AM

JM received an email from [REDACTED] How many times has the customer?s vehicle been to the dealer/retailer for repairs? 5 What repairs were performed? replaced fuel pump and battery Are there currently any OPEN ROs? no Is the vehicle currently at the dealership? no Is the customer in a loaner VEH? no How many days has the vehicle been kept out of service at your dealer for repairs? 2 Has TECH LINE been involved? yes Has a Dealer Technical Specialist (DTS) been involved? yes

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

CONSUMER ASSISTANCE REQUEST

023 9:06:11 AM

JM attached completed RHR to the case and submitted RHR for review.

023 10:33:13 AM

PK made outbound call to C at [REDACTED] PK ADVISED, ?This call may be recorded for quality and training purposes.? PK VERIFIED C's name, home & email address, concern, phone. PK VERIFIED C's make/model, mileage, and servicing dealer. PK CHECKED and ADVISED C of open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found: 0 PK advised that case has been escalated to PK and PK will be reviewing case. PK verified VEH as 2022 Versa Sedan/ 4,500 miles/ Wallace Nissan of Kingsport. PK verified concern as seeking RHR due to concerns with VEH not running. C stated yes. C stated that sometimes VEH does not want to run. C stated that VEH has been to DLR multiple times. C stated that VEH does not show any codes and DLR said to not bring VEH unless it shows a code. C stated that DLR put a new battery in the VEH. PK apologized for concern with VEH. C stated that C loves the VEH. C stated that C has had multiple Nissans. C stated that it gets aggravating that VEH does not run. C stated that C's wife does not drive it. PK advised that NNA will collect your service history from all Nissan DLRs that have serviced the VEH. PK advised that the review is based on the warrantable repairs made during the service history of the VEH. PK advised that the process can take 10 business days to complete. PK is not sure what the outcome may be however PK will continue to follow up with the C every 3 business days to provide an update. RACS- PK asked RHR questions: Why do you want to return the veh to NNA? Where is the veh currently? With C Where was the veh purchased? Wallace Nissan of Kingsport Was it purchased new or used? New If used, when was the veh purchased? N/A Are you currently in a rental/loaner vehicle? No Where is the veh serviced? Has the veh been taken to multiple Nissan/Infinity dealers? Wallace Nissan of Kingsport C stated that DLR put a new battery and new fuel pump in VEH. PK advised that PK will set follow up for 2/28. C stated that C does really love the VEH but just doesn't trust the VEH. C stated that VEH won't take gas sometimes. C stated that its consistent and dangerous. PK understood. PK advised that PK does have F/U set for 2/28. C asked what time PK would call. PK asked if C would have a certain time. C requested between 12:30-2. PK confirmed. C thanked PK for call. PK thanked C for time. Call ended mutually.

023 10:34:41 AM

RHR assigned to ARBS [REDACTED] for review.

3:13:57 PM

ARBS-kb note the following STATE: TN ARBS notes the following RHR: [REDACTED] @ 64 miles --- [REDACTED] --- Days Down: 2 Issue: 1. Diagnose driveability concern shutting off while driving, lost all power, please check and advise Action: 1. Drove vehicle, unable to duplicate concern, no codes stored at this time 1 [REDACTED] 2 @ 329 miles --- [REDACTED] --- Days Down: 1 Issue: 1. Customer states, passenger side tail light assembly retains water Action: 1. passenger side tail light assembly holding water- Ordered parts 1 [REDACTED] 2 @ 551 miles --- [REDACTED] --- Days Down: 1 Issue: 1. Diagnose body / trim concern customer states, ps tail light assembly retains water, parts here zja Action: 1. Replaced ps tail light assembly 1 [REDACTED] 2 @ 1,093 miles --- RO # [REDACTED] 7 --- Days Down: 1 Issue: 1. Cust states shutting off while driving and will not accelerate like not getting gas mostly going up hill see history Action: 1. No codes stored test drove with cust [REDACTED] 3 @ 3,869 miles --- [REDACTED] 0 --- Days Down: 2 Issue: 1. Z- dms appt. Feed line 1 cs ck car feels like its losing power, car will backfire when that happens Action: 1. No problem found at this time [REDACTED] 3 @ 4,042 miles --- [REDACTED] --- Days Down: 2 Issue: 1. Z- dms appt. Feed line 1 cs ck when car goes up a hill, car feels like it loses all power and engine isnt getting any gas, when this happens, car wi Action: 1. Replaced fuel pump [REDACTED] 3 @ 4,569 miles --- [REDACTED] --- Days Down: 2 Issue: 1. Z- dms appt. Feed line 1 cs ck car hesitating while driving Action: 1. Replaced group h5 battery

3:14:43 PM

ARBS-kb note the following summary: Repairs - passenger side tail light assembly retains water @ 329 miles ? Ordered parts @ 551 miles - Replaced ps tail light assembly Repairs - shutting off while driving and will not accelerate @ 1,093 miles - No codes stored test drove with cust Repairs - car feels like its losing power @ 3,869 miles - No problem found at this time @ 4,042 miles - Replaced fuel pump Repair - hesitating while driving @ 4,569 miles - Replaced group h5 battery Days down: 11

3 3:24:29 PM

ARBS notes based upon the RHR provided and a good faith review of C's concerns, NNA is not in a position to offer a repurchase of this vehicle. NNA will continue to honor the terms and conditions of all applicable warranties. ARBS-kb if concerns is not resolved ARBS recommends DTS inspection; however if concerns is resolved ARBS supports a monthly payment.

12:36:20 PM

CRR-SP VERIFIED Account information including C? NAME, ADDRESS, EMAIL, PHONE NUMBER and BEST CONTACT NUMBER CRR-SP CHECKED for open recalls/campaigns and found: 0 CRR-SP CHECKED for previous unrelated cases and found: 0 CRR- SP CHECKED previous related cases found: [REDACTED] CRR-SP NOTED Concern is: follow up case C Stated 2022 Nissan versa. C Stated veh did not run and C took to drshp. C Stated drshp did not find issue. C Stated C took for 5 to 6 times but still issue. CRR- SP informed C will be contacted today as per FUD. C understood CRR-SP asked C and if there is anything else can CRR could assist with at this time? C declined CRR-SP provided C with name and case number [REDACTED] CRR- SP branded the call and thanked the customer for calling Call ended mutually. Best contact [REDACTED]

1:38:58 PM

PK made outbound call to C at [REDACTED] PK ADVISED, ?This call may be recorded for quality and training purposes.? PK advised that PK is following up on case. PK advised that PK was able to get review completed. PK advised that NNA reviewed the case based on the service history and the warrantable repairs made to the VEH. PK advised that after collecting and reviewing all the service history, NNA would not be in the position to repurchase or replace the VEH. PK advised that NNA will send a denial letter via mail upon completion of case and if the C disagrees with the decision the C can contact the BBB. PK advised that PK would like to reach out to a technical specialist for availability for an inspection. PK advised that PK is waiting to hear back and will set follow up for 3/3. C stated that specialist has looked at the VEH before. C stated that DLR advised to not bring it back if there is not any code. PK understood. C asked about lemon law. PK advised that case was reviewed for any potential repurchase or replacement. PK advised that at this time, NNA would not be in position to repurchase or replace the VEH. PK advised that PK would like to schedule an inspection for specialist to inspect VEH. C stated that something is not right with the VEH. C asked what if the VEH shuts down again on the road. C asked if C should make another payment. PK stated that PK would not be able to advise on what C should do as that would be at C's discretion. C stated that C would just get a tow truck and take it up to the DLR and let it set there until it is repaired. PK understood. PK advised that PK will set follow up for 3/3. C confirmed. C thanked PK. PK thanked C for time. Call ended mutually.

3 1:41:07 PM

PK submitted DTS request.

CONSUMER ASSISTANCE REQUEST

2023 2:08:58 PM

PK made outbound call to C at [REDACTED] PK ADVISED, ?This call may be recorded for quality and training purposes.? PK advised that PK is following up on case. PK advised that PK was able to hear back from specialist regarding timeframe. PK advised that earliest timeframe is 0 at 10 AM. PK asked if that was a good timeframe for C. C stated yes. C stated C just wants the VEH repaired. PK confirmed. PK advised that DTSM C will be meeting with Gary. RACS-PK advised that meeting will last about an hour. PK advised that PK will set follow up for [REDACTED] to confirm timeframe. C confirmed. C stated that C would just like the concern resolved. C stated that it hasn't happened in a few days but C is worried about it. PK confirmed. PK advised that PK does have follow up set for [REDACTED] to confirm timeframe. C confirmed. C thanked PK for call. PK thanked C for time. Call ended mutually.

2023 2:11:25 PM

PK sent email to SM [REDACTED] advising of DTS inspection date.

2023 02:55:41 AM

KJ made outbound call to C at [REDACTED] KJ unable to leave VMX not enough room on VMX box.

20/2023 12:22:49 PM

KJ emailed SM Janice Malcolm FOM Gary Torgersen advising that [REDACTED] saw the DTSM inspection that stated the EGI harness is being replaced and requested information concerning if the part is on B/O or anything as the case will have to remain open until repairs are completed.

20/2023 12:57:03 PM

ARBSPL Recommends a NEW RHR OPEN [REDACTED] ATTACHED DTS has recommended another repair ----- GW REVIEW RHR DENIED BY ARBS - LB On 2.27.23 DTS - GT [REDACTED] RE: C/s vehicle has a lack of acceleration at times No DTC, fuel pump and battery replaced during previous visit. 1 similar case found in database with no resolution. DTSM is replacing the EGI harness. Tech will go through Vcat for final approval. Customer would appreciate a 1 month payment reimbursement for his inconvenience. Status TABLEAU- OPEN [REDACTED] [REDACTED] @ 5,440 Miles @ WALLACE NISSAN KINGSPORT / [REDACTED] 1) DIAGNOSE DRIVABILITY CONCERN -01 DMS COMING TO INSPECT CAR / HAS RENTAL AVAILABLE, CAR HESITATES WHEN GOING UP HILLS [REDACTED] [REDACTED] @ 4,569 Miles @ WALLACE NISSAN KINGSPORT / [REDACTED] Z- DMS APPT. FEED LINE 1 CS CK CAR HESITATING WHILE DRIVING -- GROUP H5 BATTERY [REDACTED] [REDACTED] (1.30.23) [REDACTED] @ 4,042 Miles @ WALLACE NISSAN KINGSPORT / [REDACTED] 1) Z- DMS APPT. FEED LINE 1 CS CK WHEN CAR GOES UP A HILL, CAR FEELS LIKE IT LOSES ALL POWER AND ENGINE ISNT GETTING ANY GAS, WHEN THIS HAPPENS, CAR WI -- CUST SAYS CAR DOESNT FEEL LIKE ITS GETTING ANY POWER GOING UP HILLS --- repl. Fuel pump [REDACTED] [REDACTED] @ 3,869 Miles @ WALLACE NISSAN KINGSPORT / corey, brooks 1) Z- DMS APPT. FEED LINE 1 CS CK CAR FEELS LIKE ITS LOSING POWER, CAR WILL BACKFIRE WHEN THAT HAPPENS ---- NO PROBLEM FOUND AT THIS TIME [REDACTED] [REDACTED] @ 1,093 Miles @ WALLACE NISSAN KINGSPORT / ANGIE, ROBERTS 1) C/s SHUTTING OFF WHILE DRIVING AND WILL NOT ACCELERATE LIKE NOT GETTING GAS MOSTLEY GOING UP HILL SEE HISTORY ---- CND -- no codes stored test drove with cust [REDACTED] [REDACTED] 6133269 [REDACTED] @ 551 Miles @ WALLACE NISSAN KINGSPORT / david, reynolds 1) DIAGNOSE BODY / TRIM CONCERN CUSTOMER STATES PASSENGER SIDE TAIL LIGHT ASSEMBLY RETAINS WATER; PART/S HERE ZIA --- passenger side tail light assembly retains water --- REPLACED PS TAIL LIGHT ASSEMBLY [REDACTED] [REDACTED] (10.7.22) [REDACTED] @ 329 Miles @ WALLACE NISSAN KINGSPORT / [REDACTED] 1) C/s PASSENGER SIDE TAIL LIGHT ASSEMBLY RETAINS WATER -- ORDERED PART/S [REDACTED] [REDACTED] (9.28.22) [REDACTED] @ 64 Miles @ WALLACE NISSAN KINGSPORT / [REDACTED] 1) DIAGNOSE DRIVEABILITY CONCERN SHUTTING OFF WHILE DRIVING, LOST ALL POWER ---- DROVE VEHICLE, UNABLE TO DUPLICATE COCERN, NO CODES STORED AT THIS TIME (CP) [REDACTED] (9.22.22) @ 2 Miles @ WALLACE NISSAN KINGSPORT / [REDACTED] 1) PDI [REDACTED] [REDACTED] 2022 VERSA [REDACTED] 9.27.22 GUN METALLIC Mail Sale

20/2023 3:56:33 PM

JM sent an email to SM [REDACTED] and SA [REDACTED] requesting RHR information. JM noting DLR preferred method of contact.

023 12:40:52 PM

JM sent a follow up email to SM [REDACTED] and SA [REDACTED] s requesting RHR information. JM noting DLR preferred method of contact.

023 3:43:28 PM

JM received an email from SM [REDACTED] stating received email. [REDACTED] 1 3:24 PM

023 4:30:40 PM

KJ recieved email from SM [REDACTED] m who stated DLR will let [REDACTED] know if glass goes on B/O.

023 4:31:55 PM

KJ emailed SM Janice Malcolm advising that [REDACTED] has to contact C tomorrow and will have to provide an update on the repairs after the inspection and asked if repairs have began.

023 8:08:05 AM

[REDACTED] recieved email from SM [REDACTED] m who stated the DLR is just waiting on wiring harness to come in and the C is in C's VEH.

023 8:08:39 AM

[REDACTED] asking for the BOP questions to be answered at this time.

023 1:23:46 PM

KJ made outbound call to WALLACE NISSAN OF KINGSPORT. KJ requested to speak with SM or SA. KJ spoke with SM [REDACTED] KJ requested part information for the EGI Harness. SM provided part number [REDACTED] SM stated SM will have to transfer [REDACTED] to parts for other information. KJ ended call after no one answered parts number.

023 1:26:20 PM

KJ emailed PM [REDACTED] requesting BOP questions be answered and provided over.

023 3:22:10 PM

KJ made outbound call to C at [REDACTED] KJ unable to leave VMX not enough room on VMX box.

023 3:23:44 PM

KJ noting that [REDACTED] is unable to email C as C does not have an email on file.

CONSUMER ASSISTANCE REQUEST

[REDACTED] 3:27:07 PM

RCAS-KJ pushing case due to C unable to contact and pending RHR decision.

[REDACTED] 3:43:24 PM

RCAS-KJ recieved email from SM [REDACTED]

[REDACTED] 3:44:34 PM

Requested follow up on the ETA request for [REDACTED] Awaiting replying from Parts Coordinator.

[REDACTED] 3:58:10 PM

Parts Coordinator has reviewed the ETA Request for part # [REDACTED]. Current ETA to Dealer is 0 [REDACTED]

[REDACTED] 9:11:56 AM

RCAS-JM sent an email to SM [REDACTED] and [REDACTED] requesting RHR information. RCAS-JM noting DLR preferred method of contact.

[REDACTED] 023 11:44:45 AM

RCAS-JM sent an email to SM [REDACTED] and SA [REDACTED] requesting RHR information. RCAS-JM attached [REDACTED]. RCAS-JM noting DLR preferred method of contact.

[REDACTED] 7:49:27 AM

RCAS-KJ pushing case due to C unable to contact and pending RHR decision.

[REDACTED] 10:29:03 AM

RCAS-JM sent a follow up email to SM [REDACTED] and SA [REDACTED] requesting RHR information. RCAS-JM attached FOM [REDACTED] RCAS-JM noting DLR preferred method of contact.

[REDACTED] 4:02:57 PM

RCAS-JM sent a follow up email to SM [REDACTED] s requesting RHR information. RCAS-JM attached FOM [REDACTED] RCAS-JM noting DLR preferred method of contact.

[REDACTED] 023 9:09:39 AM

RCAS-KJ recieved email from DTS [REDACTED] requesting to contact C for a one month REIMB as C requested it after DTS inspection.

[REDACTED] 023 9:11: [REDACTED] AM

RCAS-KJ emailed DTS [REDACTED] n advising that RCAS has tried contacting C and has not recieved an answer and also advised that a RHR review is being completed at this time.

[REDACTED] 023 9:25:09 AM

RCAS-JM received an email from SM [REDACTED] 5:19 PM How many times has the customer's vehicle been to the dealer/retailer for repairs? 6 What repairs were performed? replaced fuel pump and battery Are there currently any OPEN RRs? no Is the vehicle currently at the dealership? no Is the customer in a loaner VEH? no How many days has the vehicle been kept out of service at your dealer for repairs? kept over night 1 time Has TECH LINE been involved? yes Has a Dealer Technical Specialist (DTS) been involved? yes

[REDACTED] 023 10:03:56 AM

RCAS-JM sent an email to SM [REDACTED] equesting technician timestamped copy of [REDACTED] RCAS-JM noting DLR preferred method of contact.

[REDACTED] 023 11:15:32 AM

RCAS-KJ recieved email from DTS [REDACTED] n who stated C states C has not recieved any call from CA's and attached another phone number to reach [REDACTED] s well as the VEH is in for a EGI harness repair that DTS has approved and should be completed by this week. DTS stated that C would like a one time payment for C's multiple VEH concerns and would prefer to keep VEH rather than replace it.

[REDACTED] 023 11:17:12 AM

RCAS-KJ emailed DTS [REDACTED] advising that RCAS will reach out to C on 3/30 and that RCAS will request VEH updates from DLR as a one month REIMB would not be able to be sent until VEH is repaired and returned.

[REDACTED] 023 11:19:22 AM

RCAS-KJ emailed SM [REDACTED] requesting to be notified once repairs are complete.

[REDACTED] 023 12:52:34 PM

RCAS-JM attached completed RHR to the case and submitted RHR for review.

[REDACTED] 023 2:59:16 PM

RHR assigned to ARBS [REDACTED] for review.

[REDACTED] 2:48:50 PM

RCAS [REDACTED] unable to leave VMX not enough room on VMX box.

[REDACTED] 2:49:11 PM

RCAS-KJ noting that RCAS is unable to email C as C does not have a email on file.

[REDACTED] 2:51:58 PM

RCAS-KJ pushing case due to C unable to contact and pending RHR decision.

[REDACTED] 3:00:34 PM

RCAS-KJ sent C unable to contact email as TL-KP was able to find a email.

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

CONSUMER ASSISTANCE REQUEST

3:18:43 PM

EF RHR Review State: TN In Service Date: 022 Sale type: Retail New or Pre-owned: New DTS: Yes (2) VSC: None Related Cases: None Tech Line: 1
Warranty Cases: 2 Open Campaigns: None Checks: None Purchased Date: 022 0 ..@ 64
miles? ..2
down Concerns: DIAGNOSE BODY
1 day down Concerns: C/S VEH
SHUTTING OFF WHILE DRIVING UPHILL AND WILL NOT ACCELERATE Actions: Test drove VEH with C, no codes stored 0 ..@ 3,869 miles?
days down Concerns: C/S VEH FEELS LIKE ITS LOSING POWER, CAR WILL BACKFIRE WHEN THAT HAPPENS Actions: Unable to duplicate 0 ..@ 4,042
days? ..2 days down Concerns: C/S WHEN VEH GOES UP A
Concerns: C/S VEH HESITATING WHILE DRIVING Actions: REPLACED GROUP H5
BATTERY HARNESS Open Concerns: CAR HESITATES WHEN GOING UP HILLS Actions: TECH ENGINEER ORDERED WIRING

3:31:55 PM

EF notes the following Summary: 6 visits and 5 repairs for VEH shuts down/loses power -1st visit @ 64 miles ? Unable to duplicate -2nd visit @ 1,093 miles ?
Unable to duplicate -3rd visit @ 3,869 miles ? Unable to duplicate -4th visit @ 4,042 miles ? Replaced fuel pump -5th visit 4,569 miles ? Replaced H5 battery -6th
visit 5,440 miles - Open repairs for Water in Tail Light -1st visit @ 329 miles ? Ordered parts -2nd visit @ 551 miles ? Replaced passenger tail light assembly Total
number of repairs: 7 Days Down for FW repairs: 21 days and counting Days Down Total: 21 days and counting State: TN

3:21:28 PM

EF is taking ownership of case

9:34:49 AM

RCAS-KJ recieved email from SM who stated C picked up the VEH on 4/6 after wiring harness was installed and the C has called back as the concern
has gotten worse.

1:08:44 PM

EF made outbound call to C at No answer, unable to leave message, not enough room in voicemail.

1:27:17 PM

EF made outbound call to DLR Wallace Nissan Kingsport at EF spoke to Service Manager Janice Malcolm at DLR. EF asked SM-JM
about VEH. SM-JM stated that DLR has never been able to duplicate the VEH concerns. EF asked SM-JM about why then did DLR replace the fuel pump, H5
battery and wiring harness on VEH if it was an unable to duplicate diagnosis? SM-JM stated that those repairs were ordered by DTSM Gary Torgerson and DLR did
repairs as instructed. EF thanked SM-JM. Call ended mutually.

023 5:04:21 PM

EF made outbound call to C at No answer, unable to leave message, not enough room in voicemail.

2023 9:09:52 AM

CRR-DB VERIFIED Account Info including: C's name, home & email address, phone# & best contact number. CRR-DB VERIFIED VEH Info including: VIN#. CRR-DB CHECKED
for open recalls/campaigns and found: 0. CRR-DB CHECKED for previous UNRELATED Case(s) and found: 0. CRR-DB CHECKED previous RELATED Case(s) and found:
0. CRR-DB NOTED concern is: Case update. Repurchase request. C's name is is experiencing concerns with Throttle body. C stated C losses
acceleration and struggles to move. C stated VEH was no power. C stated DLR has done everything they can and they have not resolved the concern.
C requested further assistance from NNA. C wants another VEH. CRR-DB found CRR-DB Requested PO and send email and provided text number.
CRR-DB advised records show agents tried to contact C on 0 023. C stated C did not get a call. C stated since VEH has come back to DLR multiple times. C
insisted repairs have not addresses what is happening. C stated DLR struggles to find what is causing the problem. C insisted VEH often loses power when while C
is on the highway. C insisted a new VEH like the one C has should not experience these kinds of problems. C insisted C wants another VEH CRR-DB advised DLR
are administrators of VEH warranties. Nissan relies on DLR's expertise to determine coverage and to CRR-DB Apologized for inconvenience. CRR-DB Stated NNA
CA will try to address C's concerns. CRR-DB Advised Case manager will be informed of call. C understood and appreciated the assistance. CRR-DB Asked if any
other assistance could be provided. C declined. Call ended mutually. CRR-DB provided C with Case # Best Contact#

2023 9:10:06 AM

CASE SUMMARY C Called regarding case Update. C continues to experience VEH concerns. CRR-DB documented C's concerns in case comments.

2023 3:43:26 PM

EF made outbound call to C at Voicemail full, could not leave VMX.

3:06:18 PM

CRR-KP VERIFIED Account information including: C's name, home, phone number & best contact number. CRR-KP VERIFIED VEH Information including: VIN # NA,
Current Mileage. NA CRR-KP CHECKED for open recalls/campaigns and found: NA CHECKED for previous UNRELATED Case(s) and found: NA CRR-KP CHECKED
previous RELATED Case(s) and found: NA CRR-KP NOTED concern is: case follow up. CRR-KP received a call from glen summey, also known as C. C stated C wants
to know about the VEH. C stated IS looking for further updates. CRR-KP empathized with C and stated CRR-KP would look into it. CRR-KP asked C to verify account
information. C verified account information. CRR-KP informed C that is working on case. CRR-KP apologized and acknowledged C's concern. CRR-KP
informed C that CRR-KP documented C's concern and C will be contacted as soon as there is an update. C understood. CRR-KP asked if there was anything else
CRR-KP could assist with at this time. C declined. CRR-KP provided C with name and case # CRR-KP thanked C and branded the call. Call ended
mutually Best contact#

3:07:01 PM

*****case summary***** C called for case follow up. CRR-KP provided information.

CONSUMER ASSISTANCE REQUEST

6:22:36 PM

EF made outbound call to C at [REDACTED]. EF made introductions. EF confirmed good contact phone number of [REDACTED]. EF confirmed good contact email address of [REDACTED]. EF asked C to talk about C's VEH concerns. C has been in Nissan's since 1978 and this is the first VEH that C has had problems with. C would like his VEH fixed not repurchased since C's on a fixed income. C has taken the VEH into the DLR and DLR has tried to fix VEH but doesn't seem to get it right. C not mad just wants the VEH fixed. C loves Nissan VEHs. EF informed C that based on C's VEH history report and BBB guidelines that NNA would like to offer to repurchase C's VEH. EF explained repurchase process, timelines and an overview of documents that EF would need from C to do the repurchase. EF told C that even though Nissan has agreed to repurchase C's VEH, that C is responsible for any and all car payments up until the time of the VEH surrender. C stated that C doesn't know if C can afford another loan at this time. EF noticed that C's VEH concerns were similar to the ones that EF experienced in another case and told C that EF would reach out to DTSM Torgerson to see if concerns are alike. C thanked EF. EF informed C that EF would be sending C an email with EF's contact information. Call ended mutually.

6:26:03 PM

EF sent outbound email to DTSM Torgerson at gary.torgerson@nissan-usa.com. Good evening. I was reviewing Glen Summey's case and after discussing the vehicle concerns with him this case sounds lot like one I just had in Oklahoma on a 2022 Nissan Sentra. The Case was [REDACTED] out of Orr Nissan East. My contact at Orr Nissan East that I spoke with was Service Manager Trevor Tennison. Can you please review the [REDACTED] and see if they sound similar. If so, the actions to fix the concern may be simple and effective. [REDACTED] is retired and from what he told me living on a fixed income. He wants to keep the vehicle and honestly I think if we could fix the vehicle as opposed to him having his vehicle repurchased and he has to buy a new one, the fix would be ideal. Please advise when you have had a chance to review. Thank you.

6:28:36 PM

EF sent outbound email to [REDACTED]. Glen, As we discussed on our phone call today, I am going to be your point of contact at Nissan for your case. As I mentioned, I will reach out to Torgerson about what we discussed. If you have any questions you are welcome to call me at [REDACTED] or email me at Edward.[REDACTED]-usa.com. I am generally in the office 7 a.m.- 4 p.m. CST Monday-Friday. Thank you and have a great day.

2023 8:41:22 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: 0 CRR-AK NOTED concern is - Replacement VEH CRR-AK RECEIVED incoming call from [REDACTED] GLEN SUMMEY C stated C purchased a 2022 Versa. C stated the VEH has [REDACTED] on C multiple times. C stated it runs good for awhile then just shuts down. C stated that C has taken it to DLR many times for diagnosis. C stated DLR has tried to fix it but nothing works. C stated that SA [REDACTED] recommend C phone NNA and request a replacement VEH. CRR-AK apologized for concern and indicated happy to assist. CRR-AK advised a case has been opened for review and has been escalated to [REDACTED]. CRR-AK advised [REDACTED] emailed C on May 15th with direct #. C stated C does not have email the email provided is most likely C's sons. C stated SA [REDACTED] stated someone contacted DLR however has not heard anything in awhile. CRR-AK advised would document C's concerns in case. CRR-AK advised would internally email [REDACTED] department to have [REDACTED] follow up with C. CRR-AK provided [REDACTED] name and direct #. CRR-AK provided C with Case # and offered additional assistance. C declined. Call ended mutually. BEST CONTACT # [REDACTED]

2023 8:42:19 AM

*** CASE SUMMARY *** C contacted NNA regarding Replacement VEH. CRR-AK sent internal email to [REDACTED] to contact C.

2023 9:05:55 AM

EF made outbound call to C at [REDACTED]. Mailbox full, unable to leave message for C.

2023 9:26:51 AM

EF made outbound call to C at [REDACTED]. C stated that VEH still not working and last time didn't work. C added that C has been in numerous times for the VEH. EF agreed with informed C that based on C's VEH history report and BBB guidelines that NNA would like to offer to repurchase C's VEH. EF explained repurchase process, timelines and an overview of documents that EF would need from C to do the repurchase. EF told C that even though Nissan has agreed to repurchase C's VEH, that C is responsible for any and all car payments up until the time of the VEH surrender. C stated that C has no email address and doesn't have son's email address but would get that to EF. EF stated understanding. C thanked EF. Call ended mutually.

6:05:02 PM

EF made outbound call to C at [REDACTED]. EF asked C if C had gotten son's email address? C stated no. C told EF would call EF back. EF stated understanding. Call ended mutually.

6/ [REDACTED] /2023 10:19:26 AM

EF made outbound call to C at [REDACTED]. EF asked C if C had gotten son's email address? C stated yes it is: [REDACTED]. EF thanked C. Call ended mutually.

6/ [REDACTED] /2023 10: [REDACTED] 09 AM

EF sent outbound email to C at [REDACTED]. Glen, Find attached the following document: Intent to Repurchase Vehicle. There are six (6) things which are needed by me to proceed with your case which are listed in the attached letter. Please note that you can send the documents as you secure them, they don't need to be sent all at once. It has also been my experience that the pictures should be sent one in each email due to size restrictions. Please let me know if you have any questions.

4:17:17 PM

EF made outbound call to C at [REDACTED]. No answer, left VMX.

5:58:44 PM

EF received inbound call from C at [REDACTED]. EF and C discussed where C was in providing EF the repurchase documents. C stated that C was going to trade in VEH to DLR but DLR was going to charge C \$125.00 more a month, so C has decided to get VEH repurchased from NNA. EF stated understanding. C stated would send documents in the next few days. C thanked EF for patience. Call ended mutually.

2023 10:17:04 AM

EF made outbound call to C at [REDACTED]. No answer, left VMX.

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

CONSUMER ASSISTANCE REQUEST

4:18:05 PM
EF received inbound call from C at [REDACTED] No answer, mailbox full unable to leave message.

5:49:01 PM
EF received inbound call from C at [REDACTED] No answer, mailbox full unable to leave message.

12:59:09 PM
EF received inbound call from C at [REDACTED] No answer, mailbox full unable to leave message.

9:50:01 AM
EF made outbound call from C at [REDACTED] No answer, mailbox full unable to leave message.

9:51:21 AM
EF sent outbound email to C's son at [REDACTED]. Travis, I have been trying to call your Dad to tell him I sent his Repurchase Calculations to you (see below) can you please tell him? Thanks [REDACTED]

3:36:04 PM
EF made outbound call to C at (423) 930-5093. No answer, mailbox full unable to leave message.

4:40:17 PM
DIFFERENCE BETWEEN MSRP AND PURCHASE PRICE [REDACTED] EF received inbound fax from Sales Manager Tadd Harmon at DLR Wallace Nissan of Kingsport. SM-TH stated difference was for: "Market Adjustment"

8:59:29 AM
EF made outbound call from C at [REDACTED]. No answer, fast busy signal, unable to leave message.

023 8:47:31 AM
C is seeking RHR due to VEH not running.

023 9:05:17 AM
30 DAY LIEN PAYOFF EXTENSION LIEN PAYOFF = \$16,964.04 DATE LIEN GOOD UNTIL: [REDACTED] 023 30 days from today: [REDACTED] = [REDACTED] DAYS FROM [REDACTED] 023 to [REDACTED] = 41 PER DIEM = \$2.55 41 x \$2.55 = \$104.55 \$16,964.04 + \$104.55 = [REDACTED] 30 DAY LIEN PAYOFF EXTENSION = [REDACTED]

023 9:19:17 AM
EF completed the CST. [REDACTED] EF requested a check in the amount of \$532.70 for customer [REDACTED] [REDACTED] EF requested a check in the amount of [REDACTED] for lienholder HomeTrust Bank.

023 2:30:04 PM
MORLEY VALIDATION OF EXPIRED REGISTRATION [REDACTED] EDF sent outbound email to [REDACTED] at Morley on 0 [REDACTED] 023 at 11:31am CST. Good Morning, I have a vehicle Repurchase in the State of Tennessee where the Registration expired on [REDACTED] 023. Can we still repurchase the vehicle without making Customer renew it? Please advise. *****
EDF received inbound email from [REDACTED] on 0 [REDACTED] 023 at 2:26pm CST. Thank you [REDACTED], we can work with that!

7:48:38 AM
EF made outbound call to C at [REDACTED] No answer, mailbox full unable to leave message.

8:09:41 AM
EF sent outbound email to C's son at [REDACTED]. [REDACTED] I submitted the documents for the check approval for the Repurchase of your Dad's [REDACTED] Versa but he gave the Registration for 2019 Versa and not the current 2022 Nissan Versa. Can you please send me the Registration for the 2022 Versa to me? I can't process the checks unless I have that. You can take a picture of it and send to me via email as long as I can read it and it shows the whole document. I have tried to call him but there's no answer and his voice mailbox is full. Please let me know you got this email. Thank you.

12:04:05 PM
EF made outbound call to C at [REDACTED] [REDACTED] EF explained to C about C giving [REDACTED] EF the wrong VEH Registration. C stated that son had told C and C current VEH Registration was located and given to C's son to fax to [REDACTED] EF tomorrow morning. [REDACTED] EF thanked C. Call ended mutually.

4:31:12 PM
UPDATED - 30 DAY LIEN PAYOFF EXTENSION LIEN PAYOFF = \$16,964.04 DATE LIEN GOOD UNTIL: [REDACTED] 023 30 days from today: [REDACTED] = [REDACTED] DAYS FROM [REDACTED] 023 to [REDACTED] = 47 PER DIEM = \$2.55 47 x \$2.55 = \$119.85 \$16,964.04 + \$119.85 = [REDACTED] 30 DAY LIEN PAYOFF EXTENSION = [REDACTED]

4:33:04 PM
UPDATED [REDACTED] EF completed the CST. [REDACTED] EF requested a check in the amount of \$532.70 for customer [REDACTED] [REDACTED] EF requested a check in the amount of [REDACTED] for HomeTrust Bank.

9:23:17 AM
MORLEY CASE ASSIGNMENT: Case #: [REDACTED]

9:23:42 AM
EF is closing the case as repurchase completed, checks approved and all emails attached. ***** CASE SUMMARY ***** Consumer Affairs Voluntary Repurchase due to 8 repairs and 20 days out of service for vehicle losing power and [REDACTED] days out of cumulative days out of service for all repairs. *****
[REDACTED] EF notes the following Summary: 9 visits and 8 repairs for VEH Losing Power/No Acceleration -1st visit @ 64 miles [REDACTED] Unable to Duplicate -2nd visit @ 3,869 miles - Unable to Duplicate -3rd visit @ 4,042 miles [REDACTED] Replaced Fuel Pump -4th visit @ 5,569 miles [REDACTED] Replaced Group H5 Battery -5th visit @ 5,640 miles [REDACTED] Ordered Parts (Wiring Harness) -6th visit @ 6,008 miles [REDACTED] Replaced Wiring Harness -7th visit @ 6,387 miles - Replaced Intelligent Power Distribution Module (IPDM) -8th visit @ 7,643 miles [REDACTED] Removed ground bolt E15 and cleaned threads -9th visit @ 9,004 miles [REDACTED] Unable to Duplicate 2 repairs for Passenger Tail Light Holding Water -1st visit @ 329 miles [REDACTED] Ordered Parts -2nd visit @ 551 miles - REPLACED PS TAIL LIGHT ASSEMBLY Total number of repairs: 11 Days Down for FW repairs: 17 days down Days Down Total: [REDACTED] days down State: TN

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CONSUMER ASSISTANCE REQUEST

3:19:40 PM

*** [Added after the case is closed.] *** DRTS forwarding check to Morley via FedEx: [REDACTED] Customer: [REDACTED]. Check Type: [REDACTED] DRTS forwarding check to Morley via FedEx: [REDACTED]. Customer: [REDACTED] Check Type: [REDACTED] Lienholder: [REDACTED]

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

CONSUMER ASSISTANCE REQUEST

0

NAME: [REDACTED] VIN: [REDACTED] TRIM: S M/T
CITY: [REDACTED] MODEL: [REDACTED]: [REDACTED] OPTIONS: [REDACTED]
STATE: [REDACTED] MFG DT: [REDACTED] SERVICING [REDACTED]
OPEN_DT: [REDACTED] SVC DT: [REDACTED] STATE: [REDACTED]
CLOSE_DT: [REDACTED] MILEAGE: 4,000 ACCIDENT: N AIRBAG: N

TRD	CONCERN/CATEGORY	SUBCATEGORY/SYMPTOM
11	OA Vehicle Concerns	Bluetooth
	CE Audio/Infotronics / Navigation / Entertainment	IV Compatibility (Phone/Software)

CAR VERBATIM

[REDACTED]

12:33:14 PM

CRR-SR OPENED Account Info including: C's name, home address, phone# & best contact# CRR-SR VERIFIED VEH Info including: N.A CRR-SR CHECKED and ADVISED for open recalls/campaigns and found: 0 CRR-SR CHECKED for previous UNRELATED Case(s) and found:0 CRR-SR CHECKED previous RELATED Case(s) and found: [REDACTED] CRR-SR NOTED concern is: Case follow up CRR-SR received incoming call from [REDACTED] also known as C. C provided case number [REDACTED] C stated C is following up on case. C stated C is still waiting to hear about the fix. CRR-SR advised C that a FUD will be set for C. C understood. CRR-SR asked if there is anything else CRR-SR could assist with at this time C declined. CRR-SR provided C with name and case# CRR-SR thanked C for calling NNA CS Call ended mutually CRR-SR noting Best Contact #: [REDACTED]

12:33:47 PM

*****CASE SUMMARY***** C called following up on previous case with ARBS. CRR-SR leaving cloned case opened

1:46:47 PM

*****CASE SUMMARY***** CRR-SR sending case to RCAS.

10:57:19 AM

RCAS-DR was unable to DataNet. Warning No users are associated with the selected dealer to share the case with. errorWarning 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.

1:10:47 AM

RCAS-DR made an outbound call to C at [REDACTED] RCAS-DR advised "this call may be monitored and recorded for quality and training purposes RCAS-DR verified account information including: C's name, home & e-mail address, phone number & best contact number. RCAS-DR VERIFIED VEH Information including: VIN #, Current Mileage: KEN GARFF NISSAN OREM,4,000, [REDACTED] Nissan Versa Sedan RCAS-DR CHECKED and advised the C of the open recalls/campaigns and found:0 Previous related cases found [REDACTED] Previous unrelated cases found:0 RCAS-DR advised the C that the C called in to CA regarding the C seeking assistance towards concerns with a fix for the software update. C confirmed. C stated that the [REDACTED] informed the C that the VEH needed to be reprogrammed. C stated that the VEH puts itself in limp mode. RCAS-DR advised the C that at this time NNA does not have any information to provide regarding the reprogramming of the software. RCAS-DR advised the C that the C will have to work directly with the [REDACTED] any updates. C stated that the [REDACTED] informed the C to contact CA. C asked if CA was going to put out a fix for the concern. RCAS-DR advised the C that CA does not have any information on the programming of the system. RCAS-DR advised the C that the C's best POC would be the [REDACTED] RCAS-DR advised the C that the C can even try another [REDACTED] for a second opinion. C stated that the [REDACTED] has been great. C stated that the [REDACTED] does not have any information to provide the C. C stated that the [REDACTED] sent out a TECH from Japan in which the TECH stated that there is something wrong but that the TECH did not know when a fix would be made. C asked so what is the C suppose to do. C stated that when the C goes up a hill the VEH will not go. C stated that this may be unsafe. RCAS-DR understood and advised the C that the C will need to work directly with the [REDACTED] RCAS-DR advised the C that this is all the information that CA has available. RCAS-DR advised the C that RCAS will send contact/case information via email for the C to have. C stated that the C will be contacting the attorney general and continue working the [REDACTED] on an update. C thanked RCAS and terminated call.

11:11:51 AM

RCAS-DR submitted Letter of Representation for an attorney.

11:12:05 AM

RCAS-DR submitted RHR FILTER.

11:12:20 AM

RCAS-DR sent the C contact /case information.

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

CONSUMER ASSISTANCE REQUEST

12:21:27 PM

PREV. CASE [REDACTED] ---FILTER RHR ARBSPL Recommends an RHR [REDACTED] ---RHR assigned to ARBS [REDACTED] or review. [REDACTED] ---ARBS-LM noting reviewed case with Senior Planner Jessi W ARBS noting 0 FW repairs and 0 repairs recommended by DTS ARBS noting RCAS can re-submit filter if any FW repairs are completed on vehicle [REDACTED] ---ARBS-LM noting sending case back to RCAS for handling ARBS-LM 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-LM recommends RCAS review case with TL and Region to discuss possible resolutions based on the specifics of this case. [REDACTED] ---ARBSPL Rec'd IM from Sr. Pl. JW stating Sr. Mgmt. supports ARBS Decision NO GW Recommendations at this time [REDACTED] ---RCAS-KD is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted NNA for concerns with VEH stopping/loaner assistance. SM-[REDACTED] advised no fix for it. SM-DB advised VEH will stall and then go into limp mode. SM-DB advised have restart the VEH entirely and then MAYBE can restart. SM-DB advised there just is not a fix for it, per techline, engineer from Japan, and DTS. DTS-MT advised knows what is going wrong but no software to fix concern. DTS-MT advised ECM misdiagnosing VEH. DTS-MT advised there is essentially no fix besides never stalling the VEH. ARBS [REDACTED] denied RHR. ARBS-Janelle Cantrall stated no GW needed. ***STATEMENT OF DECISION*** RCAS-KD advised C the Case has thoroughly reviewed and Nissan is not in the position to offer assistance at this time. RCAS-KD noting C was not offered assistance & was displeased with outcome.

12:30:55 PM

2nd FILTER RHR ARBSPL Does not Recommend an RHR due to the vehicle has not been subjected to an unreasonable amount of Repairs. =====
TABLEAU - NO OPEN VCS DBS - LAST Closed RO: [REDACTED] @ 3,808 Miles @ KEN GARFF NISSAN OF OREM / [REDACTED] 1) [REDACTED] - Complete RO: [REDACTED] @ 978 Miles @ KEN GARFF NISSAN OF OREM / Sierra, Call 1) WHEN THE CAR ENDS UP STALLING, WHEN RESTARTING THE CAR IT CAPS THE SPEED AT 30MPH ON THE ODOMETER. CUSTOMER HAS VIDEO. THEY STATE THEY HAVE TO PULL OVER AND LET THE CAR SIT FOR AT LEAST 15 SEC BEFORE THE CAR WILL DRIVE NORMAL AFTER RESTART ---AS PREVIOUSLY STATED IN LAST REPAIR ORDER AS INFORMED FROM NISSAN TECH LINE, CONCERN IS NORMAL OPERATION DUE TO CUSTOMER MISS USING THE CLUTCH IN VEHICLE. IGNITION NEEDS TO BE CYCLED OFF THEN ON TO RESET IVT , EVT SOLENOIDS BACK TO BASE READINGS. IF CLUTCH [REDACTED] CUSTOMER CAME IN AND INFORMED ADVISOR THAT WHILE HER DAUGHTER WAS DRIVING IT RANDOMLY WENT INTO LIMP MODE. THE CAR WAS NOT STALLED THIS TIME. HAD NO POWER AND WAS VERY HARD TO GET UP HILL. [REDACTED] DD: 3 @ 890 Miles @ KEN GARFF NISSAN OF OREM / [REDACTED] a 1) C/s WHEN SHE KILLS THE VEHICLE IT LOSES THE POWER, AND THAT IT DOESN'T ACCELERATE. RPMS DO NOT GO UP, CAPS SPEED 25-30 UNTIL SHE PANS IT AND RESETS IT ---- INSPECTED VEHICLE AND FOUND IT DRIVING AS DESIGNED WHEN NOT MISS USING THE CLUTCH. STALLED VEHICLE AND RE STARTED AND FOUND VEHICLE DOES LACK IN ACCELERATION AND [REDACTED] STORES IN ECM. CHECKED FOR ANY TSBS AND FOUND NONE RELATED, CHECKED DATA BASE AND FOUND [REDACTED] FW REPAIRS - NONE PREV. CASES - 1 DPIC CASES - 0 VCS CASES - 0 Approved Checks - 0 Tech line cases -1 Warranty cases - 0 Open Campaigns - 0 VSC - 0 DTS-MT (9.7.22) UTAH HANNAH BAHR 22 VERSA [REDACTED] 7.20.22 GUN METALLIC Retail Sale Selling Dealer - KEN GARFF NISSAN OF OREM / 3696 / UT

5:47:44 PM

RCAS-DR submitted RHR DENIAL LETTER.

1:37:31 PM

RCAS-DR is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY ** C contacted Nissan regarding the C requesting assistance towards the software update. 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 ARBS [REDACTED] who denied RHR. *** STATEMENT OF DECISION ** *RCAS-DR is proceeding with case closure as the C was denied RHR* RCAS-DR noting that the C was not pleased with the outcome.

INFORMATION REQUESTED IS SUBJECT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552 (B) (6)

CONSUMER ASSISTANCE REQUEST

NAME: [REDACTED] **VIN:** [REDACTED] **TRIM:** S M/T
CITY: [REDACTED] **MODEL:** [REDACTED]: [REDACTED] **OPTIONS:** [REDACTED]
STATE: [REDACTED] **MFG DT:** [REDACTED] **SERVICING DLR:** MONTE NISSAN
OPEN_DT: [REDACTED] **SVC DT:** [REDACTED] **DLR STATE:** [REDACTED]
CLOSE_DT: [REDACTED] **MILEAGE:** 23,509 **ACCIDENT:** N **AIRBAG:** N

TRD	CONCERN/CATEGORY	SUBCATEGORY/SYMPOM
06	OA Vehicle Concerns	Engine
	Mechanical	AC Engine Assembly

CAR VERBATIM

7:56:23 PM

CRR-FC VERIFIED Account information including: C's name, home & e-mail address, Phone number & best contact number CRR-FC VERIFIED VEH Information including: VIN #, 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: [REDACTED] CRR-FC NOTED concern is: Not feeling safe and rental request. CRR-FC received inbound call from C: [REDACTED]. C stated VEH is losing power. C stated VEH is not accelerating on HWY. C stated the issue comes and go. C stated DLR want to keep the VEH for one month. C stated C do not feel safe driving the VEH as C almost got an accident. C stated SA Henry helped C. C stated Sales person Hector supposed to get C rental but giving C run around. C stated C is driving the VEH. C stated C do not want this VEH as this a lemon. C stated C want to know know if NNA would replace the VEH. C stated C bought the VEH new so C can drive peacefully. CRR-FC apologized for concern and agreed to look into this for C. CRR-FC informed C that Loaner VEH is a curtesy VEH from DLR. CRR-FC informed C that a case would be made and provided case number. CRR-FC informed C that this case would be forwarded to RCAS for further review. CRR-FC informed C that RCAS would contact C by EOB [REDACTED] 023. CRR-FC read the RCAS expectation say statement ?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-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 # [REDACTED]

7:56:44 PM

***** [CASE SUMMARY] ***** C called for not feeling safe and rental request. CRR-FC sending case to RCAS for assistance

023 10:32:55 AM

RCAS-LY is not able to data net: DLR is not enabled in the DLR portal.

023 10:34:32 AM

RCAS-LY submitted RHR Filter.

023 10:39:39 AM

RCAS-LY sent an email to SM [REDACTED] asking the RHR questions. RCAS-LY noting email is the DLR preferred method of contact. 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?

023 11:07:20 AM

ARBS PL-RG notes the following: [REDACTED] Nissan Versa Sedan S M/T VIN # [REDACTED] In-Service Date: [REDACTED] Vehicle Purchased: New, APR Purchase State: California Last Reported Miles: 23509 Nissans Owned: 1 Selling Dealer: MONTE NISSAN Servicing Dealer: N/A VSCs: none DTS Involvement: none Open Campaigns: none TECHLINE Cases: none Warranty Cases: none Previous Cases: [REDACTED] - CLOSED [REDACTED] - CLOSED - RHR Filter Previous Settlements: none No OPEN RO - Reviewed DBS and TABLEAU ===== CPIA no records ===== DBS 11/2/22 - PDI ===== 0 FW days down

023 11:07:30 AM

NNA is not in a position to offer a repurchase/replacement of this vehicle at this time, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that would substantially impair the use, safety, or value of the vehicle RCAS, if C has current concerns, refer to DLR and review after additional diagnosis is completed

12:04:54 PM

RCAS-LY made outbound call to C at [REDACTED] RCAS-LY spoke with C's son [REDACTED] who will be known as C. RCAS-LY ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-LY VERIFIED C's name, home & email address, concern, phone. RCAS-LY verified make/model- of VEH, mileage, and case servicing DLR RCAS-LY CHECKED and ADVISED C of open recalls/campaigns and found:0 Previous UNRELATED Case(s) Found:0 Previous RELATED Case(s) Found:0 RCAS-LY provided credentials as C case manager and described role in case. RCAS-LY verified C concern regarding C don't want the VEH. C stated C need a VEH. C-stated the VEH is unsafe. RCAS-LY apologized for the inconvenience with the VEH. RCAS-LY advised C that RCAS did review for the repurchase/replacement of the VEH. RCAS-LY advised C that RCAS has a decision on today. RCAS-LY advised that NNA reviewed the case based on the service history and the warrantable repairs made to the VEH. RCAS-LY advised that after collecting and reviewing all the service history, NNA would not be in the position to repurchase or replace the VEH. RCAS-LY advised C that a denial letter will be sent to C via mail and if C disagree with the decision that has been made C can contact the BBB. RCAS-LY recommended C return to the DLR to see what repairs are needed or seek a second opinion. RCAS-LY asked C if C would like case/contact number. C stated C wanted a new VEH or trade in the VEH. C-stated that's not possible. RCAS-LY confirmed. C-stated C went to two different DLRSHIP and C will have to leave the VEH until the VEH does it again. C-stated C can't drop off the VEH off for weeks or months. C-stated C was talking to an attorney and C will follow up with C's attorney. RCAS-LY advised C that RCAS will send C the attorney representation letter. RCAS-LY thanked C for C's time. Call ended mutually.

CONSUMER ASSISTANCE REQUEST

CA48758667

12:05:17 PM

RCAS-LY sent C the attorney representation email.

12:05:37 PM

RCAS-LY submitted correspondence letter.

5:34:43 PM

RCAS-LY is closing case for no further assistance is needed. Closing Summary: C contacted NNA CA regarding C don't want the VEH. RCAS-LY reviewed case with ARBS who stated NNA is not in a position to offer a repurchase/replacement of this vehicle. RCAS-LY recommended C return to the DLR to see what repairs are needed or seek a second opinion. Statement of Decision: C was pleased.

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

CONSUMER ASSISTANCE REQUEST

[REDACTED]

NAME [REDACTED]
CITY: [REDACTED]
STATE: [REDACTED]
OPEN_DT: [REDACTED]
CLOSE_DT: [REDACTED]

VIN: [REDACTED]
MODEL: [REDACTED]
MFG DT: [REDACTED]
SVC DT: [REDACTED]
MILEAGE: [REDACTED]

TRIM: S M/T
OPTIONS: [REDACTED]
[REDACTED]
[REDACTED]: OH
ACCIDENT: N AIRBAG: N

TRD	CONCERN/CATEGORY	SUBCATEGORY/SYMPTOM
11	OA Vehicle Concerns	337230 Engine Electric
	CA Mechanical	AM 12 Volt Battery

CAR VERBATIM

[REDACTED]

[REDACTED] 3:45:55 PM

CRR-IA < VERIFIED > Account information including: C's name, home & e-mail address, Phone number CRR-IA VERIFIED VEH Information including: VIN #, Current Mileage, CRR-IA CHECKED for open recalls campaigns and found: 0 CRR-IA CHECKED for previous UNRELATED Case(s) and found: 0 CRR-IA CHECKED previous RELATED Case(s) and found: 0 CRR-IA NOTED concern is: VEH concerns CRR-IA received inbound call from [REDACTED] C is requesting assistance as the C is requesting assistance for the CVT as the VEH when it stalls since it is a manual the VEH will have reduced horse power if C tried to restart right away, but if C waits till the VEH goes down to 1000 RPM the VEH drives normally again. CRR-IA referred to C by name. CRR-IA verified the account. CRR-IA advised that VEH is covered under warranty and will need to speak to a DLRSHIP to have it diagnosed. C understood and agreed. CRR-IA branded the call and asked for further assistance. Call ended mutually.

[REDACTED] 3:46:17 PM

***** [CASE SUMMARY] ***** CRR-IA referred to DLRSHIP for review.

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

CONSUMER ASSISTANCE REQUEST

NAME: [REDACTED] **VIN:** [REDACTED] **TRIM:** S M/T
CITY: [REDACTED] **MODEL:** [REDACTED]: [REDACTED] **OPTIONS:** [REDACTED]
STATE: SD **MFG DT:** [REDACTED] [REDACTED] [REDACTED] NISSAN
OPEN_DT: [REDACTED] **SVC DT:** [REDACTED] **STATE:** [REDACTED]
CLOSE_DT: [REDACTED] **MILEAGE:** [REDACTED] **ACCIDENT:** N **AIRBAG:** N

TRD	CONCERN/CATEGORY	SUBCATEGORY/SYMPTOM
11	OA Vehicle Concerns	337210 Instrumentation
	CC [REDACTED]	GF Warning Lights

CAR VERBATIM

[REDACTED]

11:41:21 AM

TCS-BC received case for handling as a result of QC survey response received from C. Copied survey notes below: [REDACTED] Performance/Engine Power and Acceleration - From stop; [REDACTED] Warning Lights/Alerts/Chimes - Check engine light; [REDACTED] Warning Lights/Alerts/Chimes - Collision; [REDACTED] Warning Lights/Alerts/Chimes - Low fuel Survey Verbatim: TCS-BC checked for open/related previous CA cases and found: None checked for closed CA cases and found: None checked for open recalls/campaigns and found: None

11:41:28 AM

Quality Connection Hot Alert

11:58:57 AM

TCS-BC placed call to [REDACTED] no answer no voicemail.

11:59:11 AM

TCS-BC sent unable to contact email to C and requested return contact from C or best contact # and best contact time for C.

5/24/2023 2:41:56 PM

TCS-BC placed call to [REDACTED] no answer no voicemail.

5/24/2023 2:42:02 PM

TCS-BC sent unable to contact email to C and requested return contact from C or best contact # and best contact time for C.

10:30:07 AM

Checked Created By: Brandon Cox2 [REDACTED] ***** CASE SUMMARY *****
 [REDACTED] Customer Concern: C contacted NNA CA regarding vehicle concerns with warning lights. [REDACTED] Agent Notes: TCS-BC notes no response from C despite multiple contact attempts from TCS-BC via telephone and email. [REDACTED] Customer purchased vehicle: New [REDACTED] Current Mileage: 19238 [REDACTED] OOW- [REDACTED]: 0 miles / 0 months, Power Train: 0 miles / 0 months [REDACTED] VSC: None [REDACTED] Last service visit: 5-15-23 [REDACTED] Previous owned veh: N/A [REDACTED] Total cost of repair: N/A
 ***** STATEMENT OF DECISION ***** TCS-BC notes no response from C despite multiple contact attempts from TCS-BC via telephone and email. TCS-BC is closing case as no further assistance can be offered at this time.

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

CONSUMER ASSISTANCE REQUEST

NAME: [REDACTED] **VIN:** [REDACTED] **TRIM:** S M/T
CITY: [REDACTED] **MODEL:** [REDACTED]: [REDACTED] **OPTIONS:** [REDACTED]
STATE: [REDACTED] **MFG DT:** [REDACTED] **SERVICING:** [REDACTED] COUGHLIN NISSAN
OPEN_DT: [REDACTED] **SVC DT:** [REDACTED] **STATE:** [REDACTED]
CLOSE_DT: [REDACTED] **MILEAGE:** 9,400 **ACCIDENT:** N **AIRBAG:** N

TRD	CONCERN/CATEGORY	SUBCATEGORY/SYMPTOM
13	OA Vehicle Concerns	[REDACTED] HVAC/Defroster
	CD Comfort and Convenience	GJ Compressor (Compressor/Pulley/Seal)

CAR VERBATIM

[REDACTED]

11:19:39 AM

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

***** CRR-MF received inbound call from Jacob also know as C. CRR-MF would be happy to assist. C stated that C purchased the VEH new from [REDACTED]. C stated that the VEH had issue with the A/C. C stated that C Went for first time and informed compressor needs to be changed. C stated waited 1 month and part arrived and found it was wrong part. C stated that c waited again and part arrived. C stated that part was installed and was faulty it shot metal in the system and entire A/C had to be replaced. C stated that now c has to wait for [REDACTED] to fix and been quite some time. C stated c called [REDACTED] they informed c they will call back . c stated that no one calls back. C stated that c has bought the VEH 3-4 times for same issue. C stated that the issue is still not resolved C stated c bought a new VEH to stay away from issues. C would like NNA to Fix the VEH or replace it. CRR-MF provided C with a case [REDACTED] CRR-MF informed C will be contacted by the agent in one to three days with the update . CRR-MF asked if there was anything else CRR-MF could assist with at this time. C declined and call ended mutually. CRR-MF thanked C for calling and branded the call. Call back number # [REDACTED]

11:19:44 AM

*****SUMMARY***** C stated C would to inform about multiple repair . CRR-MF created a case for rcas and gave C the case number.

023 10:22:48 AM

Business Template Previous related cases found: n/a Previous unrelated cases 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: 9,400 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: \$0.00 What is your customer seeking? C contacted CA seeking possible RHR due to multiple VEH concerns.

023 10:33:47 AM

CRT-JM made outbound call to COUGHLIN NISSAN CRT-JM spoke with SA-Fazion Lewis. CRT-JM advised of C's name. CRT-JM advised that C reached out to CA regarding multiple concerns regarding AC compressor. SA-FL confirmed AC compressor concern. CRT-JM asked how many times has C been into [REDACTED] SA-FL advised that C has been in twice. CRT-JM asked what repairs were done. SA-FL advised that AC compressor was replaced and that it needs to be repaired again and some other repairs. CRT-JM asked if VEH was at [REDACTED] currently. SA-FL advised that VEH is at [REDACTED] and has been at [REDACTED] since Friday. CRT-JM asked has any specialist been involved/ SA-FL advised no. CRT-JM understood and thanked for time.

023 10:40:59 AM

CRT-JM made outbound call to C at [REDACTED] CRT-JM left VMX advising of the case number, CRT-JM contact number, and advised that CRT-JM will follow up on 0 [REDACTED]

023 10:42:01 AM

CRT-JM sent C unable to contact email.

023 1:20:22 PM

FILTER RHR ARBSPL Recommends an RHR OPEN RO ATTACHED ===== STATE: [REDACTED] VERSA [REDACTED] 00.22 PRE OWN ----- CARFAX NO Accidents or Damage Reported 2 OWNERS 1st - [REDACTED] 2nd - [REDACTED] (4.15.23) LAST Reported odometer Reading --- 7,044 (6.23.22) ----- COUGHLIN NISSAN / 3543 / [REDACTED] PREV. CASES - 0 DPIC CASES - 1 VCS CASES - 0 Approved Checks - 0 Tech line cases - 0 Warranty Cases - 0 Open Campaigns - 0 VSC - 0 DTS - 0 TABLEAU - OPEN RO: [REDACTED] @ 9,131 Miles @ COUGHLIN NISSAN / Faizon, Lewis 1) AC COMPRESSOR WHINNING AND DRAINING POWER FROM THE CAR DBS - LAST Closed RO: 6738028 [REDACTED] - [REDACTED] DD:9 @ 7,044 Miles @ COUGHLIN NISSAN / Faizon, Lewis 1) CAR HAS BEEN BOGGING DOWN AND LOSING POWER WHILE THE AC IS ON, THE AC COMPRESSOR HAS A VERY LOUD SQAUK. ---- found internal failure to A/C compressor clutch causing noise and power loss. replaced A/C compressor (WP) 2) C/s When driving vehicle and turning on a/c the vehicle will fall on it's face --- related to first concern. RO: [REDACTED] DD:1 @ 6,669 Miles @ COUGHLIN NISSAN / Taylor, Williamson 1) C/s WHEN TURNING ON AC YOU CAN HEAR THE AC PUMP WHINING ---- found noise coming from A/C compressor. recommended replacing compressor (WP)

023 1:53:51 PM

CRT-JM received email from C on 7/24. [REDACTED] right now is a good time to contact me"

023 1:54:10 PM

CRT-JM made outbound call to C at [REDACTED] CRT-JM left VMX advising of the case number, CRT-JM contact number, and advised that CRT-JM will follow up on 0 [REDACTED]

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

CONSUMER ASSISTANCE REQUEST

023 9:02:58 AM

CRT-JM made outbound call to C at (740) 562-7665 CRT-JM left VMX advising of the case number and CRT-JM direct line.

023 9:03:57 AM

CRT-JM sent C unable to contact email.

023 9:05:34 AM

C contacted CA seeking possible RHR due to multiple VEH concerns.

023 9:05:35 AM

C contacted CA seeking possible RHR due to multiple VEH concerns.

023 08:18 AM

CRT-JM is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted CA seeking possible RHR due to multiple VEH concerns regarding AC compressor. CRT-JM reviewed Case with SA-Fazion Lewis who advised of C concern regarding AC compressor and RHR questions. ARBSPL who recommended RHR. CRT-JM noting pending contact with C so probing questions were asked. *** STATEMENT OF DECISION *** CRT-JM closing due to pending C contact.

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

CONSUMER ASSISTANCE REQUEST

0

NAME: [REDACTED] VIN: [REDACTED] TRIM: S
CITY: [REDACTED] MODEL: [REDACTED]: [REDACTED] OPTIONS: [REDACTED]
STATE: [REDACTED] MFG DT: [REDACTED] SERVICING [REDACTED] OF ORANGE PARK
OPEN_DT: [REDACTED] SVC DT: [REDACTED] STATE: [REDACTED]
CLOSE_DT: [REDACTED] MILEAGE: 8, [REDACTED] ACCIDENT: N AIRBAG: N

TRD	CONCERN/CATEGORY	SUBCATEGORY/SYMPTOM
13	OA Vehicle Concerns	337410 HVAC/Defroster
	CD Comfort and Convenience	GK Condenser (Condenser/Fan/Motor)
NI	OI Non Vehicle Concerns	337800 Product Inquiry - [REDACTED]
	CL Product Inquiry	1A Versa Sedan

CAR VERBATIM

[REDACTED]

4:52:49 PM

CRR-MG OPENED/VERIFIED Account information including: C's name, home, e-mail address, phone number & best contact number CRR-MG VERIFIED VEH Information including: VIN #, current Mileage, service history CRR-MG CHECKED for open recalls/campaigns and found: 0 CHECKED for previous UNRELATED cases and found: 0 CRR-MG CHECKED previous RELATED cases and found: 0 CRR-MG NOTED concern is: RHR. CRR-MG received a call from C. C stated that on June [REDACTED] around 3:40am, C was going for work and was about to go on highway. C stated that C was at red signal and suddenly, the VEH stopped. C stated that C turned off the VEH and then turned on. C stated that VEH wasn't accelerating later. C stated that C was barely able to drive 40 miles/hour. C stated that C went to GREENWAY [REDACTED] for diagnosis but [REDACTED] was unable to diagnose and was not able to help C. C stated that later, C continued to drive. CRR-MG noted the concern. C stated that until July 10, C didn't had any issue on VEH. C stated that on July 11, around 9:30 pm when C was coming back from work and noticed that AC was not working. C stated that as GREENWAY [REDACTED] were not able to help previously, C went to [REDACTED] OF ORANGE PARK for diagnosis. C stated that [REDACTED] informed C that condenser was not working and a part needs to be replaced. C stated that VEH was at DLRSHIP for 2 days and later, [REDACTED] informed C that part needs to be ordered which will arrive by July 19. C stated that on July 18, C experienced acceleration issue again. C stated that as soon as C turned on the VEH, C heard weird noise while gear shifting when in neutral. CRR-MG noted the concern. C stated that C was supposed to drop off the VEH at [REDACTED] OF ORANGE PARK on July 19 to replace the part ordered for AC condenser. C stated that on July 19, C asked [REDACTED] about acceleration issue happened a day ago. C stated that [REDACTED] was not able to find any issue as [REDACTED] drove 16 miles by taking drive test and no noise was heard at that time. C stated that C drives the VEH manually and [REDACTED] informed C that acceleration noise would be coming if C is putting VEH in wrong gear. C stated that [REDACTED] even informed C that if the issue persists and VEH would stalled and then, had to take out the key out of emission and C would need to drive automatically rather than manually. C stated that C even got loaner VEH for 8 days as [REDACTED] asked C to drop the VEH for detailed diagnosis but was not able to diagnose it. CRR-MG noted the concern. C stated that C wants to replace the VEH as none of the [REDACTED]s are able to help. CRR-MG informed C that the case has been created and forwarded to RCAS, will be reviewed and C will be contacted back within 1 business day. C requested to be contacted before 2:30pm EST as C would be heading for work later. CRR-MG noted the concern. C understood. CRR-MG asked if there was anything else CRR-MG could assist with at this time. C declined. CRR-MG provided C with name and case #: Maitri & # [REDACTED]. CRR-MG thanked C and branded the call. Call ended mutually [REDACTED].

4:53:20 PM

****CASE SUMMARY**** C called to do RHR. CRR-MG informed C that the case has been created and forwarded to RCAS, will be reviewed and C will be contacted back within 1 business day.

8:42:57 AM

RCAS-TG submitted RHR filter.

10:11:25 AM

RCAS-TG unable to datanet.

1:55:43 PM

RCAS-TG made outbound call to [REDACTED] of Orange Park at [REDACTED]. RCAS-TG spoke with SM-Chris Oneal. SM-CO advised unable to duplicate acceleration concern. SM-CO advised SM personally drove VEH for 20 miles. SM-CO advised A/C condenser repair was completed.

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

CONSUMER ASSISTANCE REQUEST

2 40 PM

TG made outbound call to C at [REDACTED] TG ADVISED, [REDACTED] This call may be recorded for quality and training purposes. [REDACTED] -TG VERIFIED C's name, home & email address, concern, phone. [REDACTED] TG CONFIRMED C's VEH make/model, mileage, and servicing DLR. [REDACTED] TG CHECKED and ADVISED C of open recalls/campaigns and found:0 Previous UNRELATED Case(s) Found:0 Previous RELATED Case(s) Found:0 [REDACTED] TG advised that case has been escalated to [REDACTED] TG and [REDACTED] TG will be [REDACTED] reviewing case. C stated was stopped at red light when VEH stalled. C stated was not actively in motion. C stated when took VEH for A/C the A/C went out. C stated had Nissan of Orange Park look into the issue. C stated took to DLR again and had it for 8 days. C stated mechanic only when going into 2nd gear. C stated expects loss of power when going into 5th gear. C stated not correct or safe diagnosis. C stated feels unsafe in VEH. C stated almost been rear ended twice. C stated wants replacement VEH or repair. C stated does not how to get DLR to listen to C. C stated drives a lot. C stated DLR only drove VEH 16 miles. C stated does not feel DLR put enough effort into diagnosis. [REDACTED] TG asked C the following: Why do you want to return the vehicle to Nissan? Acceleration concern and 2 times almost getting rear ended. C is scared of VEH. Where is the vehicle currently? With C. Are you currently in a rental vehicle? No Where was the vehicle purchased? Deland Nissan Was the vehicle purchased new or used? New If used, when was the vehicle purchased? n/a Where was the vehicle serviced? Nissan of Orange Park Has the vehicle been taken to multiple Nissan dealers? If so, document names of dealers. Greenway Nissan Jacksonville [REDACTED] TG advised C RHR takes about 10 business days to review. [REDACTED] TG advised collect all service history with Nissan DLR. [REDACTED] TG advised Nissan will review all warrantable repairs made on VEH and consider any repairs that were performed during warranty that was a manufacturer problem. [REDACTED] TG committed to follow-up every 3 business days and the next follow up will be [REDACTED] 3. [REDACTED] TG advised that this process is not guaranteed and if the decision is favorable all options will be discussed. [REDACTED] TG asked if C had any further questions. C stated VEH is driving okay now. C stated if problems can be put in loaner VEH for time being. [REDACTED] TG advised will discuss further routes once reviews case. [REDACTED] TG advised may have to get DTSM involved. [REDACTED] TG asked if C had any further questions. C declined. [REDACTED] TG advised will email contact information since C was driving. Call ended mutually.

2:35:02 PM

TG sent contact email.

9:02:06 AM

FILTER RHR ARBSPL Does not Recommend an RHR due to the vehicle has not been subjected to an unreasonable amount of Repairs. NO OPEN ROs ARBSPL Recommends a DTS inspection to Address C's concerns ===== 1V and 1 Repair for AC not blowing cold / Repl. condenser (WP) DD:15 3V and 0 repairs for Veh. stalling out and would not accelerate over 40 MPH 1 - [REDACTED] 7,048 Miles [REDACTED] / COULD NOT DUPLICATE CUSTOMER CONCERN. TEST DROVE VEHICLE 10 MILES WITH NO ISSUES. SCANNED FOR ANY PASTCURRENT DTCS STORED IN ECM, NONE PRESENT. DURING INSPECTION FOUND THAT AIR BOX WASNT PROPERLY SECURED AND OIL IS PUDDLED ON TOP OF COIL PACKS AND VALVE COVER FROM PREVIOUS OIL CHANGE. ALSO FOUND SIGNS OF A RODENT BEING IN ENGINE BAY AREALOTS OF FUR IN ENGINE BAY (IP) 2- [REDACTED] 7,048 Miles (RO: [REDACTED] / NO Work noted 3- [REDACTED] 7,746 Miles (RO: [REDACTED] / no codes present, no abnormal driveability (IP) ----- STATE: FL JAYCIE HIMMER [REDACTED] 3.22.23 GUN METALLIC Retail Sale Selling Dealer - DELAND NISSAN / 2329 / FL NISSAN OF ORANGE PARK / PREV. CASES - 0 DPIC CASES - 0 VCS CASES - 0 Approved Checks - 0 Tech line cases - 0 Warranty cases - 0 Open Campaigns - 0 VSC - 0 DTS - 0 TABSAU - NO OPEN ROs DBS - LAST Closed RO: [REDACTED] DD:15 @ 7,746 Miles @ NISSAN OF ORANGE PARK [REDACTED] A/C IS NOT BLOWING COLD --- found the condensor was leaking --- replaced the condensor, evac and recharged (WP) 2) T THE VEHICLE IS HESITATING TO ACCELERATING. CUSTOMER STATES SHE WAS ADVISED TO REMOVE KEY FROM IGNITION AND TURN IT BACK ON FOR A HARD RESET. CUSTOMER STATES SHE HAS DONE THIS 4 TIMES AND HAS NOT CORRECTED THE ISSUE. CUSTOMER STATES SH--- no codes present, no abnormal driveability (IP) 3) LOF - Complete

2023 3:59:31 PM

TG made outbound call to C at [REDACTED] TG ADVISED, [REDACTED] This call may be recorded for quality and training purposes. [REDACTED] -TG advised NNA is not in position to repurchase or replace VEH at this time. [REDACTED] TG advised that want to get specialist involved but there has to be a duplication first. [REDACTED] TG advised C needs to document the occurrences as well as take pictures or videos in a safe environment. C stated wait for it to happen again to call CA back. [REDACTED] TG confirmed. [REDACTED] TG advised if concern gets worse to take to DLR ASAP. C stated it will happen but concern ends up fixing itself on the drive home. [REDACTED] TG advised picture of videos of concern when in a safe environment. C stated a difficult request because needs 2 hands to drive. C stated found a video online explaining same issue of what is happening with C's VEH but it is slightly different. C stated other person had recorded the dash but the RPMs were not moving the same way as C's. C stated the video had a few similarities. C asked if could send video to [REDACTED] TG. [REDACTED] TG advised to show video to DLR as [REDACTED] TG cannot offer technical advice. [REDACTED] TG advised can have DLR reach out to technical support with this video for assistance. C asked does it matter what DLR goes to. [REDACTED] TG advised C can go to any certified Nissan DLR. [REDACTED] TG asked if C had any further questions. C declined. Call ended mutually.

2023 4:01:41 PM

TG submitted correspondence request.

8:41:30 AM

TG is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted Nissan CA regarding acceleration concern. [REDACTED] TG advised C Nissan has created a Case to document C's concern and this Case will remain in NNA's system. [REDACTED] TG reviewed Case with SM-Chris Oneal who advised that DLR was unable to duplicate acceleration concern and a/c condenser repair was completed. [REDACTED] TG reviewed case with [REDACTED] who did not recommend RHR. *** STATEMENT OF DECISION *** [REDACTED] TG noting DLR unable to duplicate C's concern. [REDACTED] TG noting RHR denied. [REDACTED] TG noting C referred to DLR for duplication.

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

CONSUMER ASSISTANCE REQUEST

NAME: [REDACTED] **VIN:** [REDACTED] **TRIM:** S
CITY: [REDACTED] **MODEL:** [REDACTED] **OPTIONS:** [REDACTED]
STATE: [REDACTED] **MFG DT:** [REDACTED] **SERVICING:** [REDACTED]
OPEN_DT: [REDACTED] **SVC DT:** [REDACTED] **STATE:** [REDACTED]
CLOSE_DT: [REDACTED] **MILEAGE:** [REDACTED] **ACCIDENT:** N **AIRBAG:** N

TRD	CONCERN/CATEGORY	SUBCATEGORY/SYMPTOM
10	OA Vehicle Concerns	228500 Manual Transmission
	CA Mechanical	BF Clutch

CAR [REDACTED]

8:55:33 AM

CRR-AH VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number. CRR-AH VERIFIED VEH Information including: VIN #, warranty and Current Mileage. CRR-AH CHECKED & ADVISED for open recalls/campaigns and found: 0. CHECKED for previous UNRELATED cases and found: 0. CRR-AH CHECKED previous RELATED cases and found: 0. CRR-AH NOTED concern is: unable to resolve. CRR-AH received a call from C. C stated that C's Versa is facing an issue that the is not able to resolve. C stated that C's VEH would sometimes stall and after that it would go into a mode where the VEH can not accelerate. C stated that it is a big safety concern and C took the VEH to DANIEL NISSAN 3 times and was eventually told that it is normal and nothing can be done. CRR-AH sent PO email to C. CRR-AH asked for the name of the SA. C stated that C does not recall. CRR-AH advised C that an RCAS agent will contact C by EOB Tomorrow. C understood. CRR-AH asked if there was anything else CRR-AH could assist with at this time. C declined. CRR-AH provided C with name and case. CRR-AH thanked C and branded the call. Call ended mutually. Best contact #

8:56:01 AM

Case Summary ***** C called for a VEH concern that is unable to resolve. CRR-AH leaving case open for RCAS review.

9:34:04 AM

ARBS noting no previous FW SH - MORE INFO NEEDED: - Collect Open RO, if applicable, and attach to case - Doc SM conversation and any ETA for repair - If there are BOP related to pending FW repairs, collect ETA prior to resubmission of filter - Submit filter for RHR filter determination as FILTER RESUBMISSION

10:25:08 AM

RCAS-BD sent email to asking RHR questions.

10:26:00 AM

RCAS-BD successfully datanet.

2:58:21 PM

RCAS-BD made outbound call to C at. 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) 0 Previous RELATED Case(s) 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 concerns with VEH stalling on Versa at DNAIEL. C stated C thinks the last C was there, C got everything figured out. C stated C was trying to teach sister how to drive manual and VEH kept going into limp mode. C stated explained that all sensors in newer VEHs makes VEH go into limp mode. RCAS-BD confirmed got C taken care of. RCAS-BD apologized for experience C is having with new VEH. RCAS-BD advised RCAS was happy C was squared away. RCAS-BD provided direct line and case number. RCAS-BD thanked C for time. Call ended mutually.

3:23:32 PM

RCAS-BD is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted NNA with concerns with VEH manual clutch. 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 ARBS-Capers who advised ARBS needed more information for RHR filter. *** STATEMENT OF DECISION *** RCAS-BD confirmed with C that took care of C and C was no longer seeking anything from CA. RCAS-BD noting C was pleased with outcome.

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CONSUMER ASSISTANCE REQUEST

2:17:25 PM

CW notes the following repairs: @ 429 miles - DD: 6 Issue: 1.CUSTOMER STATES VEHICLE HAS A LACK OF ACCELERATION WHEN STEPPING ON THROTTLE, CHECK AND ADVISE. Action: 1.ROAD TESTED VEHICLE ON SURFACE AND FREEWAY SPEED AND CHECKED LACK OF POWER CONCERN. COULD NOT DULICATE CONCERN AT THIS TIME. CHECKED FOR CODE GENERATED, HAS RADAR STAIN (CMP (SYS OPER OBST OR BLKD). PAST RADAR CODE WILL NOT AFFECT VEHICLE PERFORMANCE IF CURRENT AND ON FAIL SAFE MODE (VEHICLE NOT IF FAILSAFE MODE NOW). CHECKED FOR UPDATES OR TSB FOR CONCERN, NO AVAILABLE AT THIS TIME. CLEARED ANY GENERATED DTC CODES AND PERFORMED FOLLOW UP ROAD TEST. VEHICLE RUNNING NORMAL AND COULD NOT DUPLICATE LACK OF POWER WHEN ACCELERATING CONCERN AT THIS TIME. RECOMMEND MONITOR AND RECHECK.,NODDEX (FW) @ 582 miles - DD: Missing Open/Close Date Issue: 1.SEE HISTORY: CUSTOMER STATES VEHICLE HAS A LACK OF ACCELERATION WHEN STEPPING ON THROTTLE NO PROBLEM WAS FOUND. CHECK ENGINE LIGHT IS NOW ON, CHECK AND ADVISE. Action: 1.CURRENTLY MIL IS NOT ON AND CAR IS RUNNING NORMALLY, CHECKED ON C3 AND FOUND A CAMSHAFT POS SIGNAL B1. CODE CLEARS. PERFORMED DTC CONFIRMATION AND DTC DOES NOT RETURN. DUE TO MY AND MILAGE CONTACTED TECHLINE TO SEE IF THEY ARE HAVING ANY ISSUES RELATED TO THIS CODE. TECHLINE HAS RECOMENED A LENZ CALL TO VIEW THIS ISSUE. ,SPOKE TO ANDREW MORRIS AT TECHLINE 7:00 AM 023 DID VISUAL REVIEW OF VEHICLE THIS IS CONTACTING ENGINEERING TO SEE IF THEY ARE INVESTIGATING ANY ISSUES. WE WILL GET AND EMAIL RESPONSE SOMETIME TODAY,1 GOT BACK TO ME ENGINEERING IS AWARE OF THIS ISSUE ON VERSA WITH MANUAL TRANSMISSION. AS OF NOW NO RESOLUTION AVAILABLE, THEY WILL CONTACT US AS SOON AS THERE IS AN UPDATE (FW) Total days down: 9 days currently Total days down due to warranty repairs: 9 days currently

2:1 PM

*****-CW notes the following repair summary: In-Service Date: 023 State: CA Selling Dealer: SAN LEANDRO NISSAN Sale Type: Retail Sale New or Pre-owned: New Days down: 9 days currently Last recorded mileage: 582 Open Recall/CM found: None Tech Line case found: Warranty cases found: None Previous Goodwill offered: None Related CA cases found: None Related DPIC cases found: None VSC found: TS involved: None Repairs- 2 visits for lack of acceleration/lack of power -- unable to duplicate @ 429 miles (FW) -- Open RO, no resolution available @ 582 miles (FW)

2:44:03 PM

CW assuming ownership of case for further case handling. CW notes intent to offer repurchase, replacement or settlement.

2:47:50 PM

CW called C at and left VMX. CW advised a follow up email will be sent. CW provided direct line and case number.

2:56:18 PM

CW sent C the following email intent LTR attached: Good Afternoon, I wanted to reach out to let you know that I am contacting from Nissan's Arbitration department. I have taken over your case and I will be your point of contact moving forward. I attempted to contact you via phone, but unfortunately, was unable to reach you. Please feel free to contact me via email or directly at the number listed below. I am in the office Monday through Friday from 7am-4pm Central Standard Time. If I am unable to answer your call, leave a message or send an email and I will call you back. Please review the attached intent letter and let me know if you have any questions. I will need the following documents as listed on the intent letter: Photos of the vehicle (1 of each exterior side and 1 interior photo) A legible copy of the vehicle's current registration A copy of the vehicle purchase contract Detailed payment history of your lienholder Settlement quote from your pledgee (including daily interest) Any receipt for costs you want to be considered for reimbursement under the Act (rental while vehicle was in for repair, towing for warranty repair, etc.) Title Application of Title (Front & Back) Completed lienholder information request form (attached) If you decide to move forward with the settlement offer, I will only need your current vehicle registration. We included a brief description of each option you're provided with. -Settlement: If you decide to keep the vehicle, I can offer a \$1,500 cash settlement. The settlement will not void any warranties and if your concerns were to come back in the future, this option will not exempt you from a repurchase or replacement. If future concerns result in a repurchase or replacement, the settlement amount will be included in the figures as a deduction. It can take 2 to 5 days for you to receive the settlement check depending on how long it takes you to have the settlement form signed and notarized. -Replacement/Refinance: With the replacement we will work with the dealership to pick out a new comparable Nissan. It will have all the same options and trim level as your current vehicle. Any extra options added will be included in the refinance amount. We will compare the purchase price of your current car to the replacement vehicle's MSRP and any upgrade amounts will be included in the refinance amount. You will take possession of the new vehicle on the day of surrender. On this day you will bring your current vehicle (it will be inspected for damage), you will sign paperwork and you will leave with your new vehicle. Currently, this option is taking longer due to low vehicle inventories and also depends on how long it takes to receive documents, get information from the lien holder and for the customer to locate a new vehicle. Please note there is a mileage fee included in the replacement figures that will also be added to the refinance amount. (For this option you will refinance your current payoff amount, plus upgrade in MSRP and the mileage fee for the replacement car). -Repurchase: Once I obtain the requested documents, I will review to see if you are due a refund and let you know what that refund would be. I will add up all payments you have made so far which include the monthly vehicle payments, down payment, or trade in. From that amount there will be certain deductions which will include: the mileage fee, any 3rd party warranties, accessories, GAP and any negative equity. Please keep in mind if you are in a cash negative situation you could owe Nissan money for a repurchase. This option can take up to 4 to 6 weeks and is dependent on how long it takes to receive documents and process paperwork. If you added any accessories or if there is any damage to the vehicle, it will need to be put back to factory specification before surrendering it for a repurchase or replacement. Please let me know if you have any questions. Thank you,

7:15:56 AM

CW received a VMX from C 9/27.

7:16:05 AM

CW received a VMX from C 9/28.

7:16:39 AM

CW received an email from C: If you could, please call us at today before you leave. We have some questions. Thank you, & Richard Lang

7:17:01 AM

CW received an email from C: Attached are the documents you requested. Please call either Richard or me when you can (numbers below), as we have been unable to reach you. - Photos: The car is at the dealership, so we are unable to take photos of it at this time. - Registration: attached - Purchase contract: attached - Lienholder: not applicable - Settlement Quote: I don't know what this is - Receipts for costs while car is in the shop: We have questions about this - Title: Attached - Lienholder information request: not applicable Thank you, & Richard Lang Richard:

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

CONSUMER ASSISTANCE REQUEST

023 9:09:23 AM

CW noting C unable to provide pictures to review current condition. advised customer condition of vehicle will be reviewed at surrender.

023 11:59:14 AM

CW made outbound call to C at [REDACTED]. CW asked if this was a good time to discuss case? C stated C is [REDACTED] Lang, Cs wife. CW contacted C to follow up with case and VEH concerns. CW stated [REDACTED] CW received the sent DOCS. CW advised if the VEH is paid off, CW would need the entire payment history from when C was making VEH payments. C stated C never made payments. C stated C paid cash for it. CW advised [REDACTED] CW will notate that INFO. CW advised since C paid cash at the VEH purchase, then C doesn't have to provide the payment history since there isn't one. C stated what about the depreciation that was mentioned on the intent LTR. C stated where does C go from here. C stated C needs a VEH. C stated Cs husband is going out of town this weekend and C needs a VEH. CW asked if C new what option C would like to move forward with. C stated it seems to be a known issue with the VEH. C stated that there seems to not be a fix. C stated at this point C wants a repurchase. CW advised if C is going with the repurchase, CW will complete Cs repurchase calculations and once completed, the INFO will be sent to C for review. C asked about the timeframe after the INFO is returned. CW advised [REDACTED] CW will contact C to see if C has any questions. CW advised once signed and returned, CW will then begin processing the agreement and case will be transferred to Morley. CW advised Morley is a third party company that surrenders VEHs. C stated and when will C have the numbers. CW advised [REDACTED] CW will follow up with C within the standard 3-5 business days for a follow up. C stated so by Friday. CW advised no later than [REDACTED] 023 or sooner. C stated that is a Monday ok. C stated is there any way before the 5th business day. CW advised C of caseload and standard follow up time. C stated can C get a loaner VEH. C stated the DLR advised the DLR didn't have any. CW advised NNA doesn't offer loaner/rental VEHs. CW advised DLR are independently owned and operated so if the DLR has VEHs, those are the DLRs private property. C stated what if C gets a rental VEH. CW advised that it can be reviewed for REIMB. C stated if C gets a rental VEH, what's to determine that C would receive a rental REIMB. CW advised it is case by case. C asked what Cs chances. CW advised again, it is case by case review. C understood. CW thanked C and advised to have a good day. Call ended mutually.

023 10:20: [REDACTED] AM

CW sent C the following email with repurchase agreement attached: Good Morning, Please see the attached repurchase agreement for your review. I will need this signed and returned to continue with the repurchase process. I want to allow you the time to review, therefore, I will follow up with you soon to discuss further. Thank you, [REDACTED] White | Arbitration Specialist, Dispute Resolution [REDACTED] Customer Quality & Dealer Network Development | Nissan Motor Co., Ltd. | Phone: [REDACTED]

023 10:23:03 AM

CW noting calculations: Cash Downpayment [REDACTED] Total Amounts Paid [REDACTED] ***** Less [REDACTED]
\$61.27 Accessories \$998.00 Total Deductions \$1,059.27 ***** Amount Due to Customer [REDACTED]
USAGE CALCULATIONS: 429/120,000x\$17,14 [REDACTED]

023 12:58:50 PM

CW made outbound call to C at [REDACTED]. CW asked if this was a good time to discuss case? CW asked if [REDACTED] CW should contact [REDACTED] instead. C stated it would be best to contact [REDACTED]. C stated c was going through the mountains and doesn't have good cell service. CW advised [REDACTED] CW will give Cs wife a call. C thanked [REDACTED] CW. Call ended mutually.

023 1:43:50 PM

CW made outbound call to C at [REDACTED]. CW asked if this was a good time to discuss case? C stated C is [REDACTED] Lang, Cs wife. CW contacted C to follow up on repurchase agreement and seeing if C had any questions. C stated for the accessories, is that the extended warranty C purchased. CW advised the accessories is an add on onto the VEH that NNA doesn't REIMB for. CW advised the extended warranty that C purchased is included within the refund amount. CW advised C is welcome to discuss further with the DLR as the DLR would be who C has to speak with in regards to seeing if there is any way to REIMB the accessories. C understood. C stated C will discuss with the DLR. C stated if C receives DOCS that the accessories is something that is attached to the VEH, would that change. CW advised that the offer provided is based off of Cs state guidelines and the DOCS that C provided. C stated if C can provide that DOC, can that still change though. CW advised that NNA doesn't refund or REIMB for any accessories or aftermarket parts or warranties. CW stated the offer provided is based off the state guidelines and will not change. C understood. C stated C thought it was the warranty that C purchased. C stated that makes more sense. C stated so then C signs the agreement and then what. CW advised once [REDACTED] CW receives the signed agreement, CW will begin processing the agreement and Cs check. CW advised once processing has been completed, case will then be transferred. C stated if C finds out that the accessory is an add on to the VEH, can that be refunded. CW reiterated that accessories are not REIMB or refunded. C stated does C need to go into the DLR. C stated so Morley will know that it is at CONCORD NISSAN. CW advised that Morley will be informed of the DLR that the surrender will take place. C stated does [REDACTED] CW know the timeframe that it'll take. CW advised [REDACTED] CW cannot provide an exact timeframe. CW advised once [REDACTED] CW receives signed agreement, then [REDACTED] CW can begin processing agreement and checks and case will be sent to Morley. C understood. CW advised [REDACTED] CW will follow up with C within the standard 3-5 business days for a follow up no later than [REDACTED] 023 or sooner. C stated if C had any additional questions, C would either call or email [REDACTED] CW. CW understood. CW thanked C and advised to have a good day. Call ended mutually.

023 7:27:18 AM

CW received an email from C with signed repurchase agreement attached: [REDACTED] please find attached, the signed repurchase agreement. Thank you, [REDACTED]

023 7:32:29 AM

CW sent C the following email: Good Morning, Thank you for sending in your signed agreement. I have begun processing the signed agreement and will follow up with you once the case has been transferred to Morley VSPC. Please let me know if you have any questions. Sincerely, [REDACTED] White | Arbitration Specialist, Dispute Resolution [REDACTED] Customer Quality & Dealer Network Development | Nissan Motor Co., Ltd. | [REDACTED]

[REDACTED]:54:33 AM

CW submitted check request in the amount of [REDACTED] payable to C.

[REDACTED]:55:08 AM

C contacted NNA regarding C doesn't want the VEH.

[REDACTED]:55:09 AM

C contacted NNA regarding C doesn't want the VEH.

[REDACTED]:3:31:34 PM

CW resubmitted check request in the amount of [REDACTED] payable to C.

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

CONSUMER ASSISTANCE REQUEST

3:30:03 PM

CW sent case to Morley, case

023 10:08:03 AM

DRTS forwarding check to Morley via Customer: Check Type: Customer. Amount:

023 3:46:54 PM

CW received an email from C: Sounds good, thank you for the update.

023 3:54:06 PM

CW called C and left VMX. CW advised a follow up email will be sent. CW provided direct line and case number.

023 3:58:36 PM

CW sent C the following email: Good Afternoon, I have attempted to contact you on 023 to discuss your vehicle concerns. I was following up to inform you that your processing is almost complete. I have sent your case to Morley and I am currently waiting on the transfer completion and acceptance. Once transferred successfully, I will follow up with the next steps. Please let me know if you have questions. Thank you, Arbitration Specialist, Dispute Resolution Customer Quality & Dealer Network Development | Nissan Motor Co., Ltd.

10:05:53 AM

CW received an email from C: Thank you for the update!

10:13:09 AM

CW sent C the following email: Good Morning, Can you provide a copy of the entire page, front and back of the vehicle title? The one that was previously sent, doesn't have the full page shown. Thank you, Arbitration Specialist, Dispute Resolution Customer Quality & Dealer Network Development | Nissan Motor Co., Ltd.

1:49 PM

CW received an email from C with title attached. have rescanned the title document and attached it. Is this copy sufficient? Regard

1:39:07 PM

CW resent case to case

1:42:31 PM

CW sent C the following email: Good Morning, Yes, that document is sufficient. I will provide an update once case has been successfully transferred to Thank you, Arbitration Specialist, Dispute Resolution Customer Quality & Dealer Network Development | Nissan Motor Co., Ltd. | Phone:

9:28:19 AM

CW sent C the following email: PLEASE READ BELOW IMPORTANT INFORMATION CONCERNING YOUR CASE. Good Morning, Your repurchase checks have been approved for You and the lienholder. What's next? our 3rd party vendor will create a case for the surrender of your vehicle which will happen at the dealership. will contact you via phone within 14 business days (starting tomorrow) to discuss a date and time for the vehicle surrender. Please note that Nissan doesn't have a part in this process directly. has their own policies and procedures and I am NOT ABLE to expedite this appointment on your behalf. Do I have to be at the vehicle surrender? Yes, the title has to be signed over, so the person or persons who is/are on the title MUST BE PRESENT at the vehicle surrender. This a legal transfer of property so the relevant parties need to be in attendance. So schedule a date/time when the relevant party or parties can be present in person. and NNA have set up these policies to protect both you and Nissan North America. What happens at the vehicle surrender? 1. An inspection of your vehicle will be performed for any potential damage to the vehicle. 2. A packet of documents for you to sign in order to release ownership of the vehicle to Nissan North America. When are surrenders scheduled with? Surrenders are scheduled Monday-Thursday - and Friday - What should I bring to the surrender? 1. Original Title to vehicle (if applicable) 2. Certified check or money order (if you owe money) When do I get my check? If you are getting a check, you will get your check at the agreed upon date of the surrender when a representative will hand you a certified check in the amount owed to you after the paperwork is signed. This check WILL NOT be mailed to you. will send the check to the lienholder directly. Anything Else? Yes, a Vehicle Purchase Program (VPP) code has been processed. The VPP is a way for Nissan to offer customers a chance at employee discounts. However, not all dealers participate in this program since it is voluntary by them. The VPP discount has been processed and the claim number is This code is valid at any Nissan Dealer and expires on You may take this VPP discount code to any Nissan sales department to determine how much of a discount is available as it varies by the model. You are not required to use this VPP discount, but I wanted to extend to you as a goodwill gesture and an incentive to purchase a new Nissan vehicle. Note: A VPP code is good for 30 days. Thank you, it has been a pleasure helping you. Have a great day. Arbitration Specialist, Dispute Resolution Customer Quality & Dealer Network Development | Nissan Motor Co., Ltd. |

9:31:06 AM

*****CASE SUMMARY***** C contacted Nissan CA requesting buyback due to acceleration concerns. *****STATEMENT OF DECISION***** Consumer Affairs Voluntary Repurchase due to 2 repairs and 30 days out of service for lack of acceleration when stepping on throttle and lack of power and 30 days out of service for all warranty repairs.

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

CONSUMER ASSISTANCE REQUEST

NAME: [REDACTED] **VIN:** [REDACTED] **TRIM:** S M/T
CITY: [REDACTED] **MODEL:** [REDACTED]: [REDACTED] **OPTIONS:** [REDACTED]
STATE: [REDACTED] **MFG DT:** [REDACTED] **DLR EL MONTE NISSAN**
OPEN_DT: [REDACTED] **SVC DT:** [REDACTED] **DLR STATE:** [REDACTED]
CLOSE_DT: [REDACTED] **MILEAGE:** [REDACTED] **ACCIDENT:** N **AIRBAG:** N

TRD	CONCERN/CATEGORY	SUBCATEGORY/SYMPTOM
06	OA Vehicle Concerns	337230 Engine Electric
		AS Engine Wire Harness

CAR VERBATIM

[REDACTED]

3:17:51 PM
C contacted NNA regarding C don't want the VEH.

3:17:52 PM
C contacted NNA regarding C don't want the VEH.

3:28:22 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: [REDACTED] Open recalls/campaigns: None [REDACTED] in receipt of attorney letter received [REDACTED] 023 via US Certified Mail dated 1 [REDACTED] 023 sent via [REDACTED] ROC-AA rec'd [REDACTED] Law cited: Song Beverly Consumer Warranty Act, California Civil Code, Federal Magnuson Moss Warranty Nonconformities include: Defective transmission system Requesting: refund Requesting contact by: 14 days Letter attached.

3:31:11 PM
ROC-AA sent email to DLR code [REDACTED] requesting all ROs, including [REDACTED]

3:43:56 PM
ROC-AA sent email requesting sales docs, factory invoice, and title application.

4:13:10 PM
ROC-AA noting completed and attached RHR to case. ROC-AA attached DBS RO's.

9:33:28 AM
ARBS-ZD notes the following RHR: [REDACTED] @28,068 miles [REDACTED] 3 Days Down Concern: 1. Check [REDACTED] has loss of power when driving. Action: 1. No warning lights on upon arrival. No codes stored in system. Test drove vehicle 5 miles under [REDACTED] most driving conditions. Found no drive ability concern.(CP) [REDACTED] @ 28,111 miles [REDACTED] 2 Days Down Concern: 1. Customer states VEH has loss of power Action: 1. Found [REDACTED] found dtc occurred after engine stalling performed diagnosis procedure, [REDACTED] inspected harness for continuity including short to power and ground, found harness ok, cleared [REDACTED] dtc and road tested vehicle found ok after no action taken at this time.(FW)

9:33:42 AM
ARBS-ZD notes the following RHR summary: In-service: [REDACTED] Purchased Type: New State: [REDACTED] Current Mileage: [REDACTED] VSC Found: None Open Campaigns: None Warranty Cases Found: None Previous Goodwill Offers: None Tech Line Cases Found: None DTS Involved: No 2 repairs of vehicle has loss of power when driving @28,068 miles-No warning lights on upon arrival. No codes stored in system. Test drove vehicle 5 miles under most driving conditions. Found no drive ability concern.(CP) @28,111 miles-Found [REDACTED] found dtc occurred after engine stalling performed diagnosis procedure, inspected harness for continuity including short to power and ground, found harness ok, cleared dtc and road tested vehicle found ok after no action taken at this time.(FW) Total days down: 5 Days down for warranty repairs: 5

9:37:20 AM
ARBS-ZD notes ATTY letter received from Consumer Law Experts/Lemon Law Experts ARBS-ZD notes ATTY is Jessica Anvar Response is 30 days In-Service Date: [REDACTED] Open campaigns: 0 Additional cases found: 0 Warranty cases found: 0 Tech line case found: 0 DTS involved: 0 VSC found: None State: [REDACTED] Previous checks: 0 ARBS-ZD notes no damage reported per Carfax ARBS-ZD notes Carfax attached to case under Carfax reports.

9:37:32 AM
ARBS-ZD notes plans to offer repurchas [REDACTED] \$6,000 inclusive settlement.

9:38:39 AM
ARBS-ZD sent the following email to ATTY w/intent letter of offer details: [repurchas [REDACTED] \$6,000 inclusive settlement] Good morning, Please see the attached intent letter for the customer listed above. If there are any questions or concerns, feel free to contact me directly on the highlighted number below.
Best Regards, Upcoming Office Closures/Vacations: [REDACTED] Arbitration Specialist II, Dispute Resolution Customer Quality & Dealer Network Development
Nissan Motor Co., Ltd. Phone [REDACTED]

8:47:55 AM
ROC-AA received and attached RO from [REDACTED]

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

CONSUMER ASSISTANCE REQUEST

██████████ 8:24:51

ROC-AA noting haven't received RO from DLR code 5897 with FOM involvement.

██████████ 8:39:18

██████████ ZD notes received the following email from ATTYT: Good morning, ██████████ We are in receipt of NNA's offer. Please find the current registration and purchase contract attached for your review. I have requested the rest of the documents from our client and should have them over to you soon. Thank you, PLEASE NOTE OUR UPDATED ADDRESS BELOW Destiny Olvera Pre-Litigation Case Manager | Consumer Law Experts, P.C. ██████████ ext. 146 F: ██████████

██████████ 8:40:09

██████████ ZD sent the following email to ATTY: Good Morning ██████████ I have received the purchase contract and vehicle registration. Please feel free to forward over the remaining information once it becomes available to you. Best Regards, Upcoming Office Closures/Vacations: November 10th- Veterans Day ██████████ | Arbitration Specialist II, Dispute Resolution - Customer Quality & Dealer Network Development | Nissan Motor Co., Ltd. | Phone: ██████████

██████████ 023 9:16:56

██████████ ZD received the following email from ATTY: Good morning, Zahiyya Please find the financials attached for your review. Thank you, PLEASE NOTE OUR UPDATED ADDRESS BELOW Destiny Olvera Pre-Litigation Case Manager | Consumer Law Experts, P.C. ██████████ ext. 146 ██████████

██████████ 023 9:16:58

██████████ ZD sent the following email to ATTY: Good Morning Destiny, I have received all of the requested documents and will proceed forward with the repurchase figures. Once I have them completed will be in contact with you directly to present. Lastly, I will need the vehicle photos once they have been made available to you to add to the file. Please let me know if there are any additional questions. Best Regards, Upcoming Office Closures/Vacations: November 23rd and 24th ██████████ Thanksgiving November 30th- December 4th- Out of Office Zahiyya Dodson | Arbitration Specialist II, Dispute Resolution - Customer Quality & Dealer Network Development | Nissan Motor Co., Ltd. | Phone: ██████████

██████████ 023 9:29:40

ROC-AA received and attached RO from ██████████

██████████ 023 9:48:52

██████████ ZD notes the following repurchase figures: Cash Down payment: \$1,000.00 Principal Paid to Date: \$6,618.25 Interest Paid to Date: \$1,264.91 Registration \$301.00 GAP Refund: \$916.66 Total Amounts Paid: \$10,600.82 Less Usage: \$3,996.35 Guidepoint GPS : \$995.00 GAP: \$1,100.00 Balance Payable to ██████████ \$4,509.47 Attorney Fees: \$4,000.00 Total Payable to Attorney and ██████████ \$8,509.47 USAGE: 28,068-7=28,061/120,000*17,090=3,996.35

██████████ 023 9:51:09

██████████ ZD received the following email from ATTY: Good morning ██████████ Thank you for confirming! I should have the photos over to you soon. Thank you, PLEASE NOTE OUR UPDATED ADDRESS BELOW Destiny Olvera Pre-Litigation Case Manager | Consumer Law Experts, P.C. ██████████

██████████ 023 9:52:28

██████████ ZD sent the following email to C w/repurchase agreement: Good Morning ██████████ I have finalized the calculations and attached the agreement to this email. I will need this signed and returned to continue with the repurchase process. I will also need the vehicle photos as well to add to the file. Please let me know if there are any additional questions. Best Regards, Upcoming Office Closures/Vacations: November 23rd and 24th ██████████ Thanksgiving November 30th- December 4th- Out of Office Zahiyya Dodson | Arbitration Specialist II, Dispute Resolution - Customer Quality & Dealer Network Development | Nissan Motor Co., Ltd. | Phone: ██████████

██████████ 023 9:53:55

***DUE TO ATTORNEY REPRESENTATION, DO NOT CONTACT THIS CLIENT. IF CLIENT SHOULD CALL, PLEASE REFER CLIENT TO THEIR ATTORNEY.**

██████████ 023 9:53:56

***DUE TO ATTORNEY REPRESENTATION, DO NOT CONTACT THIS CLIENT. IF CLIENT SHOULD CALL, PLEASE REFER CLIENT TO THEIR ATTORNEY.**

██████████ 023 10:01:26

██████████ ZD received the following email from ATTY: Good morning ██████████ Thank you for sending this over. Everything seems accurate however the downpayment seems to be off by \$500.00. I have attached the purchase contract for your review. Please let me know if you have any questions. Thank you, PLEASE NOTE OUR UPDATED ADDRESS BELOW ██████████ Pre-Litigation Case Manager | Consumer Law Experts, ██████████

██████████ 023 10:02:43

██████████ ZD sent the following email to ATTY: Good Morning, It appears there was a typo but the amounts added up to be correct. Please see the updated repurchase agreement with the downpayment figure updated. Please feel free to return the signed agreement once it has been made available to you. Best Regards, Upcoming Office Closures/Vacations: November 23rd and 24th ██████████ Thanksgiving November 30th- December 4th- Out of Office ██████████ Arbitration Specialist II, Dispute Resolution - Customer Quality & Dealer Network Development | Nissan Motor Co., Ltd. | Phone: ██████████

██████████ 10:13:26

██████████ ZD sent the following email to ATTY: Good Morning, Please provide an update on this case and Nissan's offer. Best Regards, Upcoming Office Closures/Vacations: November 30th- December 4th- Out of Office ██████████ | Arbitration Specialist II, Dispute Resolution - Customer Quality & Dealer Network Development | Nissan Motor Co., Ltd. | Phone: ██████████

██████████ 2:58:17 PM

██████████ ZD notes received the following email from ATTY: Good morning, Zahiyya After further discussion with our client, they have expressed interest in cash settlement in lieu of the repurchase. We respectfully request that NNA present a cash settlement in the interest of client retention. Thank you and I look forward to your response. Thank you, PLEASE NOTE OUR UPDATED ADDRESS BELOW ██████████ Pre-Litigation Case Manager | Consumer Law Experts, P.C. D: ██████████

FOIA PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA) U.S.C. 552(b)(6)

CONSUMER ASSISTANCE REQUEST

3:06:32 PM

ARBS-ZD sent the following email to ATTY w/settlement agreement: Good Afternoon [REDACTED] Please see the attached settlement agreement. We ask that you send in the appropriate agreement signed by 12/11 to proceed forward and avoid case closure. Best Regards, Upcoming Office Closures/Vacations: [REDACTED] Arbitration Specialist II, Dispute Resolution - Customer Quality & Dealer Network Development | Nissan Motor Co., Ltd. | Phone: [REDACTED]

7:58:16 AM

ARBS-ZD received the following email from ATTY: Good afternoon [REDACTED] Thank you for your response. At this time our client is willing to settle this matter for \$9,000.00 inclusive of attorney fees. I look forward to your response. Thank you, PLEASE NOTE OUR UPDATED ADDRESS BELOW [REDACTED] Destiny Olvera Pre-Litigation Case Manager | Consumer Law Experts, [REDACTED]

8:00:25 AM

ARBS-ZD sent the following email to ATTY: Good Morning [REDACTED] Nissan is not in a position to offer \$9,000 inclusive but can increase the amount to \$7,000 inclusive at this time. Please let me know if the customer would like to accept or decline Nissan's offer. Best Regards, Upcoming Office Closures/Vacations: December 25th - Christmas Day January 1st- New Years Day [REDACTED] Arbitration Specialist II, Dispute Resolution - Customer Quality & Dealer Network Development | Nissan Motor Co., Ltd. | Phone: [REDACTED]

7:54:23 AM

ARBS-ZD received the following email from ATTY: Good afternoon, [REDACTED] We respectfully request we meet in the middle and settle this matter for \$8,000.00 inclusive. I look forward to your response. Thank you, PLEASE NOTE OUR UPDATED ADDRESS BELOW [REDACTED] Pre-Litigation Case Manager | Consumer [REDACTED]

12/18/2023 7:57:37 AM

ARBS-ZD sent the following email to ATTY w/ updated settlement agreement: Good Morning [REDACTED] Nissan is in the position to increase the offer to \$8,000 inclusive. I have attached the updated settlement agreement to this email. We ask that it be returned by 2PM CST today for processing before the holidays. Best Regards, Upcoming Office Closures/Vacations: December 25th- Christmas Day January 1st- New Years Day [REDACTED] Arbitration Specialist II, Dispute Resolution - Customer Quality & Dealer Network Development | Nissan Motor Co., Ltd. | Phone: [REDACTED]

8:42:42 AM

ARBS-ZD received the following email from ATTY: Good morning, [REDACTED] Everything on the release seems fine except the name at the signature line is incorrect. Can you please edit the release when the time permits. Thank you in advance. Kind regards, [REDACTED] Pre-Litigation Case Manager | Lemon Law Experts [REDACTED] nolemon. Helping California Consumers with Their Lemons Since 2009

8:43:33 AM

ARBS-ZD sent the following email to ATTY: Good Morning [REDACTED] Please see the updated agreement. I apologize for the delay. Best Regards, Upcoming Office Closures/Vacations: January 1st- New Years Day [REDACTED] Arbitration Specialist II, Dispute Resolution - Customer Quality & Dealer Network Development | Nissan Motor Co., Ltd. | Phone: [REDACTED]

11:11:02 AM

ARBS-ZD notes received the following email from ATTY: [REDACTED] Attached you will find the executed settlement agreement/release regarding the above-referenced matter. Kindly confirm that the settlement check will be sent to our office at the address below. Consumer Law Experts, [REDACTED]

11:14:50 AM

***DUE TO ATTORNEY REPRESENTATION, DO NOT CONTACT THIS CLIENT. IF CLIENT SHOULD CALL, PLEASE REFER CLIENT TO THEIR ATTORNEY.** Attorney Demand Voluntary Repurchase due to 2 repairs and 5 days out of service for vehicle losses power when driving and 5 cumulative days out of service for all warranty repairs.

11:23:07 AM

ARBS-ZD notes sent the following email to ATTY: Hello [REDACTED] Are you able to send over the updated vehicle registration for processing. The current one expired on 11/10. Once received I will submit the agreement for processing. Thank you, Upcoming Office Closures/Vacations: [REDACTED] Arbitration Specialist II, Dispute Resolution - Customer Quality & Dealer Network Development | Nissan Motor Co., Ltd. | Phone: [REDACTED]

4:01:21 PM

ARBS-ZD notes submitted check request in the amount of \$8,000.00 for C/ATTY.

4:02:16 PM

ARBS-ZD received the following email from ATTY: Good morning [REDACTED] The vehicle was involved in an accident and is currently getting repaired. Therefore the client does not have access to the most current registration. Can you accept the purchase contract as proof of ownership? Please advise. Kind regards, [REDACTED] Pre-Litigation Case Manager | Lemon Law Experts [REDACTED] Helping California Consumers with Their Lemons Since 2009

4:06:17 PM

ARBS-ZD sent the following email to ATTY: Good Morning [REDACTED] I have received approval to accept the current registration and submit the check for processing. Processing will take 3-5 days and will be sent to your office once complete. Thank you for your assistance with this matter and I hope your year is off to a great start. Best Regards, Upcoming Office Closures/Vacations: [REDACTED] Arbitration Specialist II, Dispute Resolution - Customer Quality & Dealer Network Development | Nissan Motor Co., Ltd. | Phone: [REDACTED]

CONSUMER ASSISTANCE REQUEST



[REDACTED] 3:47:31 AM

[REDACTED] ZD received the following email from ATTY: Good afternoon, [REDACTED] Sounds great thank you so much! Hope you are having a great start to your year as well! Kind regards, [REDACTED] Pre-Litigation Case Manager | Lemon Law Experts [REDACTED]
[REDACTED] [REDACTED] [REDACTED] Helping California Consumers with Their Lemons Since 2009

[REDACTED] 3:49:31 AM

[REDACTED] ZD notes closing case due to no further assistance being needed from [REDACTED]

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

CONSUMER ASSISTANCE REQUEST

NAME: [REDACTED] **VIN:** [REDACTED] **TRIM:** S M/T
STATE: [REDACTED] **MODEL:** [REDACTED] **OPTIONS:** [REDACTED]
OPEN_DT: [REDACTED] **MFG DT:** [REDACTED] **SERVICING:** [REDACTED] **AUTONATION:** [REDACTED]
CLOSE_DT: [REDACTED] **SVC DT:** [REDACTED] **ACCIDENT:** N **AIRBAG:** N
MILEAGE: 18,165

TRD	CONCERN/CATEGORY	SUBCATEGORY/SYMPTOM
<input type="checkbox"/>	OA Vehicle Concerns	228500 Manual Transmission
<input type="checkbox"/>	CA Mechanical	BF Clutch

CAR VERBATIM

[REDACTED]

6:25:00 PM

CRR-RS OPENED Account information including: C's name, home & e-mail address, phone number & best contact number. CRR-RS VERIFIED VEH Information including: VIN #, Current Mileage, Service History CRR-RS CHECKED for open recalls/campaigns and found: 0 CHECKED for previous UNRELATED cases and found: 0 CRR-RS CHECKED previous RELATED cases and found: 0 CRR-RS NOTED concern is: RHR DLRHSP unable to resolve issue. CRR-RS received a call from C C stated name of DLRHSP: AUTONATION NISSAN CHANDLER C stated C took VEH to DLRHSP already. C stated when VEH stalls & when VEH will turn back on but it barely accelerates. C stated DLRHSP stated they cannot duplicate the issue but here was a code. C stated the VEH will not accelerate as designed & DLRHSP was able to confirm this. C stated the issue is due to some sensor. C stated VEH is a safety hazard. C stated C wants NNA to help C. CRR-RS informed C that Case will be transferred to a Regional Consumer Affairs Specialist. CRR-RS informed C that a Regional Consumer Affairs Specialist will contact C by the end of next business day. CRR-RS advised PO request email will be sent. C understood. CRR-RS asked if there was anything else CRR-RS could assist with at this time. C declined. CRR-RS provided C with name and case [REDACTED] Call ended mutually. Best contact [REDACTED]

6:25:15 PM

***** [CASE SUMMARY] ***** C called for RHR DLRHSP unable to resolve issue. CRR-RS sending case to RCAS for further review.

1:49:00 PM

RCAS-KC submitted filter RHR.

1:52:48 PM

RCAS-KC made outbound call to AUTONATION NISSAN CHANDLER at [REDACTED] RCAS-KC was transferred to services department VMX. RCAS-KC advised RCAS was send email to SM.

1:55:01 PM

RCAS-KC made outbound call to DTS-Roy Hellmund at [REDACTED] RCAS-KC advised RCAS is trying to get some clarification on TECH notes. RCAS-KC advised, DTS-RH reviewed diagnosis with [REDACTED] and advised that the concern is not occurring naturally. RCAS-KC advised RCAS is trying to understand C's next steps. DTS-RH asked for the [REDACTED] and type of VEH. RCAS-KC provided the [REDACTED] as Chandler and the VEH is Versa Sedan. DTS-RH advised DTS is going to have to put that case up on computer. DTS-RH requested a text or email of VIN. RCAS-KC understood. Call ended mutually.

1:57:26 PM

RCAS-KC sent email to [REDACTED] requesting the following 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 TECH LINE been involved? Has a Dealer Technical Specialist (DTS) been involved?

1:58:16 PM

RCAS-KC unable to data net.

2:21:52 PM

Previous related cases found: 0 Previous unrelated cases found: 0 Open Recalls/Campaigns: 0 Number of Vehicles Owned: 1 VSC Contracts: Limited Warranty EXP [REDACTED] GT-R Sched 1 EXP 1 [REDACTED] 3 Warranty Extensions: 0 Purchased New or Pre-owned: Pre-owned Current Mileage: 18,165 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: 0 What is your customer seeking? C contacted CA requesting assistance with acceleration concerns.

2:31:03 PM

RCAS-KC placed an outbound call to C at [REDACTED] VMX. RCAS-KC stated contacting to follow up on case. RCAS-KC advised RCAS doesn't have a update for C yet, but will reach out to C as soon as RCAS has a update. RCAS-KC provided contact information. RCAS-KC repeated contact information. RCAS-KC advised, if RCAS is unable to reach C today, RCAS will reach out by 1 [REDACTED]

2:31:16 PM

RCAS-KC sent unable contact email.

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

CONSUMER ASSISTANCE REQUEST

10 [REDACTED] 023 2:31:56 PM

RCAS-KC received email from [REDACTED] on 1 [REDACTED] 3 at 2:23pm, providing the following: How many times has the customer's vehicle been to the dealer/retailer for repairs? 1 What repairs were performed? confirmed after stalling vehicle 4 times in a row, code [REDACTED] and vehicle would not accel as designed. DTS Roy confirmed this is not a naturally occurring failure. No repairs recommended at this time. no repairs made at this time. 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? 1 Has TECH LINE been involved? no Has a Dealer Technical Specialist (DTS) been involved? yes

10 [REDACTED] 023 2:34:03 PM

FILTER RHR ARBSPL - JC Transferring FILTER RHR to ARBSPL - RG Original Sale was in [REDACTED] STATE: [REDACTED] 3999 [REDACTED] 2022 NISSAN VERSA SEDAN 10.5.22 [REDACTED] METALLIC PRE OWN ===== CARFAX NO Accidents or Damage Reported 3 OWNERS 1st - [REDACTED] IN) [REDACTED] - [REDACTED] (AZ) [REDACTED] LAST Reported Odometer Reading --- 18,165 ON 10.26.23 @ AutoNation Nissan Handler ===== Selling Dealer - MOSSY NISSAN ESCONDIDO - 3397 - CA PREV. CASES - 0 DPIC CASES - 0 VCS CASES - 0 Approved Checks - Tech line cases - 0 Warranty cases - 0 Open Campaigns - 0 VSC - 0 DTS - 0 TABLEAU - NO OPEN ROs DBS - DOWN FW REPAIRS --- NONE

10 [REDACTED] 023 3:50:05 PM

RCAS, please ask customer questions related to SOP 3.19 ARBS PL-RG reviewed CARFAX and it appears vehicle was purchased in Arizona Please resubmit filter once verified and documented

[REDACTED] 023 10:56:31 AM

RCAS-KC received email from DTS-Roy Hellmund on 1 [REDACTED] 3 at 2:36pm advising, VEH has a manual CVT and when C stalls the engine several times by rapid engagement of the clutch, it will be slow to accelerate after restart, that is what DTS mean by it not being a normal condition, and C is not driving VEH normally.

[REDACTED] 023 10:58:30 AM

RCAS-KC placed an outbound call to C at [REDACTED] VMX. RCAS-KC stated contacting to follow up on case. RCAS-KC provided contact information. RCAS-KC repeated contact information.

[REDACTED] 023 10:58: [REDACTED] AM

RCAS-KC sent unable contact email.

[REDACTED] 023 10:59:59 AM

C contacted [REDACTED] requesting assistance with buyback of VEH.

[REDACTED] 023 11:43:45 AM

RCAS-KC is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted Nissan [REDACTED] regarding acceleration concerns. RCAS-KC advised C Nissan has created a Case to document C's concern and this Case will remain in NNA's system. RCAS-KC reviewed Case with ARBS PL-[REDACTED] Garcia who advised, RCAS needs to asked SOP 3.19 questions for C and then resubmit filter. RCAS-KC reviewed Case with [REDACTED] who advised, C been to DLR once for acceleration concern and [REDACTED] was involved in diagnosis. RCAS-KC reviewed Case with [REDACTED] who advised, VEH has a manual CVT and when C stalls the engine several times by rapid engagement of the clutch, it will be slow to accelerate after restart, that is what DTS mean by it not being a normal condition, and C is not driving VEH normally. *** STATEMENT OF DECISION *** RCAS-KC 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 lack of diagnosis and unable to contact C.

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

CONSUMER ASSISTANCE REQUEST

[REDACTED]

[REDACTED]

NAME [REDACTED]

VIN: [REDACTED]

TRIM: S

CITY: [REDACTED]

MODEL: [REDACTED] [REDACTED]: [REDACTED]

OPTIONS: [REDACTED]

STATE: [REDACTED]

MFG DT: [REDACTED]

[REDACTED] VISION [REDACTED]

OPEN_DT: [REDACTED]

SVC DT: [REDACTED]

[REDACTED] STATE: [REDACTED]

CLOSE_DT: [REDACTED]

MILEAGE: 200

ACCIDENT: N AIRBAG: N

TRD	CONCERN/CATEGORY	SUBCATEGORY/SYMPTOM
06	OA Vehicle Concerns	337220 Engine
	CA Mechanical	AC Output Speed Sensor

CAR VERBATIM

[REDACTED]

11:35:07 AM

ROC-HF Received incoming mail, attached documents to case for agent follow-up.

8:44:04 AM

RCAS-MC noting C called CA to express concerns about VEH's "computer generated limp mode."

8:44:37 AM

C contacted CA seeking compensation due to C waiting for C's New VEH since 0 [REDACTED]

8:47:32 AM

RCAS-MC unable to data net the case.

8:47:52 AM

Previous related cases found: 0 Previous unrelated cases found: 1 Open Deals/Campaigns: 0 Number of Vehicles Owned: 2 VSC Contracts: 0 Warranty Extensions: 0 Purchased New or Pre-owned: New Current Mileage: 200 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: \$0 What is your customer seeking? C contacted CA to express concerns about VEH's "computer generated limp mode."

8:52:41 AM

RCAS-MC made outbound call to Vision Nissan Canandaigua a [REDACTED] RCAS-MC requested to speak with SM or SA. RCAS-MC spoke with SM [REDACTED] Jenkins. RCAS-MC provided VIN and asked if C had been into the DLRSH. SM-MJ advised no. Call ended mutually.

8:55:31 AM

RCAS-MC made outbound call to C a [REDACTED] RCAS-MC left VMX advising of the case number, RCAS-MC contact number, and advised that RCAS-MC will follow up on 1 [REDACTED]

8:57:15 AM

RCAS-MC sent unable to contact email to C.

8:12:14 AM

RCAS-MC made outbound call to C at [REDACTED] RCAS-MC left VMX advising of the case number and RCAS-MC contact number.

8:12:52 AM

RCAS-MC sent unable to contact email to C.

8:14:07 AM

RCAS-MC is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted Nissan CA requesting assistance with computer generated limp mode in VEH. RCAS-MC reviewed Case with SM [REDACTED] Jenkins who advised C had not been into the DLRSH. *** STATEMENT OF DECISION *** RCAS-MC unable to contact the C.

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

CONSUMER ASSISTANCE REQUEST

NAME: [REDACTED]
STATE: [REDACTED]
OPEN_DT: [REDACTED]
CLOSE_DT: [REDACTED]

VIN: [REDACTED]
MODEL: [REDACTED]
MFG DT: [REDACTED]
DT: [REDACTED]
MILEAGE: [REDACTED]

TRIM: S
OPTIONS: [REDACTED]
SERVICING: [REDACTED]
STATE: [REDACTED]
ACCIDENT: N AIRBAG: N

TRD	CONCERN/CATEGORY	SUBCATEGORY/SYMPTOM
06	OA Vehicle Concerns	337220 Engine
	CA Mechanical	AC Output Speed Sensor

CAR VERBATIM

[REDACTED]

11:23:55 AM
SE emailed [REDACTED] inquiring about engine concerns. SE noting email is DLRS preferred method of contact.

11:25:01 AM
SE emailed SLS MG [REDACTED] and OLMO [REDACTED] advising of C's sales complaint and asking DLRSH to reach out to C. SE noting email is DLRS preferred method of contact.

11:26:48 AM
Sales Hot Alert

11:26:49 AM
Sales Hot Alert

11:45:07 AM
SE made outbound call to C at [REDACTED] SE ADVISED, [REDACTED] This call may be recorded for quality and training purposes. [REDACTED] SE VERIFIED [REDACTED]s name, home & email address, concern, phone. [REDACTED] SE CONFIRMED [REDACTED]s VEH make/model, mileage, and servicing [REDACTED] SE CHECKED and ADVISED C of open recalls/campaigns and found:0 Previous UNRELATED Case(s) Found:0 Previous RELATED Case(s) Found:0 [REDACTED] SE advised that case has been escalated to [REDACTED] SE and [REDACTED] SE will agent reviewing case for resolution. [REDACTED] SE asked about C's sales and engine concerns. C stated C stated that VEH only has 174 miles on it and it went into limp mode and VEH lost power. [REDACTED] SE empathized about C's sales and engine concern. [REDACTED] SE thanked C for sharing concerns about sales experience through survey. [REDACTED] SE advised that concerns have been documented and shared with the [REDACTED] SE advised that DLRS are independently owned and operated. [REDACTED] SE advised that sales concern will have to be addressed directly with [REDACTED] C stated that VEH is at Kocourek Nissan. C stated that Gandrud is 90 miles away and couldn't get VEH to DLRSH in limp mode. C inquired if C should be concerned about engine as it's a new VEH. [REDACTED] SE advised that [REDACTED] SE needs to gather more information before [REDACTED] SE speaks about diagnosis. [REDACTED] SE advised that [REDACTED] SE is reviewing engine concerns with the DLRSH. [REDACTED] SE advised follow up will be 11/29 due to holidays. [REDACTED] SE offered direct line and case number. C asked to email. [REDACTED] SE agreed. [REDACTED] SE thanked the C for the C's time. Call ended mutually.

11:45:51 AM
SE received email from [REDACTED] on 11/22 at 1138AM advising: What is the customer's complaint: CUSTOMER STATES THE VEHICLE LOST POWER AND WILL NOT EXCEED 2000 RPM, NO LIGHTS ON THE DASH BUT HE FUEL MILEAGE READING KEEPS CHANGING, CHECK AND ADVISE What is the DLR's recommended repair/next step: CALLED 11/13, CUSTOMER LIVES IN [REDACTED] IS GOING TO CHECK AND SEE IF IT CAN BE LOOKED AT THERE AND CALL US BACK IF IT CANNOT. JUST PURCHASED HERE Is the customer aware of the [REDACTED]s recommended repair/next steps: YES Is the repair warrantable: Has not been diagnosed If so, what warranty is covering the cost of the repairs: Has not been diagnosed If not, why: Not here Is there any history of related repairs: NO If so when, what was the complaint, and what were the [REDACTED]s diagnosis for each visit: No visits Has the DTS or tech line been involved: NO Is a DTS needed: At this point no Are the parts available: Has not been diagnosed Is the VEH currently at the [REDACTED] NO Is the C in a loaner VEH: NO Is there an ETA on repairs: Unsure if repairs are even needed.

11:48:09 AM
SE sent C email with direct line and case number.

11:57:48 AM
SE noting that last RO was at 5047 Kocourek Nissan. SE transferring to [REDACTED] over DLRSH.

12:31:38 PM
TB sent email to FOM [REDACTED] SM [REDACTED] requesting the following: The repair recommendation: The cause of the failure: Current mileage: Is C in loaner: ETA on repairs if applicable: ETA of part if applicable: Are repairs warrantable: Part name: Part number: Order number: Location of the VEH:

4:42:17 PM
TB received email from [REDACTED] advising that The customer has VEH, there were past codes stored in VEH when [REDACTED] had VEH and VEH test drove fine. [REDACTED] gave VEH back to the customer and C called that night and left a message saying the problem had happened again. [REDACTED] called and left a message for the customer and he has not called back yet.

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

CONSUMER ASSISTANCE REQUEST

4:58:37 PM

RCAS-TB placed outbound call to [REDACTED] RCAS-TB VERIFIED C's name, email, mailing address, & phone# RCAS-TB verified VEH and mileage as 2024 Versa 172 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 [REDACTED]'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 [REDACTED]'s case and address the concerns accordingly with the DLR KOCOUREK NISSAN. C stated that C bought if from another Nissan DLR. C stated that C VEH was limp mode. RCAS-TB verified concern as C contacted NNA for sales complaint and engine concerns. C stated yes RCAS-TB apologized to C for C sales experience. RCAS-TB advised that RCAS reached out to SM to gather some information on VEH and was advised that C left VMX to DLR and DLR has been trying to contact C back to assist C. C stated no C has been busy. C stated that C advised that C that VEH is fine. C stated that C drove and would not go past 40 miles. C stated that C is afraid of driving. C stated that VEH is in garage. RCAS-TB advised that C has Roadside assistance and C should contact for assistance getting VEH to DLR. RCAS advised that [REDACTED] will look into possible repurchase/replacement of VEH. RCAS-TB advised that the NNA will collect the 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 or more business days to complete. RCAS-TB advised that CRT-TB will follow up with the C every 3 business days to advise of an update 1 [REDACTED] 3. RCAS-TB advised repurchase/replacement of VEH is not guaranteed however if the decision is favorable someone will contact the C with the C's options. RCAS-TB asked if there were any questions. C stated that C will be out of the country until next year [REDACTED] 3. RCAS-TB advised that RCAS will follow up with C on 1 [REDACTED] 3. RCAS-TB provided/confirmed direct line and case number. RCAS-TB thanked the C for the C's time. Call ended mutually.

4:59:28 PM

RCAS-TB sent follow up email.

8:05:18 AM

RCAS-TB submitted RHR filter.

8:48:46 AM

FILTER RHR ARBSPL Does not Recommend an RHR due to the vehicle has not been subjected to an unreasonable amount of Repairs. Case Number [REDACTED]

Vehicle Purchase: New/ retail Selling Dealer - GANDRUD NISSAN / 2602 / WI PREV. CASES - 0 DPIC CASES - 0 VCS CASES - 0 Approved Checks - 0 Tech line cases - 0 Warranty cases - 0 Open Campaigns - 0 VSC - 0 DTS - 0 TABLEAU -NO OPEN ROs DBS - LAST Closed [REDACTED] DD: 9 @ 178 [REDACTED] @ KOCOUREK NISSAN / Nicole, Foukal 1) C/s VEHICLE IN LIMP MODE, WONT GO OVER 25 MPH ----- COULD NOT DUPLICATE CUSTOMER CONCERN. TEST DR OVE VEHICLE AND SCANNED, FOUND RADAR STAIN CODE AND POWER SUPPLY TO LANE CAMERA CODE. BOTH 1 TIME PAST CODES. INSPECTED MAF SENSOR FOR ---- DEBRIS AND FOUND NO ISSUES. (IP) 2) C/s FORWARD COLLISION LIGHT CAME ON THEN WAS ABLE TO RESET IT AFTER PARKING IT OVER NIGHT ----- FOUND PAST 1 TIME CODE FOR A STAIN ON RADAR. NO ISSUES FOUND WITH THE SYSTEM [REDACTED] (11.6.23) @ 16 [REDACTED] @ GANDRUD NISSAN / STEVE, WEBSTER 1) RECLEAN FOR DELIVERY jake deacon 1 [REDACTED] 3 1 [REDACTED]

12 023 1:27:18 PM

[REDACTED]-EM made outbound call to C [REDACTED] [REDACTED]-EM ADVISED, [REDACTED] This call may be recorded for quality and training purposes. [REDACTED] [REDACTED]-EM advised [REDACTED] is assisting RCAS-TB today. [REDACTED]-EM apologized for recent engine concern. [REDACTED]-EM advised the DLR let NNA CA know that DLR has tried to contact C regarding getting the VEH in for diagnostics. [REDACTED]-EM advised the case has been thoroughly reviewed and NNA is not in the position to repurchase/replace the VEH. [REDACTED]-EM apologized for outcome. [REDACTED]-EM asked if C had any questions. C stated [REDACTED] asked what will happen if the DLR can't fix the VEH. C stated the VEH is at the DLR now. [REDACTED]-EM asked if the VEH is currently down at the DLR. C stated C was at the NNA DLR this morning. C stated the DLR advised the VEH is fine. C stated C talked with [REDACTED] stated the VEH is not throwing any codes. C stated the CEL doesn't come on. C stated the VEH has a glitch. [REDACTED]-EM reassured NNA CA will keep C updated until the VEH is fully repaired. [REDACTED]-EM advised at this time, the VEH doesn't qualify for RHR, but RHR can be re-reviewed with any new Ros. [REDACTED]-EM advised C will get a letter in the mail with the contact information to the BBB if C doesn't agree with the decision. [REDACTED]-EM asked if C had any questions. C asked if C can drive the VEH. C stated the VEH doesn't throw any codes [REDACTED] confirmed VEH is at DLR. C stated yes. [REDACTED]-EM reassured NNA CA will keep C updated until the VEH is fully repaired. C stated the DLR already tried to repair the VEH and the VEH throws no codes. C stated SM confirmed VEH was in limp mode with no CEL. C stated SM is stumped. [REDACTED]-EM advised [REDACTED] will remind the SM that the SM can contact DTSM if the SM needs assistance. [REDACTED]-EM advised the RHR cannot be re-reviewed without any new Ros. [REDACTED]-EM apologized for the outcome. [REDACTED]-EM asked if C had any questions. C stated no. C stated C has questions for engineering. [REDACTED]-EM reiterated [REDACTED] will remind SM that the SM can contact DTSM if the SM needs assistance. [REDACTED]-EM advised [REDACTED] will follow up on 12/5. C stated C will be out of the country. [REDACTED]-EM asked if C wants the case closed at this time and C can reach back if further assistance is needed after C returns to the country. C confirmed. C asked what email [REDACTED] has on file. [REDACTED]-EM confirmed email. C asked for email to be updated to: [REDACTED] [REDACTED]-EM advised email will be updated and [REDACTED] will email C case number and contact info. [REDACTED]-EM asked if C had any questions. C stated no. [REDACTED]-EM thanked C for time. Call ended mutually.

12 023 1:52:30 PM

[REDACTED]-EM updated email on file to [REDACTED] per C's request.

12 023 1:53:36 PM

[REDACTED]-EM emailed C case number and direct line.

12 023 1:54:54 PM

[REDACTED]-EM submitted RHR denial correspondence request.

12 023 3:44:14 PM

[REDACTED]-EM is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted Nissan CA requesting assistance with [REDACTED]'s engine repair. RCAS-TB advised C Nissan has created a Case to document C's concern and this Case will remain in NNA's system. [REDACTED]-SE reviewed Case with SM-Doug Laatsch who advised the VEH has not been diagnosed. RCAS-TB reviewed case with SM-Tim Palmstein who advised DLR has been trying to contact C for diagnosis, but C has not reached back out to DLR. RCAS-TB reviewed case with ARBS-Janelle Cantrall who denied RHR. *** STATEMENT OF DECISION *** [REDACTED]-EM advised C the Case has been thoroughly reviewed and documented and Nissan is not in the position to repurchase/replace the VEH. [REDACTED]-EM notes C was displeased with outcome. [REDACTED]-EM notes C requested the case be closed as C will be out of the country.

CONSUMER ASSISTANCE REQUEST

NAME: [REDACTED] **VIN:** [REDACTED] **TRIM:** S M/T
CITY: [REDACTED] **MODEL:** [REDACTED]: [REDACTED] **OPTIONS:** [REDACTED]
STATE: [REDACTED] **MFG DT:** [REDACTED] **SERVICING:** [REDACTED] FRED HAAS NISSAN
OPEN_DT: [REDACTED] **SVC DT:** [REDACTED] **STATE:** [REDACTED]
CLOSE_DT: [REDACTED] **MILEAGE:** 21,500 **ACCIDENT:** N **AIRBAG:** N

TRD	CONCERN/CATEGORY	SUBCATEGORY/SYMPTOM
16	OA Vehicle Concerns	[REDACTED] Convenience Features
	CD Comfort and Convenience	GY Center Console - Front Seat

CAR VERBATIM

[REDACTED]

8:54:14 PM

Address: [REDACTED] Twitter Name: [REDACTED] Zip: [REDACTED]

NISSAN Dealer State: - Subject: Other Comments:

My Nissan Versa has dash lights go black and the acceleration drops to 5 on speedometer and the last time the steering was affected. Restarts after 5 min.

023 9:35:31 AM

C contacted NNA regarding concern with dash lights going black and acceleration dropping. ECRR-CS emailed C apologizing for concern and referred to [REDACTED] for technical support. ECRR-CS closing case.

023 10:59:31 AM

*** [Added after the case is closed.] *** [REDACTED]: Regarding case [REDACTED] I have already had this vehicle at the dealership in Tomball for four days. They could not reproduce nor find a code. I know that you all have been contacted before and are aware that there needs to be a reprogramming done to correct the problem. We have been Nissan drivers for years and I have never had so much trouble with a car. This is a hazard when driving. The safety people have at least three people who have complained. A Nissan tech actually came out to me and said just drive it until Nissan can decide to do a reprogram. I will continue pursuing this problem. And, again, I have already addressed this issue with Fred Haas Nissan in Tomball [REDACTED]. I have documentation that Nissan is aware of this problem and I only hope that no one gets injured or killed when this Versa decides to go in limp mode without any warning. Please reconsider my concerns.

I am so sorry your vehicle is having concerns. in order to discuss your case, I would need you to please verify the complete address and email on the case, please?

023 1:50:46 PM

[REDACTED] Caitlin Newport: Thank you for this information. I see that an email agent did refer you to the dealership for technical assistance. I will update those case notes to reflect the details that you're shared over text. When was your last visit to the dealership and what was the service advisor's name that you spoke with? [REDACTED]: His name was [REDACTED] at Fred Haas Nissan. He had the car for four days and could not reproduce or find a code. There have been documented complaints from other owners regarding this problem. [REDACTED] Thank you! May I have the VIN for your vehicle and the current mileage?

023 2:02:26 PM

[REDACTED] Approximately 21,500 miles [REDACTED] When a dealer is unable to get a code or duplicate a concern, it would mean there is no definitive reason for what is happening or a repair recommendation. This is likely why the dealer was not able to fix it while under warranty. How would you like Nissan to be involved?

023 2:12:22 PM

[REDACTED]: I am aware that there needs to be a reprogram so the computer will not do it again. I can forward where a Nissan tech said so. It is a danger to be driving this car doing this sporadically without warning. I do believe a rep needs to come to the dealership and fully inspect the computers. I would hope my son does not get hurt or killed because of this known malfunction. [REDACTED] We can look into this further for you. May I get name of your point of contact at the dealer, (Service Advisor, or Service Manager) [REDACTED]: [REDACTED] Thank you. [REDACTED]: I will escalate your case to a Regional Specialist who will follow up with you by end of business tomorrow. The number does come up as a 615 area code, just so you are aware. [REDACTED] Was there any other questions you have for me today? [REDACTED]: No. Thank you [REDACTED] My pleasure, have a good rest of your day.

023 2:13:31 PM

****CASE SUMMARY**** CRR-JB received contact from C who would like an update done on C's VEH under warranty but dealer is unable to duplicate. C has safety concerns. CRR-JB sending to RCAS.

8:13:11 AM

RCAS-EW submitted RHR Filter due to C questioning VEH safety.

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

CONSUMER ASSISTANCE REQUEST



1:03:14 PM

ARBS noting RHR filter: Open RO: [REDACTED] UNDER 5345 C Complaint: VEH GOES INTO LIMP MODE WITHOUT ANY WARNING Dlr Input: [REDACTED] AT THE TIME OF FILTER - Vehicle acquired: NEW, SPECIAL APR State: TX In-service date: [REDACTED] 022 Last known mileage: [REDACTED] @ 21,419 MILES - Open campaigns: [REDACTED] Additional CA cases found: [REDACTED] Tech line cases found: [REDACTED] Warranty cases found: [REDACTED] - DTS involved: [REDACTED] VSC found: [REDACTED] ECW/Warranty ext./Warr exc: [REDACTED] Total Approved Checks: [REDACTED] ----- CPIA: [REDACTED] [REDACTED] NISSA OIL AND FILTER 0 [REDACTED] [REDACTED] FRED HAAS NISSA OIL AND FILTER 0 [REDACTED] [REDACTED] NISSA OIL AND FILTER 1 [REDACTED] [REDACTED] NISSA OIL AND FILTER ----- ARBS notes after careful consideration - At this time, NNA is not in a position to offer a repurchase or replacement of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns. NNA will continue to honor the terms and conditions of all applicable warranties. - ***ARBS NOTING C SHOULD BE GIVEN A DENIAL, HOWEVER ANY DENIAL LETTER (if applicable) SHOULD BE HELD UNTIL CASE COMPLETION ***

1:03:49 PM

*** IF THE IS A DIAGNOSIS THAT IMPLIES THERE WILL BE WARRANTABLE REPAIR, PLEASE RESUBMIT NEW FILTER AS "FILTER RESUBMISSION" ***

2:05:11 PM

EW made outbound call to [REDACTED] EW requested to speak with available SM [REDACTED] EW left VMX requesting email reply.

2:07:55 PM

EW sent email to SM-Gerald Toloudis and SD-Robert Quarles requesting information on VEH status, diagnosis, and repair.

3:51:56 PM

EW received email from [REDACTED] on 12/5 at 3:15 pm with the following information: Is the vehicle at the dealership currently? NO What is the customer's concern? CUSTOMER WAS HERE [REDACTED] HER CONCERN WAS THAT THE DASHBOARD BLACKS OUT WHILE DRIVING AND VEHICLE STARTS LOSING POWER AND THE VEHICLE LOSES POWER ASSIST. SHE PULLED OVER AND WAITED APPROXIMATELY 5 MINUTES, VEHICLE WAS BACK AT NORMAL OPERATION WITHOUT THE CONCERN HAPPENING AGAIN. How many times has the vehicle been to the dealership for this concern? 1 TIME Has the concern been duplicated? NO What previous repairs have been made? [REDACTED] The customer mentioned a reprogramming that was recommended, can you confirm if a reprogramming has been recommended for this concern? NO RECORD OF A REPROGRAM RECOMMENDED What is the current recommended repair? TECHNICIAN NOTED THAT THERE IS COLLISION DAMAGE AND THE FRONT DISTANCE SENSOR AND BRACKET IS DAMAGED ALONG WITH DRIVER SIDE HEADLIGHT, BUMPER, GRILL, AND DRIVER SIDE FENDER, WE RECOMMENDED TO GO TO THE BODYSHOP FOR REPAIRS. Have tech line or DTS been contacted? NO, BUT TECHNICIAN DID NOTE THAT THERE ARE NO SERVICE BULLETINS OR TECH CASES RELATED TO HER CONCERN

3:52:31 PM

EW received email from [REDACTED] 12/5 at 3:40 pm advising to call the case into warranty if C comes back so that it can be documented as an NWF.

4:12:24 PM

EW made outbound call to C a [REDACTED] EW ADVISED, [REDACTED] this call may be recorded for quality and training purposes. [REDACTED] EW VERIFIED C's name, home & email address, concern, phone. [REDACTED] EW CONFIRMED C's VEH make/model, mileage, and servicing DLR. [REDACTED] EW CHECKED and ADVISED C of open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found: 0 [REDACTED] EW advised that case has been escalated to [REDACTED] EW and [REDACTED] EW will be [REDACTED] reviewing case. [REDACTED] EW confirmed called in regarding concerns with dashboard blacking out and VEH losing power. C stated yes. [REDACTED] EW apologized for C's concerns with the dashboard and VEH losing power. [REDACTED] EW noted C called in advising of a safety concern.

EW asked what assistance C is seeking from NNA CA at this time. C stated there have been two other reported cases where one of the TECHs had come out and told the driver that there needs to be a reprogramming in the ECU so that there is nothing wrong with it. C stated the TECH stated the TECH didn't know when NNA is going to do this and the best thing to do is to wait and drive it. C stated C thinks that is putting everyone in risk. C stated C can't afford for the dash just to go black and the VEH to go down to close to 5 mph. C stated C can turn the VEH off and pull over and after about 5 minutes and it goes. C stated C's son took the VEH into Fred Haas Nissan and the DLR couldn't reproduce the concern. C stated with the dashboard going [REDACTED] EW empathized with C's concerns. [REDACTED] EW noted C called in regarding a reprogramming for the VEH. [REDACTED] EW advised that NNA CA has been able to review and has not found a record of a recommended reprogramming for C's VEH. [REDACTED] EW advised that if a reprogramming is needed, the DLR would be able to advise C of that once it is available. C stated C has documented statements from a TECH from NNA talking about it. C stated that NNA isn't doing anything about this. C stated C even took it to the DLR who couldn't duplicate the concern. [REDACTED] EW advised [REDACTED] EW has been able to review further with the DLR regarding the concern. [REDACTED] EW advised that the DLR confirmed that the concern has not been duplicated as of yet. [REDACTED] EW advised that NNA CA is not TECH and cannot provide repair recommendations. [REDACTED] EW advised that NNA CA can only recommend C continue to work with the DLR to have the concern duplicated for further assistance. C stated that C just wants NNA to be on notice. C stated that if anything happens to C's son then NNA will need to do something. C stated C has documentation from a TECH saying that this needs to be done and an appeals person that said NNA needs to do this. C stated C has never encountered any issues in a VEH such as this. C asked if this is a safety concern [REDACTED] EW empathized with C's frustration. [REDACTED] EW advised that because NNA CA is not TECH, [REDACTED] EW is not in the best position to determine if the VEH is under a safety concern. [REDACTED] EW advised that the DLR is in the best position to provide C with more information on the VEH's concerns. C stated C was hoping C would have been contacted by a regional technician. [REDACTED] EW advised that if a regional technician does need to be involved, the DLR will be able to communicate with a technical specialist for further information. [REDACTED] EW advised that the VEH will need to be taken into the DLR for further duplication of the concern first. C asked where C could send the documentation to. C stated that if something happens to C's son, NNA will answer for it. [REDACTED] EW provided the NNA CA email address. [REDACTED] EW asked if C had any other questions regarding the case. C stated no. [REDACTED] EW thanked C for C's time. Call ended mutually.

4:14:07 PM

EW is closing Case as no further assistance can be offered at this time. [REDACTED] ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with having concerns with VEH losing power addressed and the computer reprogrammed. [REDACTED] EW reviewed Case with [REDACTED] who advised to deny repurchase request if asked. SM-Gerald Toloudis who advised the DLR was unable to duplicate concerns, found no record of a recommended reprogramming, and noted collision damage on the front of the VEH. [REDACTED] ***STATEMENT OF DECISION*** [REDACTED] EW advised C Nissan has created a case to document C's concern, and this case will remain in NNA's system. [REDACTED] EW advised C to have the concern duplicated with the DLR and referred C to DLR for further assistance.

4:29:14 PM

[REDACTED] called from consumer affairs and he absolutely knew nothing about the vehicle. It was just mush mouthed and offered nothing to assist with this documented problem. I am sending copies of one of the documentations. Any further help will be appreciated [REDACTED] I am sorry that the agent was not able to assist with your concern. I do see that you were advised to continue to work with the dealership to diagnose the concern.

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (B) (6)

CONSUMER ASSISTANCE REQUEST

██████████
██████████ o ██████████

██████████ 4:37:39 PM

SRCAS-TG advising RCAS to close case.

██████████ 4:42:43 PM

*** [Added after the case is closed.] *** ██████████ : All they say is that if no code cannot do anything. When the dashboard goes black there is no way to see anything. I think the pics that I sent to you is enough for Nissan to work with the dealership to fix this problem. ██████████ : I am sorry, as we are not mechanics or technicians I would not be able to comment on that. You would have to speak directly with the dealership.

██████████ 5:03:15 PM

*** [Added after the case is closed.] *** ██████████ : I just feel like there is not any help for this problem. The dealership has really been good at trying, but Nissan needs to do their part in finding the problem as this is not the only report of this. ██████████ : I understand and I apologize that we are unable to resolve the mechanical concern. Nissan Consumer Affairs is not a technical department and we do not have the information to assist in that way. You would need to continue with the Nissan dealership. They may request a technician or technical visit if they are unable to resolve the concern but the request would be through their channels, not Nissan Consumer Affairs.

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

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